

Advance Care Planning (ACP): Hybrid Approach Beyond Pandemic

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Background

ACP is a dynamic process for Nursing Home (NH) residents to express their care preferences towards treatment options and End-of-Life (EOL) care. It is routinely conducted in the NH by GeriCare nurses and NH staff with the residents and their family members (Fig 1). The average number of ACPs in Y2019 (pre-pandemic) was 12/ month.

As-is model
ACP conducted in **one** location.

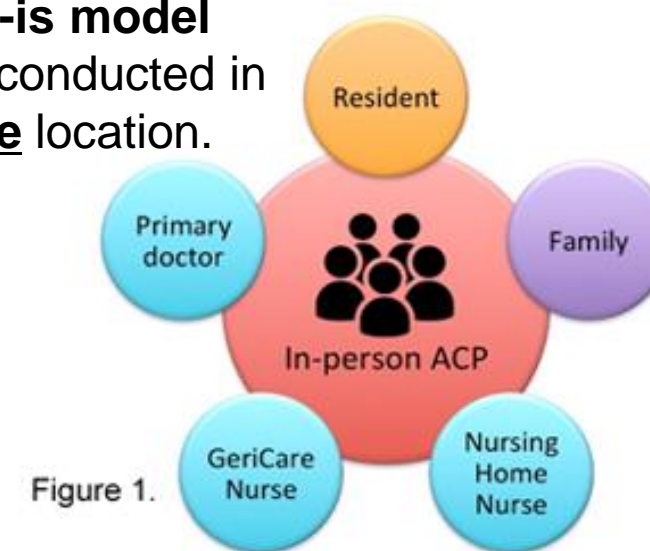


Figure 1.

Problem

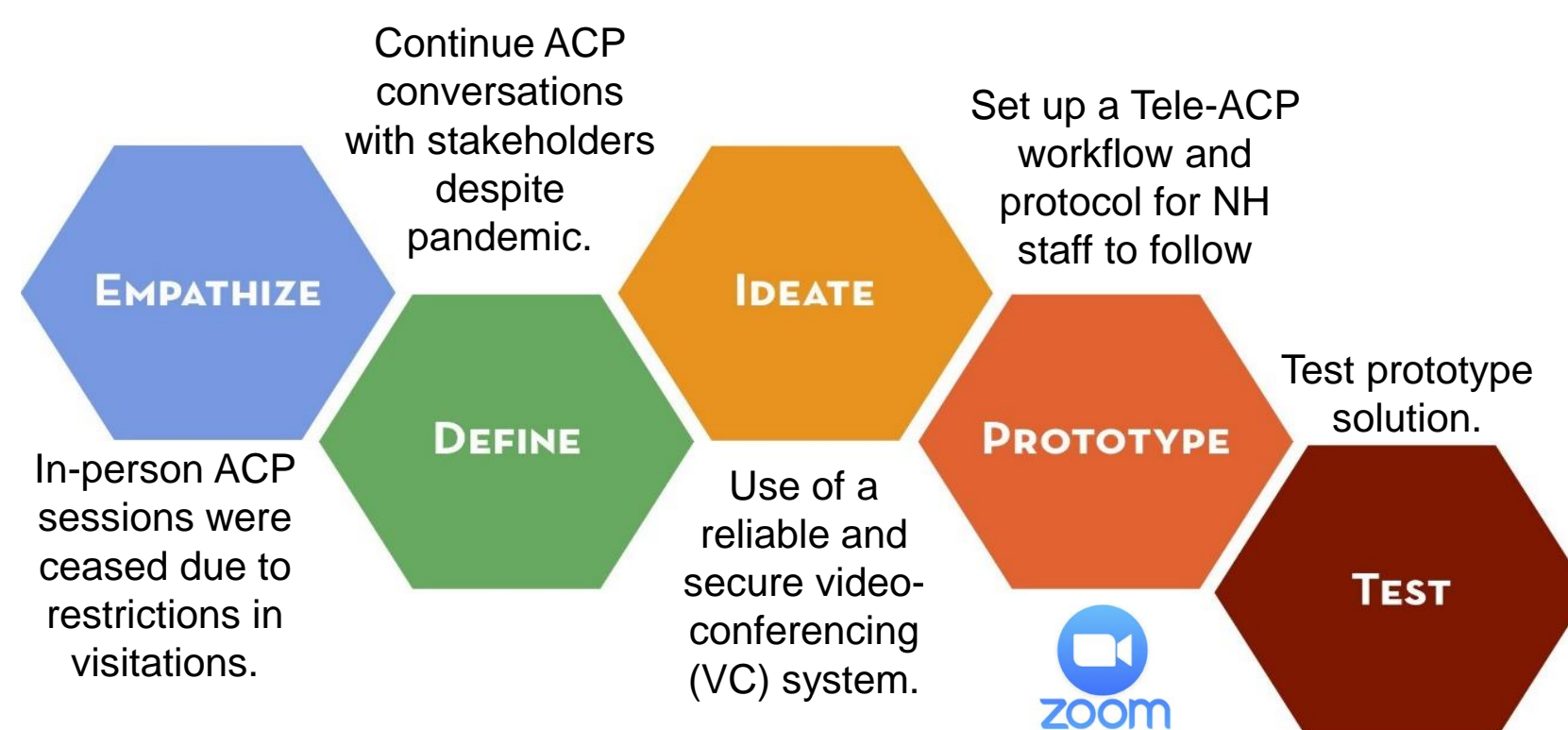
GeriCare nurses are unable to visit NH and conduct in-person ACP discussions due to pandemic restrictions.

Aim

To achieve at least 12 ACPs per month with good quality discussion despite Covid-19 pandemic restrictions.

Methodology and Solution

The Design Thinking model was used to innovate and find alternative strategy to solve the issues.



A prototype of Tele-ACP was created and tested for feasibility and acceptance by NH and family members. (Fig 2).

To-be model
Stakeholders joined from **multiple** locations

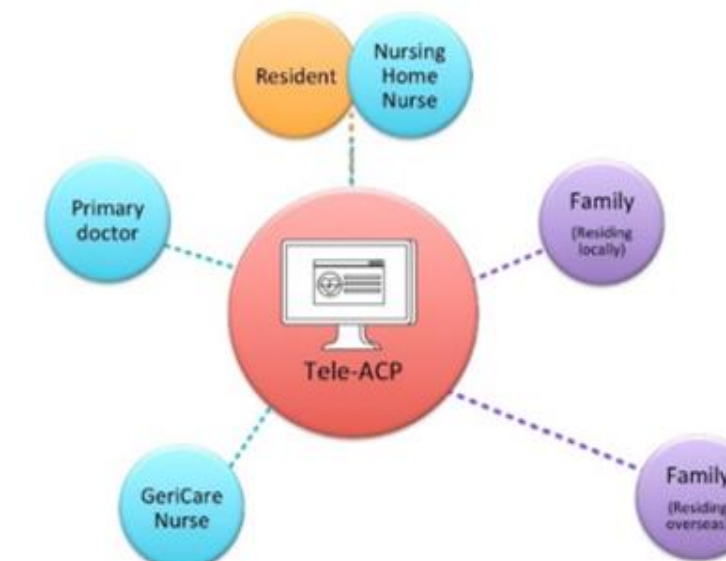
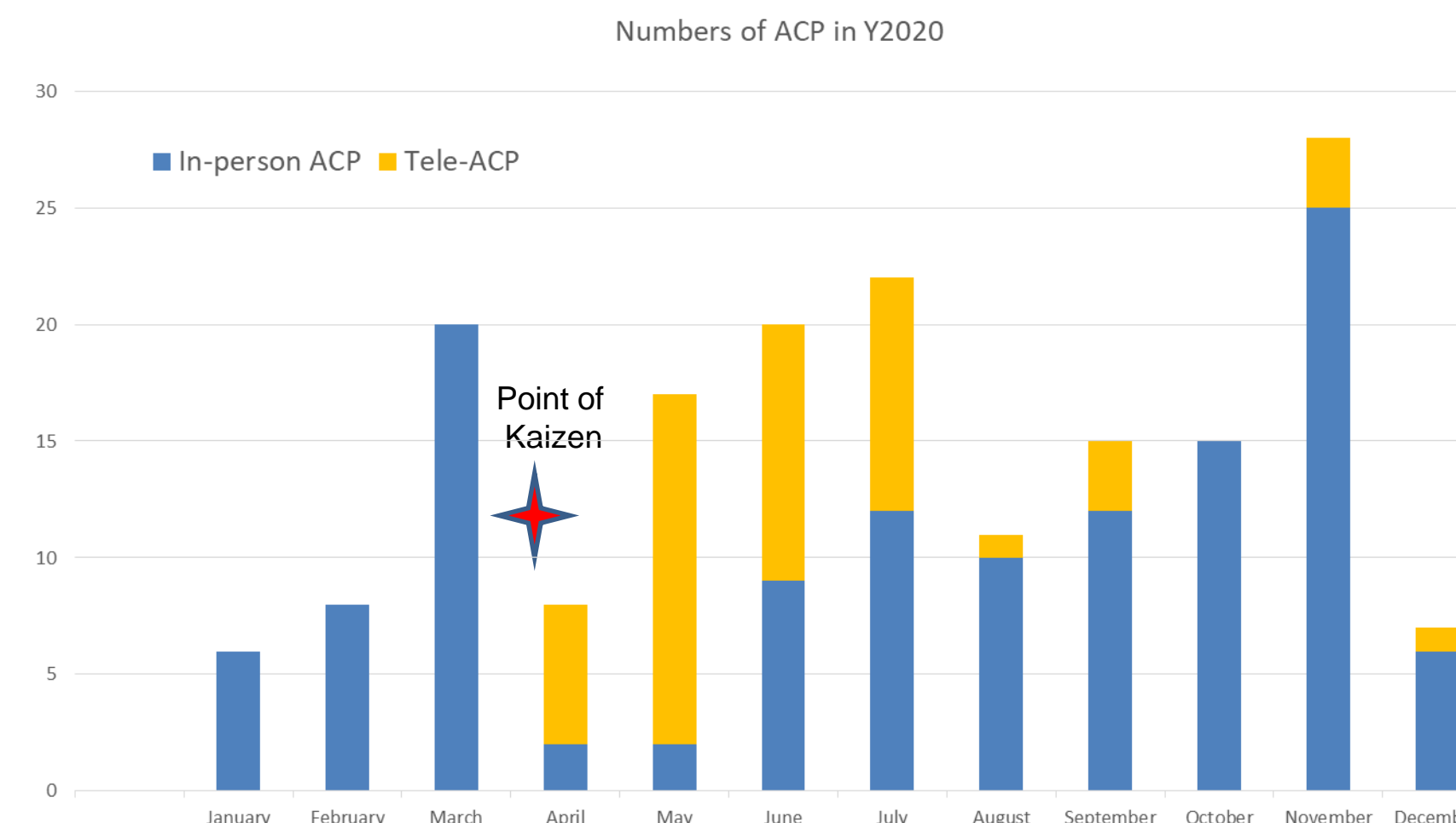


Figure 2

Results

Below table and chart shows the number of Tele-ACPs done for Y2020:



Period	Average number of ACPs/Month	Total number of ACPs
2019		
In-Person ACPs	12	144
2020		
Hybrid approach (In-person & Tele-ACP)	15	180 (↑ 25%)

Project Impact

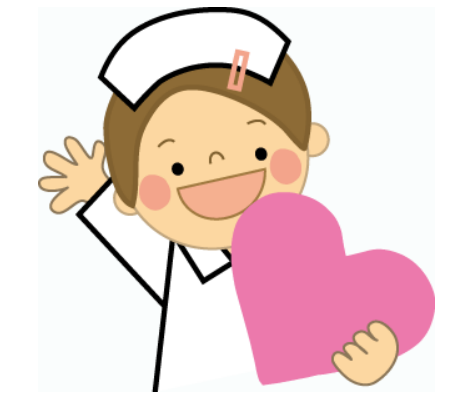
- Comparing CY2019 and with the introduction of Tele-ACP in March 2020, there was a **25% increase** in the total number of ACPs done in CY2020.
- Feedback were received from various stakeholders on the use of Tele-ACP (see below):



Versatile for bedbound residents as VC unit can be brought to bedside



Family members could join wherever they are. Satisfied with quality of facilitations carried out despite being done via VC.



Minimize the risk of infection yet allowing ongoing conversation.

Easy to implement with only the use of a laptop or handphone

No cost to the NH and residents/ family members

Sustainability

Possible to conduct hybrid ACP (on-site and VC for overseas family members)

Easier to schedule a Tele-ACP session as commuting is unnecessary

Conclusion

Although the number of Tele-ACPs fell after CB, Tele-ACP will remain as an alternative platform due to its far-reaching benefits for NH and residents. Therefore, GeriCare will continue to adopt the **hybrid approach (In-person and Tele-ACP)** depending on the preferences of residents and their families.