

Abstract Form

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Project Title:	Improving advanced care planning at UCLA through virtual patient workshops						
Research Category (please check one):							
<input type="checkbox"/>	Original Research	<input type="checkbox"/>	Clinical Vignette	<input checked="" type="checkbox"/>	Quality Improvement	<input type="checkbox"/>	Medical Education Innovation

Abstract

Background:

Underutilization of advanced care planning (ACP) leads to missed opportunities to respect and honor patient preferences during times of medical decision-making. Unfortunately, ACP is often deferred in clinical practice due to the intensive time, knowledge, and communication required for effective patient education. Key components of ACP patient education include basic healthcare literacy teaching, exploration of personal goals, and documentation of preferences. Thorough ACP also supports patients in discussing their ACP preferences with family members and requires regular review to align with changing health status. The purpose of this quality improvement initiative was to design an effective and efficient ACP opportunity for patients at UCLA to support busy clinicians in providing patient-centered care.

Methods:

Over the course of 2023, seven virtual workshops were offered on an approximately bi-monthly basis. Patients were initially recruited through the Vital Signs newsletter and after visit referrals. In the fall, marketing emails were also sent. Workshops involved an interactive, multi-disciplinary presentation of a slide-deck over Zoom. Session length varied based on participation but lasted approximately two hours. Presenters included social workers and internal medicine and palliative care physicians. A questionnaire was administered to participants following the workshop to assess interest and satisfaction.

Results:

There was a total of 213 participants over all seven sessions. After implementing marketing emails, attendance improved from an average of 9 participants per session to 59 participants per session. The questionnaire response rate following the workshop was 28% (n= 59). Responders generally agreed that the ACP information was “extremely helpful” (88%) and were “extremely satisfied” with the session (86%). Overwhelmingly, most would recommend the workshop to friends and family (98%).

Conclusion:

Responses suggest that patients are very interested in ACP and that virtual workshops may be an effective form of ACP education. The next step in this quality improvement initiative is to deliver a follow-up survey to assess attendees’ successful completion of personal ACP following their informational session. Attendance trends have also highlighted the importance of recruitment strategies to ensure workshop efficiency. Future ideas for improved outreach include collaboration with the oncology department to capture patients most in need of ACP education.