

Creating an Online, Web-Based, Sharable Advance Care Planning Solution

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Background

Advance Care Planning (ACP) is a core activity for palliative care (PC) programs nationally. While successful ACP programs exist in a few geographic areas, adoption of ACP and processes that support the completion of Advance Directives (AD) vary widely and many completed AD documents are inaccessible to clinicians when urgently needed.

Our Solution

Created by Penn Medicine's Center for Health Care Innovation, Our Care Wishes (OCW; OurCareWishes.org) seeks to overcome barriers (see Table) that have previously slowed ACP uptake. Developed over 3 years, OCW is an online ACP solution built by designers, critical care physicians, and palliative care clinicians to meet the needs of patients and healthcare providers. OCW is now fully functional and available for free to patients and clinicians throughout the country. Using a shopping cart format that permits completion of as many or as few of the platform's 8 modules as patients wish, OCW creates a PDF document that is sharable with loved ones and is both available and updatable online 24/7.



Barriers to ACP Completion

- ✗ Patient engagement
- ✗ Loved ones unaware of wishes
- ✗ Documents inaccessible
- ✗ Patient confusion around document legalese
- ✗ Online platforms unable to meet statutory requirements

Benefits of Our Care Wishes

- ✓ Novel format that mirrors online shopping experience, allowing for a truly customizable document
- ✓ Online sharing of documents with patient-identified "Care Circle"
- ✓ OCW document available 24 hours per day and ability to push to Epic chart
- ✓ Normal language around preferences for care with explanations of confusing concepts throughout
- ✓ Ability to print document and sign with witnesses/notary then scan and upload

Potential Future Upgrades

- Videos of Palliative Care clinicians answering common ACP questions
- Option for patient-uploaded videos to reinforce their wishes
- Enhanced ability for integration within the Epic myChart platform's Advance Directive module
- Electronic signing capabilities to meet some states' AD regulatory requirements
- Integration with partnering health systems' electronic medical records

Research

- Extensive user testing has led to a visually pleasing, useful platform
- Robust research platform that enables testing of AD delivery
- Possible to test choice architecture, AD language, structures, defaulted selections, and marketing/engagement strategies with SMS and email

Conclusion

Our Care Wishes is an online, advance care planning solution that facilitates engagement with and usefulness of ACP by overcoming common barriers while permitting high-quality research to improve patient satisfaction and advance directive completion rates.

