

**Organ Transplant Program  
Advance Directive (End-of-Life Care)  
Quality Improvement Initiative**

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# Intensive Caring at the End of Life

Technology and clinical expertise of critical care practice can support patients through life-threatening illnesses

- ❖ Most patients recover
- ❖ Some patients die quickly
- ❖ Other patients linger, neither improving nor acutely dying, alive but with progressively diminishing capacity to recover from their injury or illness

# Intensive Caring at the End of Life

Management of these patients is often overshadowed by a critical question.

*Is it appropriate to continue  
life-sustaining therapy???*

- *Sadly, patients rarely participate in these pivotal discussions because they are too sick or heavily sedated*
- *These discussions often fall to the family or a surrogate decision maker in consultation with the Medical / Surgical Team*

# Intensive Caring at the End of Life

- ❑ End of Life issues are emotionally stressful and often a source of disagreement.
- ❑ Failure to resolve such disagreements
  - Compromises patient care
  - Engenders guilt among family members
  - Creates dissatisfaction for health care professionals

# Intensive Caring at the End of Life

End of life conflicts and stressful issues can be ameliorated if clinicians provide:

- Support for the patient and family with aggressive symptom control
- A comfortable setting
- Ongoing intensive family psychosocial support (the LIFE Support concept)

# Intensive Caring at the End of Life

- ❖ Effective patient and family emotional support includes sharing the burden of decision making with family members.
- ❖ High quality *End of Life Care* requires an institutional culture shift from single-minded focus on high-tech medical interventions to a patient-focused consensus.
- ❖ Expert family emotional support enables the family to understand and accept that intensive caring may involve letting go of futile life-sustaining interventions.

# The Road to Optimal Quality

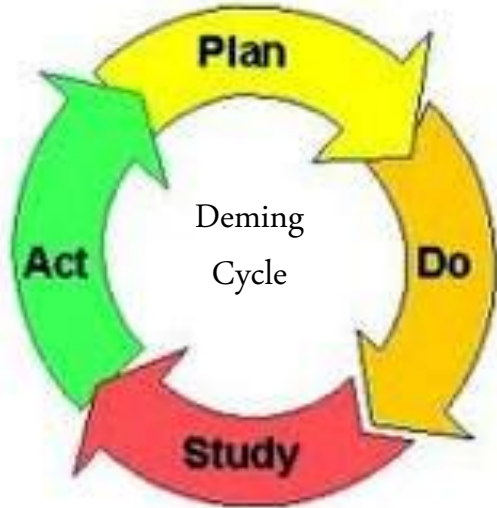
## End of Life Care



You are Here

# The Continuous Quality Improvement Process for End of Life Care

QUALITY



Pre-Liver Transplant  
Advance Directive &  
Power of Attorney

Initiative



“Standardization”  
(Establish New Baseline)

Time Line



# Liver Transplant Advance Directive Process Improvement Initiative

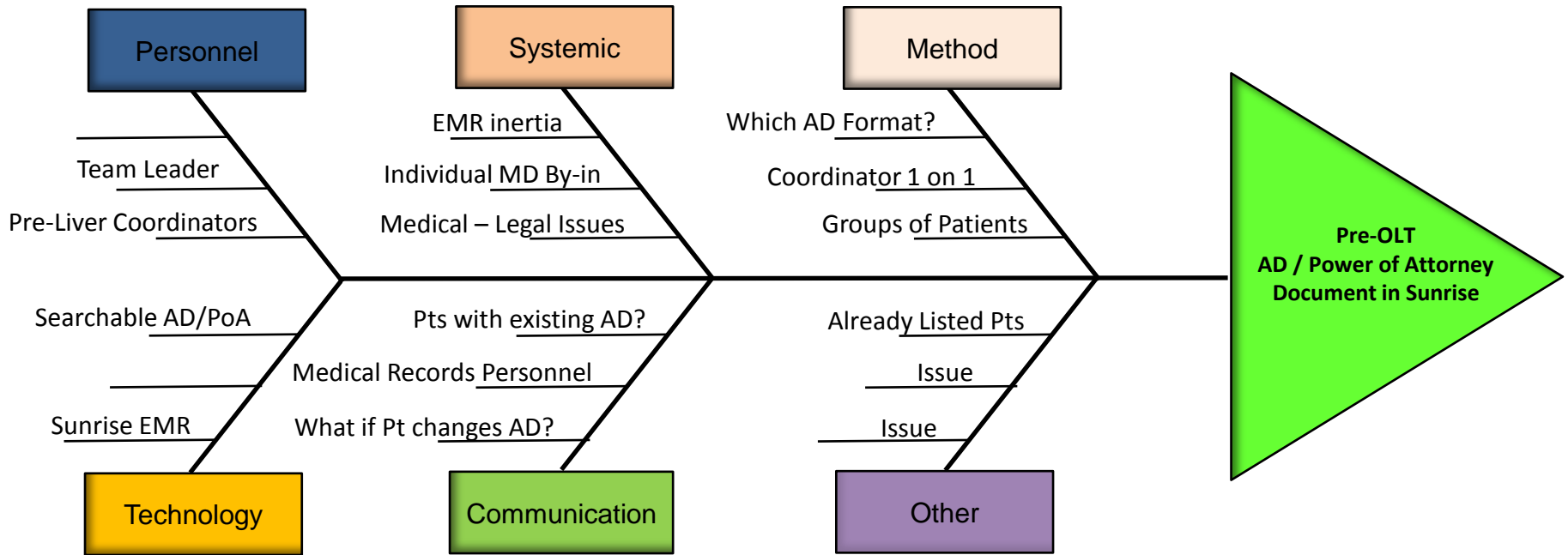
## **Aim Statement**

Implement a process by December 1<sup>st</sup>, 2010 whereby 100% of patients being listed for Liver Transplant will have a signed Advance Directive and Power of Attorney documented and available in the Sunrise Electronic Medical Record.

# Pre-Liver Transplant

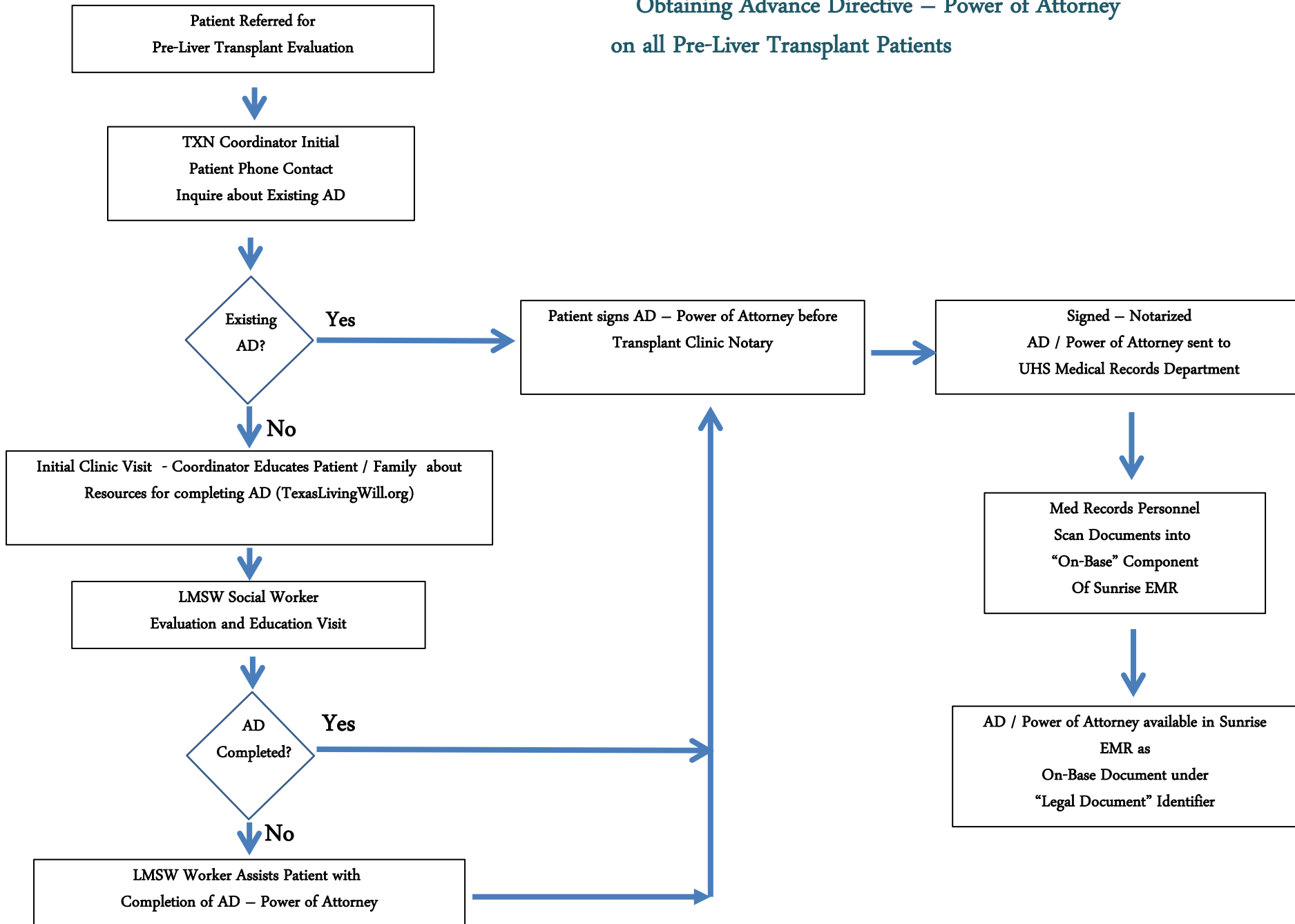
## Advance Directive / Power of Attorney

### Quality Improvement Initiative



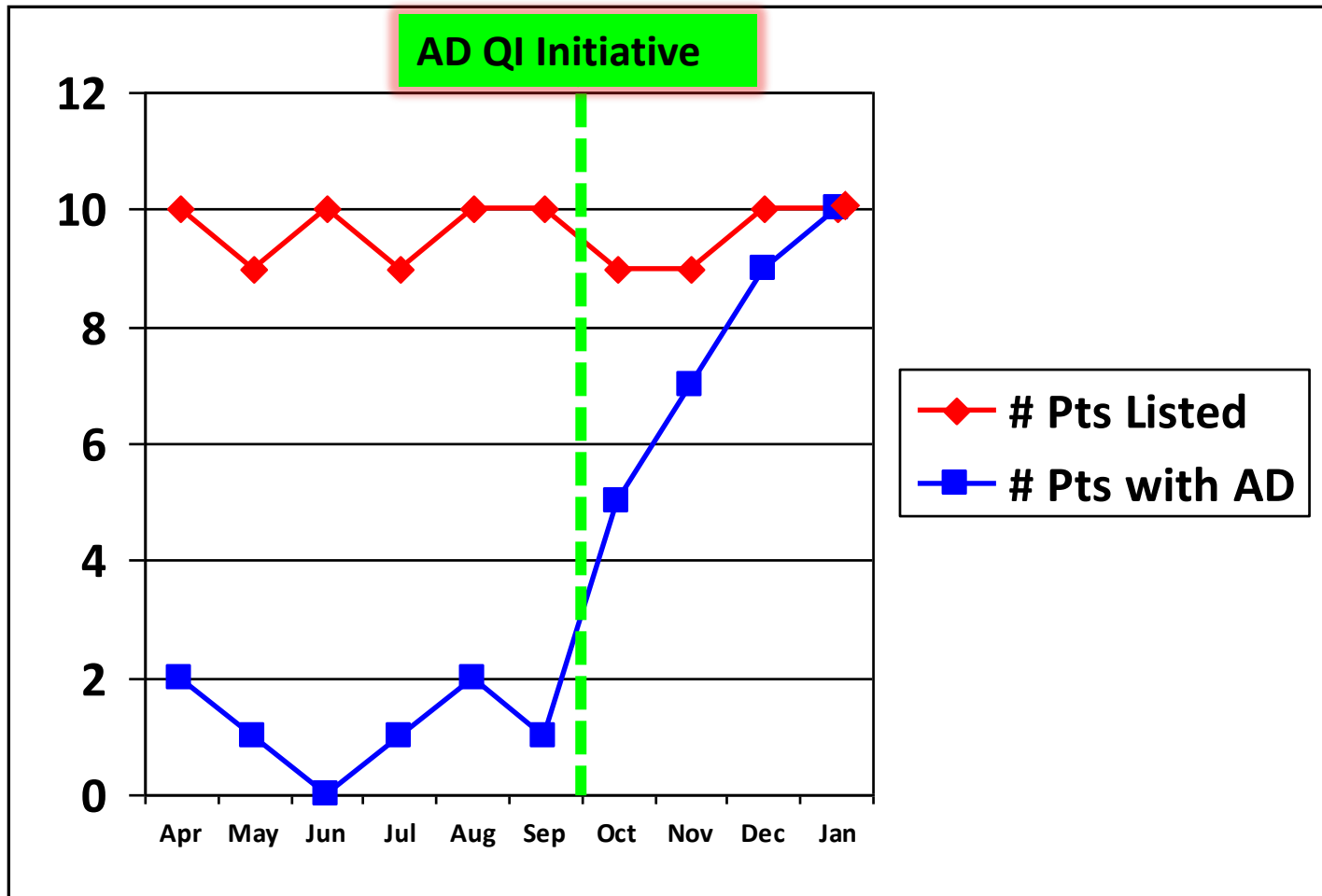
## Process Map

### Obtaining Advance Directive – Power of Attorney on all Pre-Liver Transplant Patients



# Pre-Liver Transplant Advance Directive – Power of Attorney

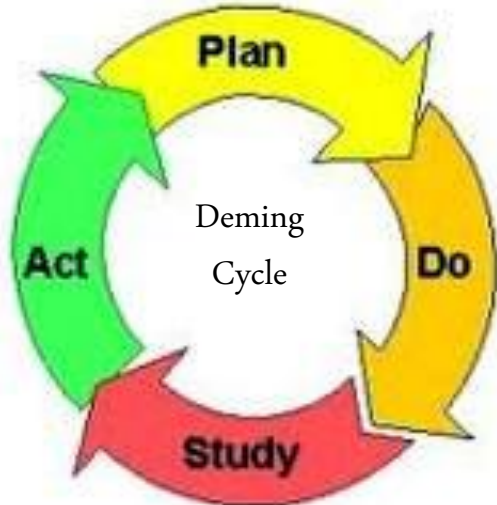
## Statistical Process Control Chart



# The Continuous Quality Improvement Process for End of Life Care



QUALITY



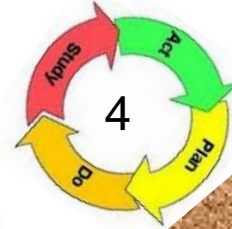
Lung TXN, Kidney TXN  
Hepatobiliary Surgery  
Advanced Directive &  
Power of Attorney

Pre-Liver Transplant  
Advance Directive &  
Power of Attorney

Initiative



Initiatives

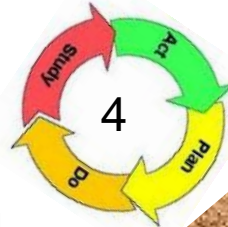
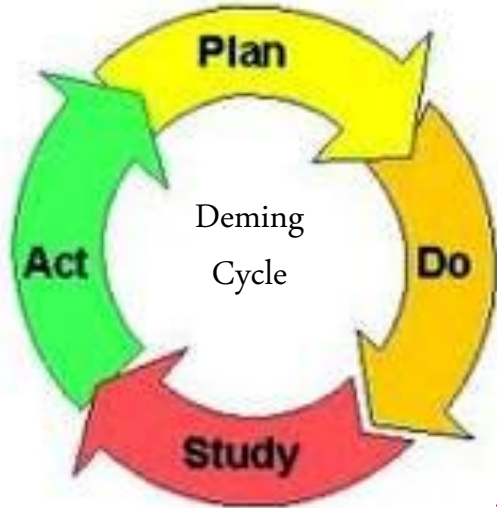


Time Line

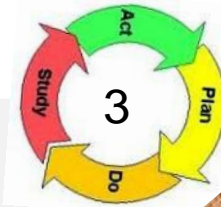
# The Continuous Quality Improvement Process for End of Life Care



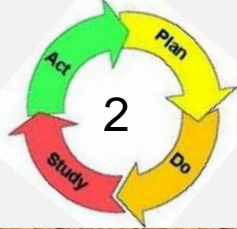
QUALITY



Organ-Specific  
Advanced Directive  
Initiatives



Lung TXN, Kidney TXN  
Hepatobiliary Surgery  
Advanced Directive &  
Power of Attorney  
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Pre-Liver Transplant  
Advance Directive &  
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"Standardization"  
(Establish New Baseline)

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# The Continuous Quality Improvement Process for End of Life Care

QUALITY



Implementation of  
Advanced Directive  
LIFE Support Team  
Patient Education in  
Organ Transplant  
Pre-Op Classes



Organ-Specific  
Advanced Directive  
Initiatives



Lung TXN, Kidney TXN  
Hepatobiliary Surgery  
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Pre-Liver Transplant  
Advance Directive &  
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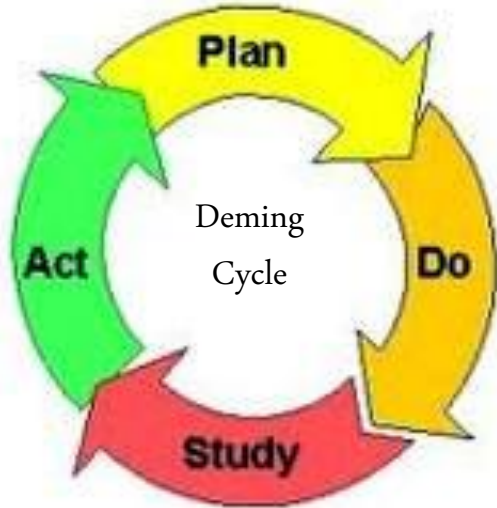


“Standardization”  
(Establish New Baseline)

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# The Continuous Quality Improvement Process for End of Life Care

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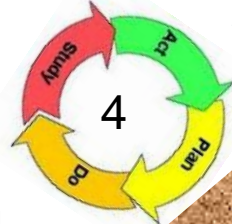
Implementation of  
Organ Transplant  
LIFE Support Team



Implementation of  
Advanced Directive  
LIFE Support Team  
Patient Education in  
Organ Transplant  
Pre-Op Classes



Organ-Specific  
Advanced Directive  
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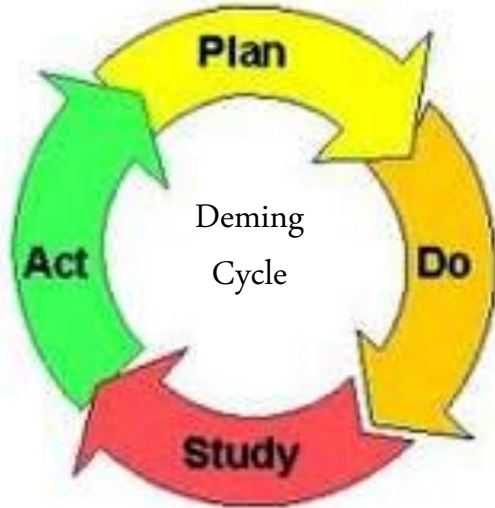
# The Continuous Quality Improvement Process

## for End of Life Care

Implementation of Grassroots  
Palliative Care LIFE Support  
Teams in other UHS Units



QUALITY



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Hepatobiliary Surgery  
Advanced Directive &  
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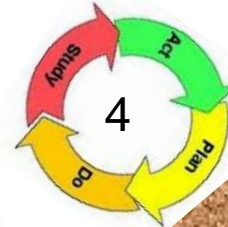
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Organ-Specific  
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Implementation of  
Organ Transplant  
LIFE Support Team



Time Line