What’s the Problem?

With an increase in patients from long term care facilities being admitted to the hospital, a lack of goals of care documentation became evident and presented the providers with many unknowns regarding patient care.

Without documentation and sick with COVID, patients cannot always advocate for themselves. This problem is worsened by the ban on visitors, preventing surrogate decision makers from being in the room.

There is a need for providers at long term care facilities to have these goals of care discussions, for COVID specific circumstances and for long term care.

Cause analysis

Root causes of this problem included:

- Provider discomfort initiating goals of care discussions
- Lack of experience or familiarity with the different types of documentation for advanced care planning
- Perception the goals of care is a stagnant, final discussion

How Might We: Increase POLST documentation for more patient-centered care across all care teams

We developed a standardized, interactive training session for providers:

- Review documentation components and types
- Provide tips for initiating, completing and revisiting goals of care discussions
- Facilitate role play for providers to practice these conversations
- Be a continued resource for these providers

Providers, including physicians and APPs, at long term care facilities most frequently used by Jefferson in Center City, Abington and Jefferson North East will attend a session.

Providers will fill out a survey documenting their frequency of completing and comfort levels with goals of care discussions before and after the session.