

Tools to help implement ACP, GOC and Consent within Ontario health care settings

Awareness

Desire

Knowledge

Ability

Reinforcement

- For effective implementation of ACP in Ontario, a systems wide change approach is required.
- The Ontario health care provider tool-kit is approach to ACP, goals of care (GOC) and consent within the Ontario Legal Framework
- Other resources and tools are available that are designed to create awareness and identify need for change.
- The tools below were specifically created to help create knowledge and ability within healthcare are and related organizations.

	Knowledge			Ability	Reinforcement/Capacity Building
	Definitions and frameworks	Reference Guides	Provider education		
<b>Purpose</b>	<p><b>Standardization:</b> Ensure entire organization or team has clarity and agreement over terminology</p> <p><b>Define relationships</b> between ACP, GOC and Consent</p> <p><b>Right conversation in the Right situation:</b> Identify situations where each conversation is most appropriate</p>		<p><b>Education</b> for health care providers</p> <ul style="list-style-type: none"> <li>• To provide interprofessional HCPs a consistent and in-depth understanding of person-centered decision making, including information on the purpose, structure and outcomes of advance care planning, goals of care conversations and consent in the health care setting. (approach in the module is consistent with Speak Up Ontario patient resources</li> <li>• As a prerequisite or in conjunction with skill development workshop</li> </ul>	<p><b>Competency training</b> for individuals actively engaging in implementing ACP, GOC and Consent into practice</p> <ul style="list-style-type: none"> <li>• HCP: conversation skill development</li> <li>• Admin: development of system supports</li> </ul> <p><i>Requirement:</i></p> <ul style="list-style-type: none"> <li>• Prior knowledge of ACP/GOC conversations</li> <li>• HCC ACP/GOC learning modules</li> </ul>	<p>Increase <b>dissemination of quality practices</b> related to ACP/GOC and consent</p> <p>Through:</p> <p><b>1. Train the trainer workshops</b></p> <p><b>Current:</b> SIC</p> <p><b>Coming soon:</b> Train the trainer for Interprofessional ACP</p> <p><i>Requirement:</i></p> <ul style="list-style-type: none"> <li>• SIC/ ACP conversation skills training or equivalent.</li> </ul> <p><b>2. Standardized documentation tools</b></p>

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<b>Examples of tools</b>	<ul style="list-style-type: none"> <li>• HCC ACP GoC Visual</li> <li>• HCC ACP GoC Algorithm</li> </ul>	<ul style="list-style-type: none"> <li>• Conversation Quick Reference Guide</li> <li>• Ontario Electronic Resource Guide</li> </ul>	<ul style="list-style-type: none"> <li>• ACP GoC HCC E-Learning Modules</li> </ul>	<b>Interprofessional Skills Building Workshop (clinical and administrators)</b>	<ul style="list-style-type: none"> <li>• Interprofessional Train-the-Trainer workshop</li> <li>• Standardized documentation tools <ul style="list-style-type: none"> <li>• ACP Conversation Guide</li> <li>• GOC template</li> </ul> </li> </ul>
<b>Description</b>	<p><b>HCC ACP GoC Visual</b></p> <ul style="list-style-type: none"> <li>• high-level overview that shows both the relationship between ACP, GOC and Consent and brief definitions for each of the conversations</li> </ul> <p><b>HCC ACP GoC Algorithm</b></p> <ul style="list-style-type: none"> <li>• identifies which conversation a HCP would have in different scenarios based on <ul style="list-style-type: none"> <li>• health status</li> <li>• capacity if a decision needs to be made</li> </ul> </li> </ul>	<p><b>Conversation Quick Reference Guide</b></p> <ul style="list-style-type: none"> <li>• Provides details of what each conversation entails</li> </ul> <p><b>Ontario Electronic Resource Guide</b></p> <ul style="list-style-type: none"> <li>• Provides answers to FAQ related to ACP, GOC, consent and SDM hierarchy</li> </ul>	<p><b>ACP GoC HCC E-Learning Modules</b></p> <p>5 self-directed online modules</p> <ol style="list-style-type: none"> <li>1. How do I have an ACP conversation with a well patient?</li> <li>2. How do I have an ACP conversation with a stable but seriously ill patient?</li> <li>3. How do I have a GoC discussion with an unstable and seriously ill patient?</li> <li>4. Is it my responsibility to address ACP, GoC discussions and consent?</li> <li>5. How do I have GoC and consent discussions with a patient who is critically ill and rapidly deteriorating?</li> </ol>	<p><b>Interprofessional Skills Building Workshop</b></p> <p>Provides a face-to-face workshop to embed and integrate ACP/GOC/HCC into clinical practice and settings of care through two streams of training:</p> <ul style="list-style-type: none"> <li>• HCP will learn how to have the conversations through simulated exercises</li> </ul> <p>Administrators will learn how to integrate policies and practices into care settings (i.e., EMR)</p>	<p><b>Serious Illness Conversation Train the Trainer</b></p> <ul style="list-style-type: none"> <li>• Adapted for Ontario context</li> <li>• Integrates the person-centred decision-making model</li> <li>• Includes sessions on integration into practice</li> </ul> <p><b>ACP Conversation Guide</b></p> <ul style="list-style-type: none"> <li>• Outlines key topics to cover during an ACP conversation with healthy individual or those with serious illness</li> </ul> <p><b>GOC template</b></p> <ul style="list-style-type: none"> <li>• Suggested documentation tool for use across sectors</li> </ul>
<b>How tools can be used to support change</b>	<ul style="list-style-type: none"> <li>• To provide consistent language and framework for organizational policies related to ACP, GOC, resuscitation status, palliative care and consent</li> <li>• Use as a basis for developing consistent notes/documentation within an EMR</li> </ul>		<ul style="list-style-type: none"> <li>• <b>Increase knowledge</b> among key front-line staff and administrative staff in an institution. leaders, but more than core can do modules)</li> </ul>	<p><b>HCPs</b> develop skills to facilitate ACP and GOC conversations</p> <p><b>Program administrators and other non-HCPs</b></p>	<p><b>Train the trainer:</b> develop local capacity to train individuals to increase overall number of healthcare providers with SIC conversation skills</p>

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	<ul style="list-style-type: none"> <li>To support implementation of quality patient focused ACP, GOC and consent conversations in your group/sector</li> <li>Reference document to remind users of relationship with Ontario law (and related FAQs)</li> <li>Summary of key differences and similarities between conversations</li> <li>Support and delineate roles of various individuals in these conversations</li> </ul>		<ul style="list-style-type: none"> <li>Based on engagement with modules, identify HCPs who are interested in pursuing additional training in conversation skill development</li> </ul>	<ul style="list-style-type: none"> <li>Explore how to Support ACP, GOC and consent practices within your group/sector/ or organization</li> <li>Develop change management strategies to implement in home organization</li> </ul>	<p><b>Conversation guides and templates:</b></p> <ul style="list-style-type: none"> <li>Develop consistency of practice among institutions to allow HCP and patient to gain familiarity and comfort with conversations</li> </ul>
<b>Availability</b>	Online as image, PDF, or PowerPoint slide and interactive tables	<p><b>ACP GoC HCC E-Learning Modules:</b> Online  <a href="https://www.speakupontario.ca/e-learning-module/">https://www.speakupontario.ca/e-learning-module/</a></p>	<p><b>Interprofessional Skills Building Workshop</b></p> <p><b>AVAILABLE IN THE FUTURE:</b></p> <p>In person workshop  ~ 40 participants per session with a recommended 70% HCP, 30% administration ratio</p> <p>Please contact Nav Dhillon at <a href="mailto:ndhillon@hpco.ca">ndhillon@hpco.ca</a> if you are interested in scheduling a session.</p> <p>Workshops will be tailored by sector (primary care, LTC, acute care etc.)</p>	<p><b>Interprofessional, Train-the-Trainer workshop</b></p> <p><b>AVAILABLE IN THE FUTURE:</b></p> <p>In person workshop  ~ 15-25 participants per session</p> <p>Please contact Nav Dhillon at <a href="mailto:ndhillon@hpco.ca">ndhillon@hpco.ca</a> if you are interested in scheduling a session.</p>	
<b>Duration</b>	N/A	6- 8 hours for all 5 modules	Anticipated as one-hour introduction session, followed by a full day workshop	Anticipated full day workshop	
<b>Cost</b>	Free	\$75 per person \$50pp (groups of 10 or more)	TBD	TBD	