

## National Healthcare Decisions Day 2013 – Activities at VAMC Facilities

#	Facility	Description of Activity	Education/Informational Material Provided	Lessons Learned	Plans for Future Events
1	<b>Portland VAMC</b> Matthew Schobert Social Work Executive	NHDD Education and Awareness Event done in conjunction with PVAMC Integrated Ethics Office.	Provided an informational table from 9:00am-3:00pm in our lobby entrance. The table was staffed throughout the day by Social Work and IntegratedEthics staff. Staff provided information to Veterans and assisted in completing Advance Directive documents.	This is our second year collaborating on this event. This year we did additional communication about the event throughout the facility.	Social work and IntegratedEthics plan to do this event in FY14.
2	<b>CVAMC Canandaigua, NY,</b> Judy Zabko	Table set up in high traffic area most of the day with SW and nurse staff taking turns standing nearby asking passers-by if they had advanced directives in place.  Also had an employee training – lunch and learn—and approx 20 staff learned abt ADs	Provided booklets with forms in them.	We want to do these more frequently. We had good feedback from folks who participated.	More frequency— maybe quarterly.
3	<b>Charles George VAMC, Asheville NC</b>  Contact: Richard Adams, Program Officer	We hosted an Advance Directive table in the lobby. Veterans their family members and employees were offered the opportunity to ask questions about Advance Directives and to complete an Advance Directive. Social workers entered the completed VA forms into CPRS	We provided information to Veterans (“Your Rights Regarding Advance Directives” and “What You Should Know About Advance Directives”) and when appropriate, helped them complete Form 10-0137. We also had copies of the State Advance Directive form on hand for visitors and employees who were not enrolled Veterans	Discussing Advance directives is a time consuming process. If we were to repeat this activity next year we would increase the number of hours the staff are available, from 4 hours to 8.	We anticipate that we will repeat this activity in 2014.

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4	Mary Cunningham, 5 AIKEN CBOC Social Worker	Groups for PTSD/Depression/Anxiety were provided advance directive literature as part of group and encouraged them to complete them and return to Social Worker if desired.	"Your rights regarding advance directives" and "What you should know about ADs" with discussion on mental health treatment options.	Using the group focus provided validation from the veterans who had completed forms making concept less scary.	Will continue to target group activities once a year, already we provide copies with each annual exam in primary care and encourage completion.
5	Sherry Butts/QM & Bob Smith, Social Work/G-LTC VA Medical Center/Martinsburg, WV.	Leading up to National Health Care Decisions Day/NHDD, announcements were made regarding an available display and manned table for information on advance care planning. This was located in the Hospital Main Lobby and was our 6 <sup>th</sup> year. We also provided a notary and completion for AD's on-the-spot, when needed. Many veterans obtained literature, had questions answered, obtained an AD, or expressed they were familiar with AD's but, had not realized the importance of having one.	information on organ or whole body donation, DNR's, WV SAPO's, end-of-life, available bereavement/grief/loss counseling, veteran post-mortem benefits, Q&A's for AD, fact sheets, etc.		
6	<b>Milwaukee, WI VAMC</b> POC: Dave Van Thiel, Social Work Executive	Leading up to NHDD, a committee of Social Workers led a mandatory training for all (over 110) staff social workers on Advance Directives and Mental Health Advance Directives. On NHDD, that committee also put on a NHDD Resource Table in the main lobby of our VAMC for most of the day. Veterans, staff and visitors were encouraged to speak with social work staff	Handouts available at the NHDD Resource table: --Advance Directive Forms (VA, State of Wisconsin), both DPOA-HC and Living Will.  --Advance Directives "What you Need to Know" educational handout.  --Flier with upcoming Advance Directive Clinic dates	Using our Public Affairs and Medical Media helped us to have advertisement for the Resource Table for weeks leading up to the event.	Provide monthly Advance Directive Clinics, beginning 6/6/13  Continue to assess need for a Monthly Advance Directive Clinic based on Veteran utilization and

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		<p>regarding Advance Directives and other health care decisions. We also provided advertisement of monthly Advance Directive Clinics that have been developed (to be staffed by Social Workers) to provide another option to assist Veteran's in completing their Advance Directives.</p>			<p>ongoing need.</p> <p>Advance planning to determine if additional "events" or advertisement for NHDD/AD Clinics could be implemented.</p>
7	<p><b>West Palm Beach VAMC</b>  Contact: Matthew Harris, LCSW  Inpatient Social Work Supervisor</p>	<p>For NHDD, we set up a table in our atrium from 9:00 a.m. to 4:00 p.m., staffed by Social Workers. We marketed this event through educating Primary Care providers, eboards, flyers, and posterboards describing the event.</p> <p>Veterans were encouraged to speak with staff about advance directives and organ donation and were encouraged to at least take away educational material if they did not want to complete an advance directive at that time.</p>	<p>Veterans were provided with handouts including, 10-0137A and 10-0137B. Veterans were also able to complete a VA Advance Directive (Form 10-01367) on the spot if they chose, either electronically through available laptops or hard copy if they preferred. Social Work staff were able to serve as witnesses for completed Advance Directives.</p> <p>Veterans were also provided with information on organ donation, including registration forms for Donate Life and release of information forms for the Life Alliance Organ Recovery Agency if they chose to participate.</p>	<p>The marketing involved (eboards, flyers, poster boards, etc.) appeared to be effective.</p> <p>In all, 63 Veterans stopped at the table to discuss Advance Directives and Organ Donation. 26 Veteran completed an Advance Directive on the spot, while the other 37 left with educational material. 3 Veterans registered to be organ donors.</p>	<p>We are currently looking at the possibility of doing a similar event quarterly, or perhaps even monthly, where we set up a table in our atrium to continue efforts to educate Veterans on Advance Directives and Organ Donation.</p> <p>For NHDD in 2014, we will plan to repeat our marketing efforts, and improve on them by providing more education to outpatient providers before the event to encourage</p>

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					Veterans to attend.
8	<b>STVHCS – ALMD</b> Betty Beck, LCSW SWS Student Education & Palliative Care Coordinator	SWS Palliative Care & SW MSW Interns, provided a NHDD Education Fair for ALMD, making available educational information, in the front lobby. Veterans and families or caregivers were provided an opportunity to ask questions and clarify information. Individuals were then offered an opportunity to complete an Advance Directive by social work staff, including having their Advance Directive scanned into CPRS.	On April 16 <sup>th</sup> , an exhibit area was set up at the front of the hospital lobby, next to the Canteen, where most veterans, staff, and other caregivers pass by. One MSW Intern and Palliative Care Social Work Fellow utilized a sandwich board and publicized throughout the hospital and clinical waiting rooms. In addition, VA advance directives were provided as well as VA Educational information, TexasLivingWill.org (for non-veterans) and VA's "Your Rights Regarding Advance Directives" and "What You Should Know About Advance Directives". At least thirty (30) were recorded that day.	Utilizing creative ways to educate reduced the anxiety of some individuals regarding a difficult and unpopular discussion. Activity was intended to be multidisciplinary but was difficult to include other disciplines.	In 2014 we would like to consider and plan for a wider audience to include outlying clinics, other disciplines, and continue the creative, artistic flow.
9	<b>VAMC, Memphis, TN</b> L. Sue Stevens, Chief, Social Work Service/ECT Chairperson	Most social work staff participated in the Advance Directive Training offered by VACO. Social Work Service made logistics arrangements.  NHDD was discussed both with EC Team and with Integrated Ethics Council as a project medical center would promote.  The upcoming NHDD was also announced during the regular social work meetings.	On April 16, a table was set up in the main lobby of the medical center. Copies of the VA Advance Directives were available along with the state copies of the forms for Tennessee, Arkansas, Mississippi and Missouri. In addition, flyers were available for patients, visitors and staff to take with them. (attached)  Along with Social Work participation, Palliative Care	For next year, will get more PR out using our Public Affairs Officer and will also get permission to have the event announced overhead.	For FY14, will plan with other disciplines and program areas so that documents can be available throughout the facility. Will also plan a media type blitz of information.

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			staff also participated and provided the pamphlet entitled "Planning Your Advance Health Care Directives".		
10	<b>St. Cloud VA Health Care System</b> Contact: Christopher Hill, Chaplain	On NHDD, our facility held an open house in the VAHCS canteen cafeteria, lab waiting area and a PACT Clinic. Veterans were encouraged to speak with social work staff and complete an advance directive	On April 16, we provided information to Veterans ("Your Rights Regarding Advance Directives" and "What You Should Know About Advance Directives").	The VAHCS Canteen Area and Lab area were much better strategic area to focus on providing information to Veterans than the clinics that we had historically focused on.	In FY 14; we may strategically have better placement in the Canteen and continue the lab waiting area.
11	<b>PVAHCS, Phoenix, AZ</b> Contact: Jesus Romero, PEC	Increase awareness of Advance Directives	Information on the three websites for forms, three ways to create the AD, flyers posted and handed out		
12	<b>Captain James A. Lovell Federal Health Care Center (FHCC)</b> Contact: Michelle Franklin Preventive Ethics Coordinator  Romney B. Dodd Compliance and Business Integrity Officer / Integrated Ethics Program Officer	Members of the Preventive Ethics (PE) Committee participated in NHDD on April 16 <sup>th</sup> , 2013. The program consisted of a table top display located at the main entrance to the facility. This display was manned by subject matter experts who were able to discuss the broad points of Advance Care Planning. Additionally two private areas, with computer access, were set up to allow a more detailed discussion to take place if the person requesting information so desired. As a final option providers were placed on stand-by, and a private office was made available for individuals to use if they wished to speak with a provider about their advance care	The PE team also submitted an article to the FHCC newspaper highlighting the importance of Advance Care Planning and the need to complete your plans prior to a crisis taking place. At the table the team had the National Health Care Decision Day video playing continuously. Handouts included: SAPO's from all surrounding attachment states, Ethics consult service information, FHCC contact information, Advance directive wallet cards, VA Advance Directive forms, Advance directive information and starting the conversation brochures, posters.	Overall we consider our participation in the 2013 National Health Care Decision Day celebration a rousing success, with over 165 people visiting our table and presentations.	The FHCC plans to have additional training and other opportunities for staff and patients to learn about the importance of Advance Care Planning throughout the rest of the year. We also plan on expanding our participation in next year's NHDD by including activities for off-shift staff as well extending our direct

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		<p>planning needs. Our palliative care provider, Dr. Kavita Sharma, offered two presentations on end of life planning.</p>			<p>presentations out to our CBOCS. This will be accomplished either through physically going to the units and CBOCS or by using PICTEL / LiveMeeting or possibly videotaping for distribution.</p>
13	<p><b>TRUMAN VA Medical Center</b>, Missouri Randall Kilgore, M.Ed. Compliance and Ethics Officer (DIR/Comp)</p> <p>Julie Fairchild, RN, MSN Palliative Care Coordinator</p>	<p>This year, like last, the medical center hosted an information table in the Main Lobby of the facility. Information brochures, fliers, and posters were utilized to capture the attention of passers-by, and staffed by two or three professional persons who interacted 1:1 with Veterans and/or families and significant others. It was a day-long activity in a high-visibility location.</p> <p>Ms. Fairchild and an CBOC Nurse representative (Kim Dickey, RN) Disseminated a full box of "Life Choices" to CBOC staff, and delivered a discussion about the meaning of NHDD.</p>	<p>Ethics Consultation Team was prepared to share information and education about advance directives.</p> <p>The Palliative Care Coordinator helped staff the information table in the Main Lobby.</p> <p>A booklet entitled "<b>Life Choices</b>," published by the State of Missouri about advanced directives was utilized as an information piece and given to anyone who wished to have one.</p> <p>The booklet is available through: <b>Office of Attorney General, Chris Koster, PO Box 899, Jefferson City, MO 65102 or ago.mo.gov</b></p>	<p>Always beneficial to have done advance planning with facilities to ensure proper set-up and visibility is prepared for.</p> <p>Engaging the Public Affairs Officer in making in-house announcements, as well as using message boards throughout the medical center, and in CBOC's (Community Based Outpatient Clinics)</p>	<p>Engaging more staff in the event for greater awareness.</p> <p>Seeking additional printed materials to include the stickers for promoting the NHDD that can be used; reprinting these stickers was problematic, and would have been beneficial to have these pre-printed. While we were fully supported for the endeavor, we still had problems getting printed</p>

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					<p>resources from NHDD.</p> <p>The stickers being available to ALL facility staff willing to wear them, would be beneficial to have in promoting the event, and increasing awareness of end of life choices.</p>
14	<p><b>VAMC, Erie, PA</b>  Contact: Jennifer Blakely, Esq.,  IntegratedEthics Program Officer</p>	<p>On April 16<sup>th</sup>, the Erie VAMC IntegratedEthics Program provided educational materials and an opportunity to ask questions and complete Advance Directives to Veterans and visitors. This education was conducted simultaneously at two separate information booths at the two primary visitor entrances of the hospital. Each booth was manned by ethics consultants, social workers and Executive Leadership staff. Visitors were also informed of the May 1<sup>st</sup> panel discussion described below.</p> <p>In celebration of National Compliance &amp; Ethics Week and as a part of our “Salute Your Health” Lecture Series coordinated by Erie VAMC Health Promotion Program, the IE</p>	<p>An Advance Directive Notification wallet card was developed for and distributed at these events. It is set up for printing on Avery 8371 Business Cards <b>[available on NCEHC NHDD page under Resources]</b>.</p> <p>Also distributed were copies of:</p> <ul style="list-style-type: none"> <li>• The VA Advance Directive, VA Form 10-0137;</li> <li>• The IE Program’s “Not Sure What to Do? Ask for an Ethics Consultation” brochure;</li> <li>• The Erie VAMC “Advance Directives” Q&amp;A brochure;</li> <li>• A brochure from Prepare For Your Care.org entitled “PREPARE – A program to help you make medical</li> </ul>	<p>Newspaper publicity via the “Community Events” calendar was found to be extremely helpful – a number of family members of Veterans saw the advertisement and brought their loved one to the discussion in an effort to encourage the Veteran to complete their advance directive.</p> <p>Earlier advertisement of the program via the CBOC waiting rooms and/or community newspapers for the outlying communities in which our CBOCs are located may have been helpful. Although the panel discussion was available via the</p>	<p>Erie VAMC intends make the booths and panel discussion for our Veterans an annual event, likely continuing to utilize NHDD &amp; National Compliance &amp; Ethics Week (which is always approximately 2-3 weeks after NHDD).</p> <p>As the result of a member of the audience at the panel discussion continuing the discussion at his group therapy session later that</p>

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		<p>Program held a well-attended and well-received panel discussion on May 1<sup>st</sup>, entitled “Who Will Speak for You if You Cannot? Questions &amp; Answers about Advance Care Planning” for an audience of Veterans and their family members. The 8-member panel included representation from our Ethics Consultation Service, a Primary Care provider, a chaplain, our Geriatrics/Extended Care nurse practitioner, our Caregiver Support Coordinator, a Behavioral Health representative, a Medical Social Worker, Hospice/Palliative Care Coordinator, and Regional Counsel, with the IE Program Officer moderating.</p> <p>Two additional trainings for clinical staff on Advance Directives &amp; Surrogate Decision-Making were also presented on May 1st by our Assistant Regional Counsel, who traveled in from Pittsburgh for the day. These were held in conjunction with National Compliance &amp; Ethics Week and were a part of the “sustain &amp; spread” effort from the FY2012 Surrogate Decision-Making Staff Education ISSUES Cycle.</p>	<p>decisions for yourself and others” (discussing 5 simple steps for making &amp; communicating advance care planning decisions);</p> <ul style="list-style-type: none"> <li>• A booklet from The American Bar Association Commission on Law &amp; Aging, entitled “Making Medical Decisions for Someone Else: A How-To Guide”</li> <li>• The VHA OPCC&amp;CT “Patient Centered Care” brochure; and</li> <li>• Distributed flyer related to May 1<sup>st</sup> panel discussion <b>[available on NCEHC NHDD page under Resources]</b></li> </ul>	<p>Telehealth V-Tel equipment at the CBOCs, we had no participants attend via V-Tel.</p>	<p>day, the Behavioral Health Program is following up with some of its groups to possibly offer additional discussion of advance care planning.</p>
15	<p><b>VA St. Louis Health Care System</b> Contact: Richard</p>	<p>-Hosted booth at both campuses of our VAMC near the cafeteria with FAQs on VA Ads as well as</p>	<p>- Sent All Employee email on NHDD - AD application and FAQ on</p>	<p>Keep a tally of the number of vets who actually take our</p>	<p>Same next year. Involve SW more next year</p>

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	Martielli, Ph.D., Ethics Consultation Coordinator	actual VA AD applications to take. - Approx. 60 veterans took materials and expressed an interest in forming an Ad with the VA - Had large posters on easels advertising NHDD	VA ADs.	materials to gauge impact.	as they are the POC for Ads at the VA.
16	<b>MVAHCS, Minneapolis, MN</b> Susan Ricker, Compliance Officer	Prior to the NHDD, our Compliance & Integrated Ethics Council worked to secure space for a booth/table outside our cafeteria, which is a highly visible, well-traveled location. Our Social Work Chief arranged for staff to provide a meet and greet opportunity with staff. We used the NHDD poster to print up information regarding the day and had resources, information, materials on hand to provide for staff, veterans, and family members.	During this time staff could provide education, information and materials on health care decisions and related resources. It was an opportunity to put a name with a face.	The Daily Brief continues to be a way to provide advanced advertising to staff. We may consider posting the posters early as we were competing with medical media for a number of resources/materials. The poster is not year specific so we should be able to use ahead of time.	We may look to providing a training/education on health care decisions by piggy backing on C&E week. It has been nice that they are close enough in time to order similar resources.
17	<b>VAMC, San Diego, CA</b> Contact: Donna Clar, RN IEPO	Advance Directive Assistance	VA and Non-VA Advance Directives were available in a Conference room along with the IEPO and several Social Workers to assist with questions and answers in filling out ADs or updating them. We also sent a cart with two social workers around the hospital with AD pamphlets and forms to hand to interested patients in the halls and waiting rooms.	Always could advertise better, but hard with some of the facility restrictions (nothing on walls). Always appreciated by those who attend!!	Would like to encourage more staff (HEAT and IE Council Members) to participate via earlier sign ups.
18	<b>VAMC, Tomah, WI</b>	Booth in Main building entry way	Inserts had access to state	That even with high ratio	Will do same

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	Contact: Gina Hilmanowski, ext 66032	from 10-2pm on NHDD manned by Social Workers. Prior to this event use of posters on campus, daily briefing notes advertising event with inserts into all outgoing pharmacy for 6 weeks, to facilitate filling out Advance Directive's at event on NHDD.	Advance Directives information and explained why it was important to have an Advance Directive. Day of event had Advance Directives information to hand out. Tables with AD information at each CBOC on NHDD.	of advertisement through outpatient pharmacy, turnout to do an Advance Directive was minimal. Most optimal time to get an Advance Directive done is when veteran is an inpatient.	process next year for NHDD. Will also address in Social Work Month in March.
19	Alexandria VA HCS, Tina Eyre	On NHDD, Social Workers manned a booth in the well-travelled corridor beside the cafeteria entrance for four hours surrounding lunch time. The booth had a story board with information about benefits of making health care decisions in advance.	Social Workers offered sample advance directives to read and directed Veterans to their Primary Care Social Workers to complete the document, offered VA informational Brochures regarding Advance Directives and answered questions posed by Veterans and family members.	This was a good location for the booth and we were able to reach many Veterans with the information.	We will consider same time and Location for 2014 event.