

Project Title

Comparative Review of the Advance Care Planning (ACP) Programme in TTSH on Training, Practice and Implementation

Project Lead and Members

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Organisation(s) Involved

Tan Tock Seng Hospital

Healthcare Family Group Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Division of Integrative and Community Care

Aims

To evaluate the ACP programme in TTSH by doing comparative evaluation in 3 aspects namely training, practice and implementation across the period from 2012-2015 and 2016-2017.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Quality Improvement, Job Effectiveness, Design Thinking

Keywords

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Comparative Review of the Advance Care Planning (ACP) Programme in TTSH on Training, Practice and Implementation

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Introduction

Advance Care Planning (ACP) is a discussion on future healthcare preferences, suitable for all ages and health status. The ACP process guides physicians, patients and their loved ones in making decisions based on the patient's values, beliefs, wishes and personal goals of care.

The ACP team in Tan Tock Seng Hospital (TTSH) embarked on a series of new developments to support the nationwide ACP movement.

Aim

To evaluate the ACP programme in TTSH by doing comparative evaluation in 3 aspects namely training, practice and implementation across the period from 2012-2015 and 2016-2017.

Methodology

Retrospective analysis of ACP data in TTSH and historical developments of the TTSH ACP programme from 2012 to 2017 was conducted. New developments that were implemented for the year 2016 to 2017 included:

1 Outpatient ACP Clinics

Set up of new ACP outpatient clinics in Cardiology, Geriatric, General Medicine, and a dedicated clinic for ACP Coordinators.



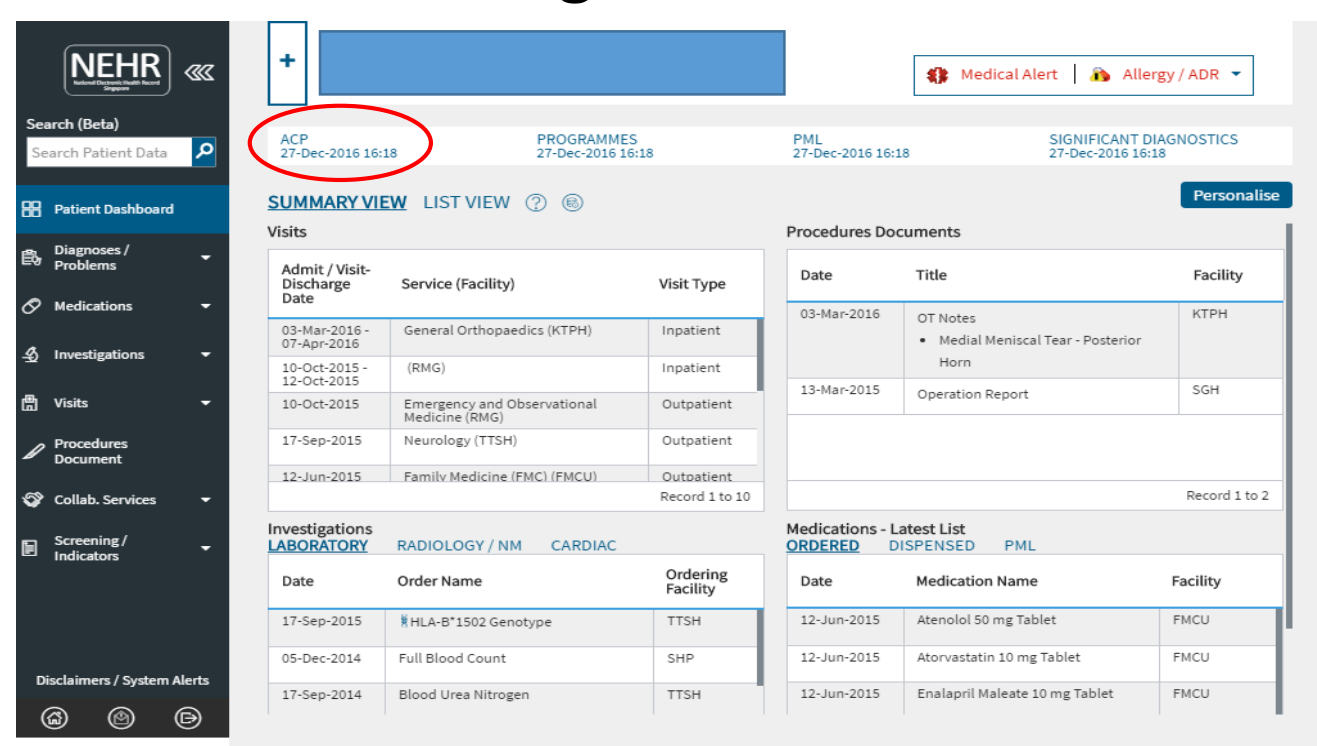
2 Implementation of NEHR-ACP Clinical Alert

The NEHR-ACP alert was implemented in the hospital electronic medical records in 2017 to indicate that patients have discussed and recorded their ACP preferences.

Clinical Alerts	2 ADR / DA	0 Medical Alerts
ACP NEHR-ACP	No known drug allergies	No medical alerts

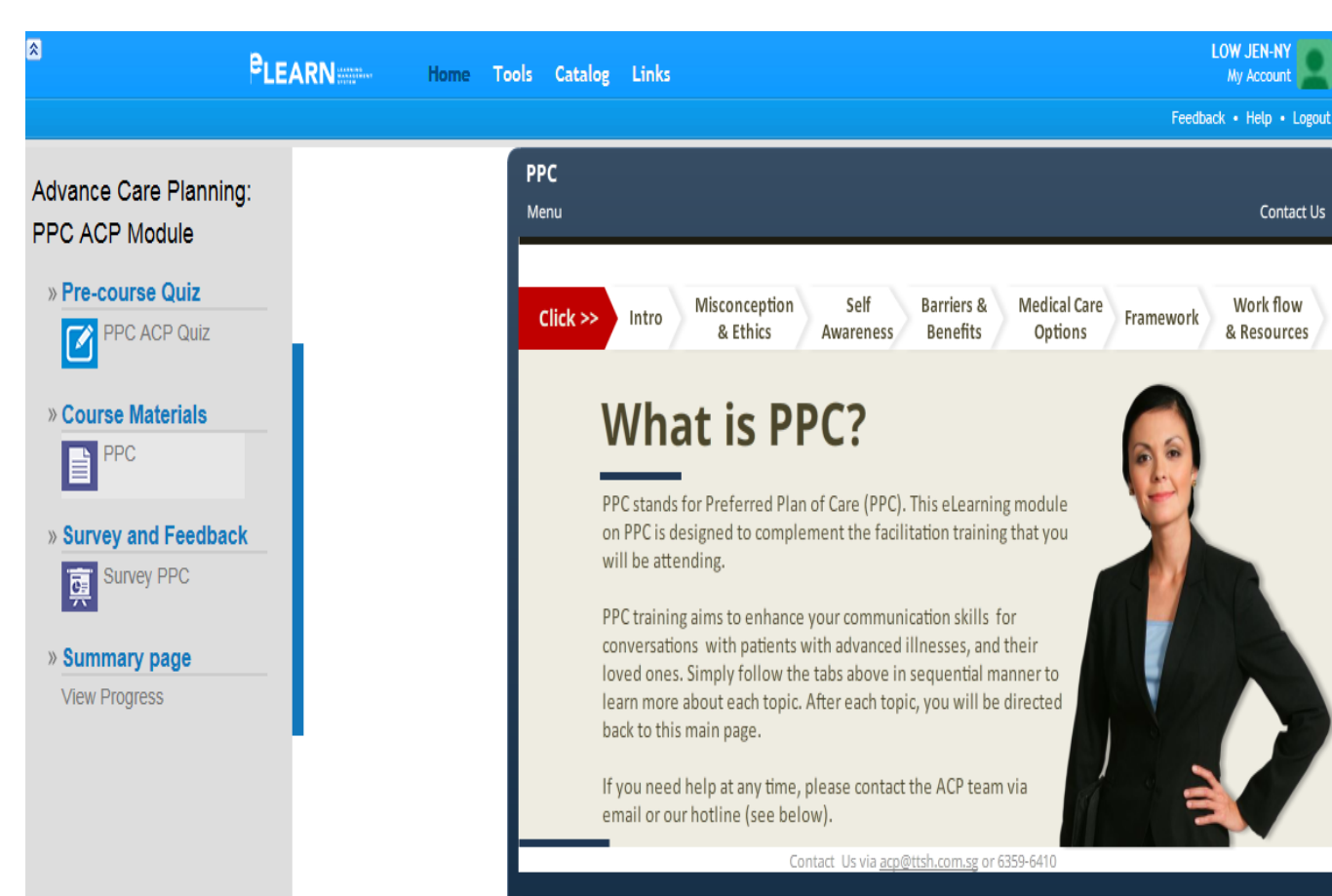
3 Registering of TTSH ACP in National AIC ACP IT System

Registering of TTSH ACP in the National AIC ACP IT system by ACP Coordinators in 2017, viewable in NEHR (National Electronic Health Record) and any healthcare setting.



4 ACP e-learning

Development of ACP e-learning training modules in 2017 to enhance learning experiences.



5 Mentoring of nurses in outpatient ACP

ACP team started mentoring of nurses for outpatient ACP in year 2016 onwards to increase their confidence to conduct outpatient ACP competently.



6 Launch of ACP KOPI Talk sessions for staff and community

Launch of the ACP KOPI Talk sessions in 2017 with ACP card games to encourage people to start thinking, doing ACP early when one is healthy.

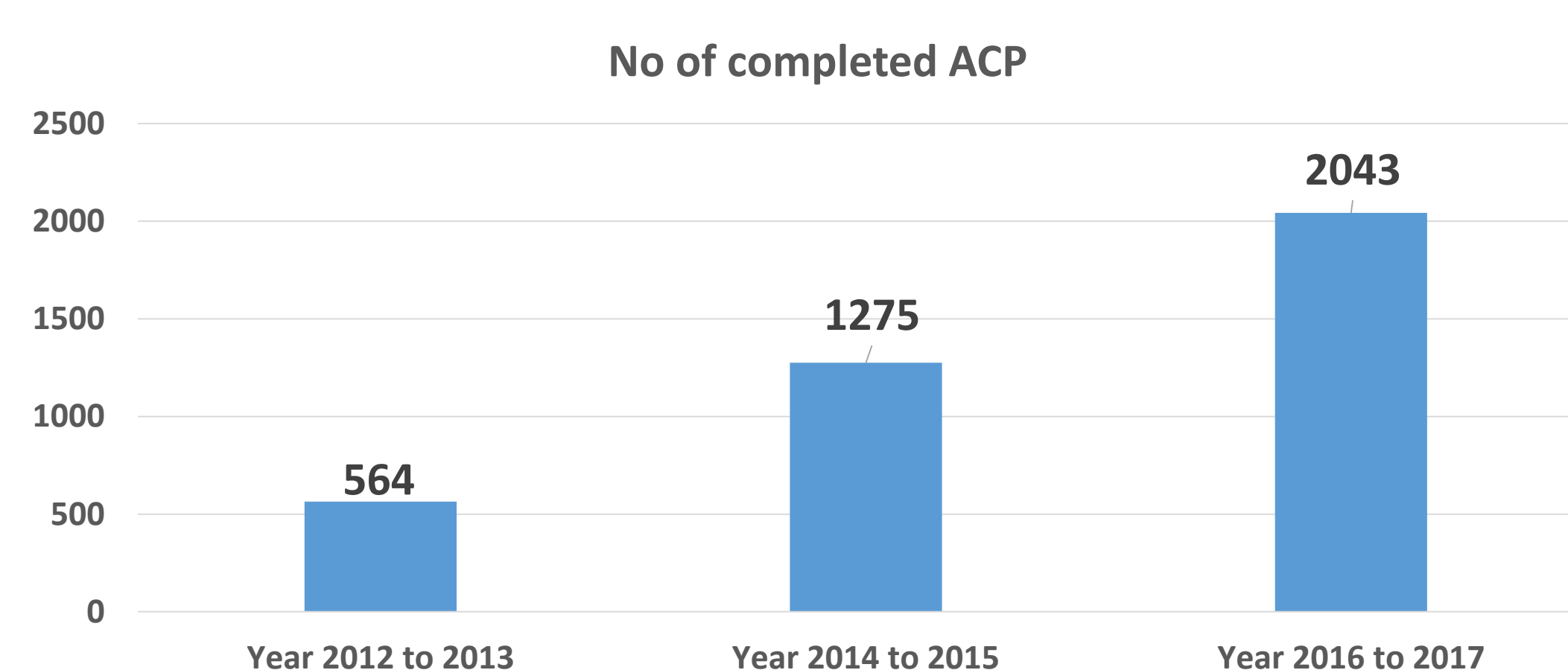


Results

Comparing statistics/developments in timeframes of 2 years: 2012-2013, 2014-2015 and 2016-2017, the following were observed:

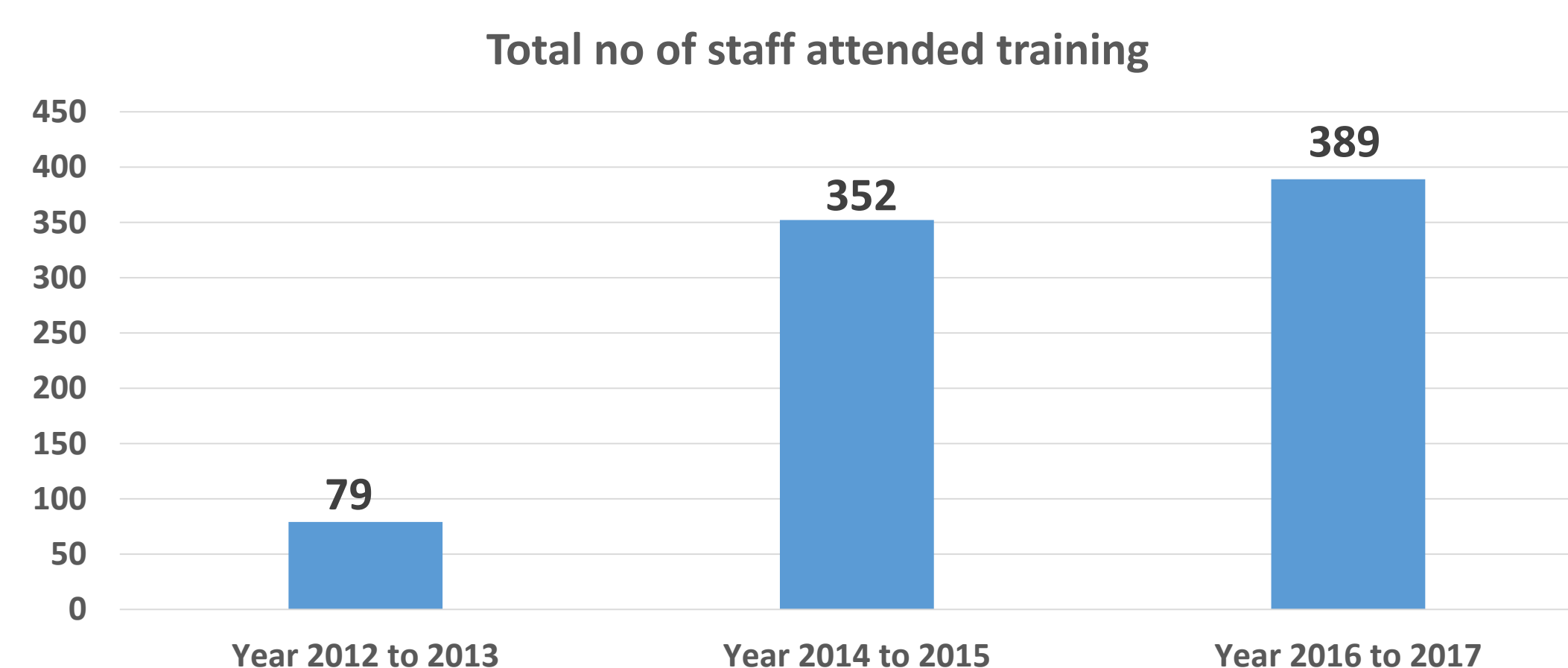
1 Number of completed ACP

A total of 2043 ACPs were completed ACP from 2016 to 2017 compared to 1275 ACPs from year 2014 to 2015, an increase of 60% from year 2015 to 2017. Overall, there was a total of 3882 completed ACPs since 2012.



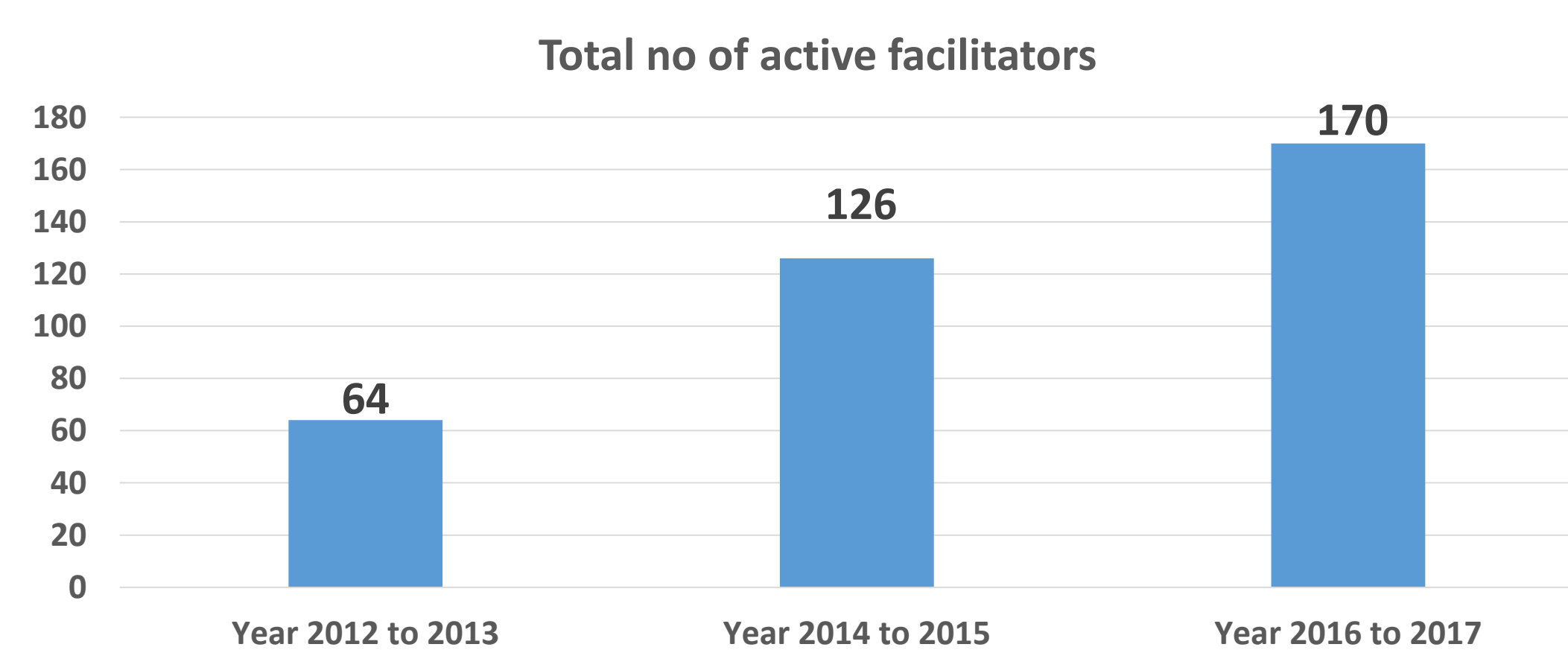
2 Total number of staff trained

A total of 820 staffs underwent training for year 2012 to 2017. There is a 10-fold increase of staff trained (820/79) since year 2012.



3 Number of active facilitators

A total of 360 active facilitators had completed ACP after training since 2012. There is a 35% increase, from 126 (2014 to 2015) to 170 (2016 to 2017).



4 ACP Advocacy Training

176 staff including PSAs (Patient Service Associate) and nurses were trained as ACP advocates from 2015 to 2017.



Conclusion

Through the continual engagement with different clinical disciplines, strong management support and creative ways to involve hospital staff in ACP, noticeable improvements were made in ACP awareness, training, facilitation and completion.

In addition, doctors remained as the pivotal stakeholder in driving ACP as an integral part of care for the patients. Moving forward, the ACP team will be working with primary care providers to offer ACP to patients at the earlier phase of their illness.