

Partnering for Choice (PfC) is a multicomponent advance care planning and palliative care education initiative which aims to foster collaboration between Baylor Scott & White Health (BSWH), local nursing homes and the community. PfC has grown out of two operational exercises to improve the delivery of palliative care services within BSWH: a value stream mapping method for improving the delivery of palliative care services and implementation of a Medical Order for Scope of Treatment (MOST). These initiatives began concurrently in 2014 and an electronic MOST version went live in July 2015. The Division of Supportive and Palliative Care (DSPC) at Memorial Hospital in Temple Texas, a 600 bed academic medical center in the Central Texas Region (CTX), is a key coordinator for these initiatives and collaborates directly with nursing, social work, case management, pastoral care, health information management and physician teams. A pilot underway on one hospital floor aims to evaluate processes for palliative care and hospice consultation, educational opportunities for hospital staff, challenges to discharge planning and MOST implementation. Value stream mapping methods identified unreliable work flow for MOST completion. With input from our stakeholders, a revised work flow was developed which will reliably result in MOST completion.

Because MOST implementation is a system-wide initiative, we are also collaborating with the Division of Geriatrics to assist with education and communication about MOST in area nursing homes. PfC is a formal effort to create a standard educational initiative for physicians, healthcare facility staff and the community on advance care planning and basic palliative care principles. The program is in its early stages and currently focuses on hospital and nursing home staff included in the MOST pilot. MOST utilization is expected to be fully implemented by December 2015 and PfC will be an ongoing educational effort.