



Goals of Care: BE CONVERSATION READY

Take every opportunity to collaborate with patients to identify what matters most. Alliant Health Solutions has compiled resources to guide and teach how to bill for these important conversations.

Click on the links below to learn more!

Advanced Care Planning Resources	
Links	Description
NHDD Campaign	Tools and resources for your 2023 National Healthcare Decisions Day (NHDD) campaign
My Health Priorities My Health Priorities Clinician Training	An interactive site that guides patients through a series of questions to identify their health and life goals. The site also has a series of three online training modules that prepare clinicians and care teams on the Patient Priorities Care model.
Stanford Letter Project	Guides the user through basic questions on how to make choices and set milestones that are right for them. Fillable templates help patients create and send letters to their care teams and loved ones about their values and life goals. The tools are available in eight languages.
The Conversation Project	Provides links to free, fillable guides with prompts that make it easy for patients to communicate with their care partners and physicians about their health care wishes.
CMS MLN Fact Sheet	CPT codes, documentation requirements and helpful resource links

Physician's Orders for Life-Sustaining Treatment (POLST) are actionable medical orders based on a patient's current medical condition that travel with a patient. Currently, not every state has a version of POLST. Download the [Standard of Care and Advance Care Plan Documents](#) for a shareable tool that provides guidance on the current standard of care during an emergency and the differences between advanced care planning documents and portable medical orders.

State	State-Specific POLST Paradigm	Link
AL	National POLST Form: Portable Medical Orders	Alabama National POLST Alabama Portable Physician DNR Order
FL	No current portable medical orders.	
GA	POLST - Physician Orders for Life-Sustaining Treatment	Georgia POLST
KY	MOST - Medical Orders for Scope of Treatment	Kentucky MOST
LA	LaPOST - Louisiana Physician Orders for Scope of Treatment	Louisiana LaPOST
NC	MOST - Medical Orders for Scope of Treatment	North Carolina MOST
TN	POST - Physician Orders for Scope of Treatment	Tennessee POST

Hope as a High Reliability Function

A **Hope Checklist** is one strategy providers can implement to “create opportunities for both patients and clinicians to find meaning in their journeys”¹. According to Deidre Mylod, PhD, and Thomas H. Lee, MD, clinicians can reliably offer hope by:

- Creating goals that reflect what a positive future may look like.
- Cultivating trust in the provider.
- Increasing awareness of care pathways.

For a deeper dive into the Hope Checklist strategy, view the article [Giving Hope as a High Reliability Function of Health Care](#) and checklist, shared with permission.

Steps to support hope	Clinician actions	How patients describe this
<p>Clarify or modify goals of what a positive future could look like: Understand the patient’s current goal. Provide supportive and realistic feedback. Identify additional goals that are meaningful to the patient.</p>	<p>Be direct in asking patients what they currently hope for Probe both for what is desired and what is dreaded Share realistic feedback in a supportive way, describing what can be accomplished Offer additional goals for consideration Discuss and prioritize actions to maximize wellness and minimize burden of condition</p>	<ul style="list-style-type: none"> • I think her finest quality is that she is a listener. Dr <X> listens to your fears, hopes and goals. • He tells you the truth about your situation. He works with the patient to put a plan together to get better. He sets short and long term goals with the patient’s “buy in.” • She took the time to ask appropriate questions, listened to me and worked with me to set a goal and plan.
<p>Increase belief in clinician agency (will & skill): Convey intention and ability to help the patient achieve their goals.</p>	<p><i>Will</i></p> <p>Listen for understanding of the patient as an individual Convey intention to help and commitment to the patient’s journey</p> <p><i>Skill</i></p> <p>Create confidence in overall ability Demonstrate knowledge, experience, professionalism</p>	<ul style="list-style-type: none"> • I always leave his office feeling like we’re a team with my cardio health as a common goal. • Very impressed with overall. Well organized very professional, I could tell ALL staff members very concerned for patients needs. • All my nurses were FANTASTIC! They truly cared about my health, healing, and comfort. • I LOVE Dr. <Y> I feel so blessed she is taking care of me. I appreciate that she keeps up with current data and formulates my care plan with evidence-based medicine in mind. ... She is honest which I also appreciate. She doesn’t paint a perfect picture but gives facts. I feel safe with her because she paints the whole picture and gives me info to keep me safe. • As you can imagine, cancer patients are terrified of recurrence or new cancers developing. With her guidance I feel safe we are minimizing recurrences and staying vigilant for signs. I just love her because she is a good doctor and she helped save my life ...
<p>Increase awareness of pathways: Help the patient see the path or paths available to them to progress toward their goals.</p>	<p>Describe path(s) Explain next steps Elicit and answer questions about the care plan Describe how and when you will together evaluate the progress being made or alternatives to be explored Communicate prior experience with patients on a similar journey</p>	<ul style="list-style-type: none"> • Doctor was informative without being overwhelming, and outlined clearly what steps to take next, as well as her assessment of where I am at currently. • He takes his time explaining everything, patient to answer my questions, open to discussion of care, possible future treatments, etc. • He has not only provided the tools, education, treatment plan, and continued adjustments according to the fluctuations within my treatment plan, symptoms, and ever-changing diagnoses. But, he has also continued to support my life goals and helping to creating a treatment plan that supports it. • She is caring, informative, listens and has multiple solutions to my physical problems in complete alignment with my health goals.

1. Mylod D, Lee TH. Giving Hope as a High Reliability Function of Health Care. Journal of Patient Experience. 2023;10. doi:10.1177/23743735221147765