



# Advance Care Planning Conversations Worth Having

This is an innovative, **3 year project** hosted by Hospice Waterloo Region in partnership with Hospice Wellington. **In Year 2**, the ACP team went deeper to leverage relationships and activities to build sustainable change in ACP understanding and practice across both the community and health care sectors. This document highlights the successes and challenges of Year 2 and outlines the **next steps as we move into Year 3**.



**Advance Care Planning (ACP)** is about identifying your **Substitute Decision Maker (SDM)** and talking with your SDM (and family/friends) about

what is important to you. In Ontario, these conversations will guide your SDM to make healthcare decisions on your behalf if you become mentally incapable of deciding for yourself. **For more info, visit [www.acpww.ca](http://www.acpww.ca)**

## YEAR TWO ACTIVITIES



**537**  
Change  
Makers  
Connected



**7,570**  
Participants  
to Date



**838** Engagement Activities  
including **235** Presentations



**59,535**  
Resources  
Distributed



**2,000+**  
Survey Responses

**ACP targeted education and training** where we LIVE, WORK and PRAY across three specific sectors:



### General Public

- Older Adults & Vulnerable
- Faith Communities
- Workplace Wellness
- Caregivers



### Community Professionals

- Lawyers
- Financial/Estate Planners



### Health Care Providers

- Long Term Care
- Primary Care
- Acute Care
- Community Care

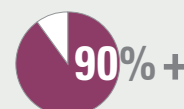
"To have these conversations in our houses of faith... is important because our people trust us... and we are the safe place that people can have these conversations. It opens up, in that safe place... the conversations that they can take home and have with their loved ones."  
(faith leader)

"The realization that my life could be in the wrong person's hands and that I need to make decisions to better my future." (public session participant)

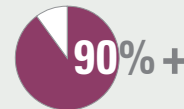
"One of our clients started to talk about death and dying... Before the training, the staff person would have said 'oh let me get someone to talk privately about this' but she actually had the confidence to say 'you know what I have some information' and she got up and got a brochure and started to talk about it and it really stirred up some great conversation."  
(community partner)

## KEY FINDINGS AND OUTCOMES

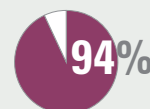
**Knowledge and understanding of ACP** is increasing for the general public, community professionals AND health care providers. Within the community, professionals are taking advantage of the resources provided and report a positive change in their practice.



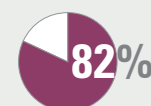
Of health care providers and public session participants reported **increased understanding and awareness** of ACP, Ontario legislation, and the SDM hierarchy.



Of public session participants reported a **greater confidence** in having ACP conversations.



Of public session participants now report **knowing how to identify their SDM**.



Of health care providers reported having made **positive changes** to their practice.



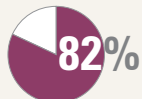
Of community professionals are **more confident** having ACP conversations.

## YEAR TWO INITIATIVES

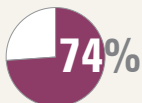


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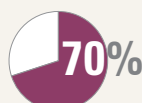
Evaluation findings demonstrate that the **investment in outreach, education and resources leads to practice change.** In the last year...



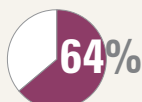
Of health care providers and community professionals report changes in their practice.



Of health care providers and community professionals started asking patients or clients about their SDM.

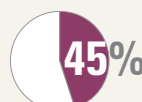


Of health care providers were documenting patients SDM.



Of community professionals were sharing ACP materials and resources.

**An area for growth** – to reach a point where it is no longer possible to continue to use language, practice or policy that is inconsistent with Ontario legislation. Within the last year...



Less than half of health care and community professionals have ensured that their language is consistent with Ontario legislation.

"Before, (our forms) used to say who would be the person we should call but now it says who is your Substitute Decision Maker" (community partner)

"This has improved my practice already. I've been testing this for a while now and find that it's working really well for me even in some unusual situations. Here's an example of a patient I saw recently who is an elderly widow. I would have had no idea who to contact for her and she hadn't thought about this before. Needless to say it prompted a very helpful discussion!" (local physician)

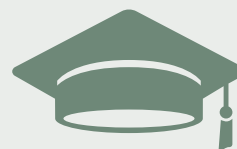
"Gave me a better insight on how **not** to avoid this as it does make me sad to think about, but still need to understand what "they" want, not what I want or feel." (public session participant)

"WFS Ltd. cares about employee wellness both at work and at home. Giving employees the tools and resources to help them at home allows them to be more productive when they are at work." (workplace wellness champion)

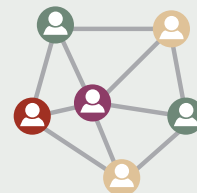
NEXT STEPS / MOVING FORWARD

"ACP is important because it relieves emotional and physical pain and stress for the patient, the family and the medical community." (organizational champion)

**Moving into Year 3**, the evaluation findings point to the following considerations and recommendations:



Deepen **education and engagement** across the health care sector.



Continue to **build and foster networks** of key influencers within the health care system and community networks.



**Develop community champions** to take on greater promotion, broader communication and support the sustainability of ACP initiatives.

"**Hope that one day with continued education** in communities, people can talk about death, dying and health care more easily." (public session participant)

The Waterloo Wellington Advance Care Planning Education Program – **Conversations Worth Having**, represents a significant ACP campaign, a coordinated and concentrated effort to build awareness, clear away confusions, ensure practices are consistent with Ontario law and better support residents' engagement with ACP. *Results to date ARE demonstrating that engaging both the community and health care simultaneously IS foundational to achieving meaningful change.*



**Ontario**

Waterloo Wellington Local  
Health Integration Network