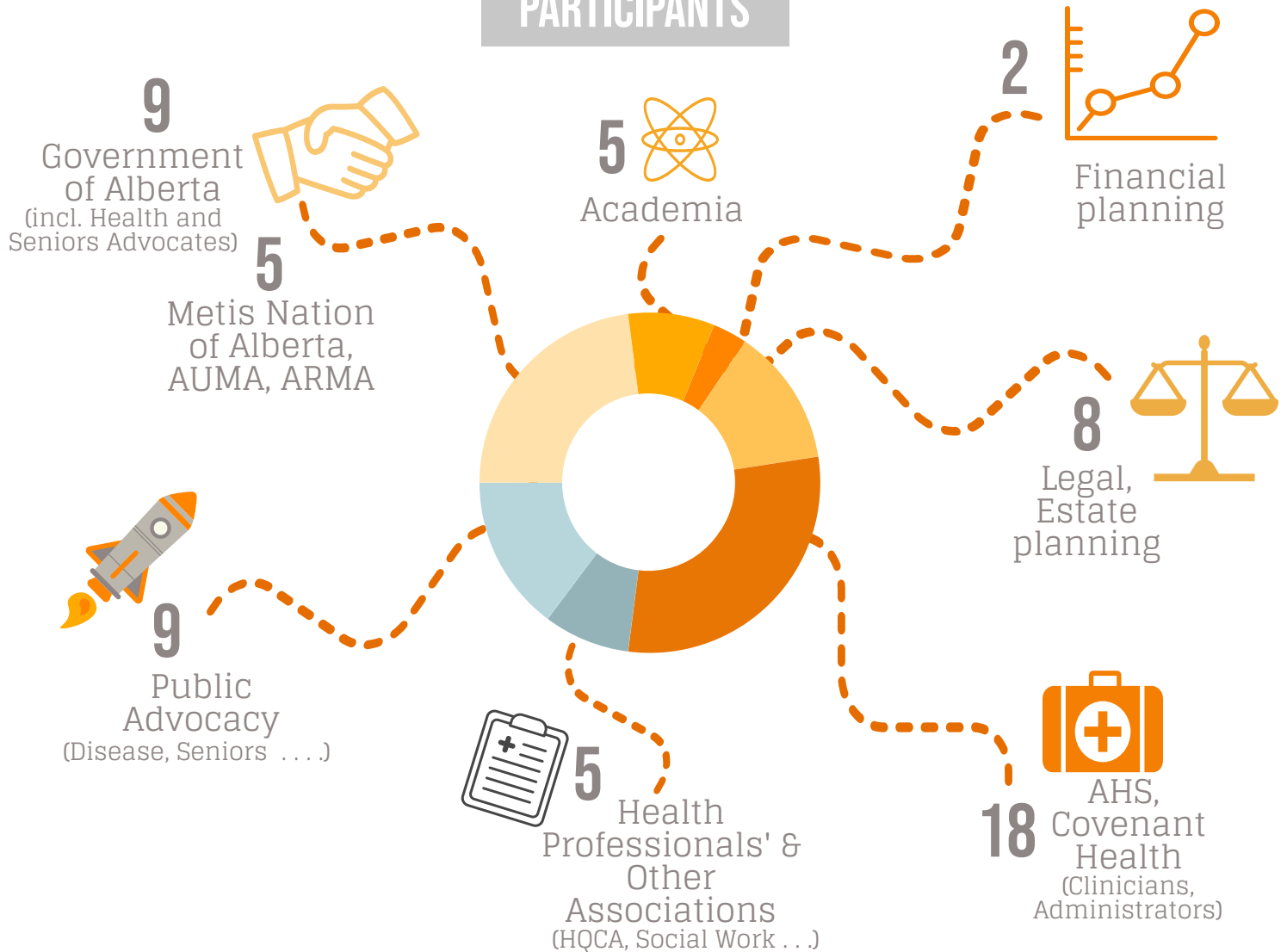


# ACP ALBERTA

## STAKEHOLDERS' WORLD CAFE REPORT

### PARTICIPANTS



### SYNOPSIS

Informed stakeholders from various sectors, spent one day engaged in:

- cataloguing specific **ACTIVITIES THEY ARE COMMITTED TO TAKE** to promote Advance Care Planning (ACP) and which, if coordinated, could begin (or, spread) immediately and efficiently
- identifying how to tailor ACP activities to meet the **DIVERSE CIRCUMSTANCES** of all Albertans
- fleshing-out a comprehensive **JOURNEY MAP** of milestone events, routine touch points, and opportunities for ACP messaging, education, navigational support and other programs

### ACKNOWLEDGEMENTS

For more information, contact:  
acpalberta@ualberta.ca or  
www.acpcrrio.org



HEALTH OUTCOMES & PUBLIC HEALTH (HOPH)



# WHAT CAN YOU IMAGINE YOUR GROUP COULD DO TO PROMOTE ACP ALBERTA?

## WORLD CAFE QUESTION #1

### "GET THE WORD OUT"

Disseminate messages & resources  
Educate  
Connect stakeholders

### POLICY & PROGRAMS

Implement ACP/GCD Policy  
Practice/system change  
(e.g. Standards of practice, Certification programs)

### NAVIGATION

Hands-on assistance  
Access to professionals

### MONITORING

Audits  
Health quality surveys, panel reports

### PROVIDE INPUT TO ACP ALBERTA

Identify partners  
Adapt to local, cultural contexts

We have a lot of resources e.g. booklet on being an Agent . We'd love to distribute more widely . . . put info out during Wills Week.

Centre for Public Legal Education

We have linkages with seniors housing - can promote ACP in residences; they would have a role in Education, Persuasion . . .

Alberta Seniors and Housing

Could put materials on website, and in newsletter and guide for Supported Decision Making

Alberta Elder Abuse Awareness Council

Expand the scope of practice of home care case manager. They follow people for ++ year so are sometimes in good position to advise clients on what they need to think about.

AHS Continuing Care

Adding discussion of Goals of Care Designations and the 'Green Sleeve' to Estate Planners 'Standards of Practice' of the IAFP practice guide.

Institute of Advance Financial Planners

Nurse practitioners and other staff (besides Guar. and Trusteeship staff) get to know tools and talk to Seniors when working with them . . .

Education on ACP to Multicultural Seniors Outreach team

SAGE Seniors Association

Could do panel reports for family physicians - make it a standard of practice for physicians.

Health Quality Council of Alberta

. . . can also bring back info on local needs/gaps to be addressed

Alberta Urban Municipalities Association

# HOW CAN YOU IMAGINE ADDRESSING THE DIVERSITY OF WHO YOU REPRESENT WHEN PROMOTING ACP ALBERTA?

WORLD CAFE QUESTION #2

## Universal Challenges, Exacerbated for Some Groups

### Complexity

Confusion over terminology, processes & professionals' roles

### Relevance/Acceptability

### Cost/Accessibility

e.g. Some Albertans have no access to family doctor

Green Sleeves are not readily available

Legal fees prohibitive

## Unique Circumstances & Perspectives

"People who are alone don't know who they would want to appoint."

Language  
Culture  
Faith

Immigrants

Metis

Rural

Dementia

Mental Health  
Social Isolation  
Elder Abuse

Homeless

LGBTQ

Health Literacy  
Chronic Disease

Decision-makers

Care teams

Respect  
Trust  
Mobility

Seniors

Less Advantaged

## Potential Solutions

### Normalize

Create awareness

Offer free, hands-on support with navigation e.g. ACP clinics

Encourage earlier planning to avoid need to complete during trauma

Story-telling

### Community-Based Approach

Educate: Peer-to-peer model, led by trusted community members

Train employees at inner city agencies, banks, insurance companies, registries etc.

Reach vulnerable groups where they live e.g. homeless shelters, Seniors' residences, continuing care

Expand roles for social workers, home care, immigration lawyers

Legal community provide low-cost services

### Address Specific Barriers

Engage groups to design intervention, involve advocacy groups

Targeted messages:  
Why is this important to ME? Why does it help ME?

Tailor resources, education  
e.g. translate, appropriate literacy levels, use images

Provide advice on how to talk to health care professionals


# CONSIDERING THE "MILESTONE" APPROACH AND DESIRE TO EMBED ACP INTO ROUTINE PRACTICES, WHICH OPPORTUNITIES PROVIDE THE GREATEST PROMISE FOR PROGRESS?

WORLD CAFE QUESTION #3


## ACP Journey Map

Touch points for messaging, educating and implementing


Ages & Stages



Youth




Young Adults



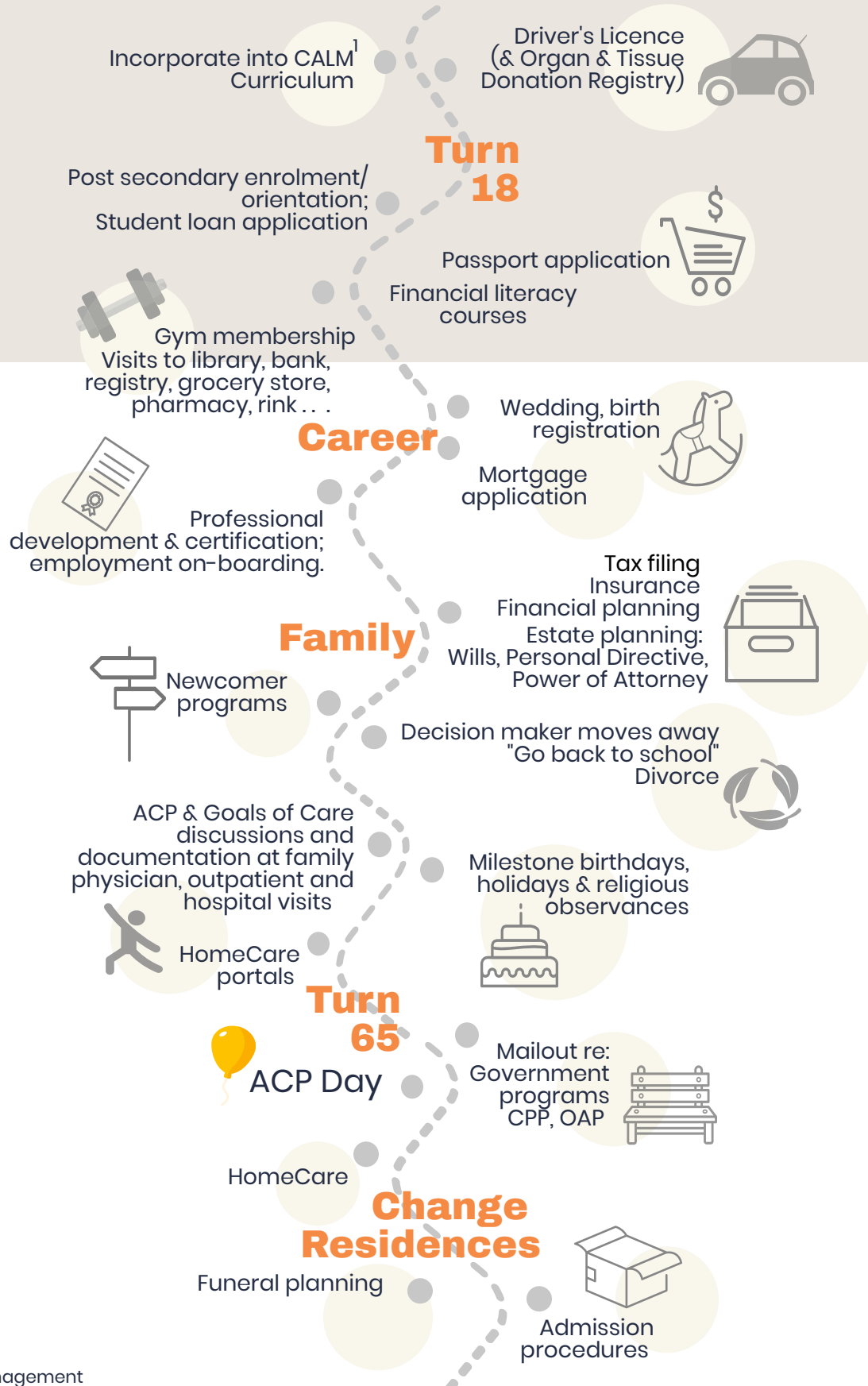
Adult



Retirement



Frailty, End of Life



<sup>1</sup> Career and Life Management

**NOTE:**

This is one possible journey - sequence, timeframes and specific touch points for each individual will vary