



Navigating Compassionate Conversations on Advance Care Planning



The three Five Wishes® modules are designed to:

- Help healthcare professionals initiate advance care planning conversations
- Provide tools and resources to make conversations easier
- Demonstrate how to implement the Five Wishes® program with your organization

THE CHALLENGE

Unfortunately, not many people engage their healthcare providers in advance care planning conversations, and as a result, the individuals' wishes are unknown. Two out of three Americans do not have advance directives for their final stage of life.* That means 66% of the population risks unnecessary and prolonged suffering because their wishes were not clearly communicated and documented. While end of life is not something most of us want to think about, let alone talk about, as healthcare professionals, it is your responsibility to do just that.

Because the nature of this discussion can be very sensitive, it is important that all healthcare staff in all care settings understand how to engage in these conversations so that when a person arrives at the end-of-life, whether through accident or illness, their wishes are



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known and documented, and their families are well-prepared to make end-of-life decisions.

But when do you initiate the conversation? How do you know who needs to be involved? What are all the areas and situations that need to be covered?

Knowing the answers to these questions and demonstrating compassion and emotional intelligence throughout the process is critical to meeting the needs of everyone involved.

THE SOLUTION

As more healthcare professionals are initiating advance care planning conversations with individuals and families, tools and resources to make these conversations easier and more effective are vital for the implementation of quality care. This is why Relias has partnered Aging with Dignity, a non-profit organization with a mission to safeguard the human dignity of people as they age or face serious illness, to provide foundational training on advance care planning.

Relias offers Aging with Dignity's Five Wishes[®] as online modules on the Relias Learning Management System, accessible in the office, home, or point of care. Five Wishes[®] is the most widely-used approach to advance care planning. It is based on a proven framework and 20 years of experience learning how people express their choices. These innovative modules will help ensure that all healthcare staff in all care settings know how to engage in advance care planning conversations, which are associated with increased patient satisfaction, and consistently improved clinical outcomes.

Be sure your staff understands the value in knowing how to have effective advance planning conversations so they that they can simplify and personalize the end of life conversation, help to elicit valuable information for decision making, and provide the best quality of care.

Five Wishes[®] Modules:

- Advance Care Planning Conversations: The Five Wishes[®] Framework
- Advance Care Planning Communication Skills for Success: The Five Wishes[®] Framework
- Advance Care Planning Program Implementation: The Five Wishes[®] Framework

Benefits:

- Empower patients and healthcare professionals to advocate for their patient's wishes
- Housed in place and is accessible wherever and whenever your staff needs it
- Simplifies and streamlines potentially difficult conversations
- Improves communication between residents and caregivers, saves times and frees health care professionals from having to provide treatment the patient doesn't want.
- It allows those nearing the end of their live to clearly state how they want to be treated, how their pain is to be managed, and what their family members and others are to know.
- Can help patient's family better deal with an impending death—and grieving—because family members know they are doing what their loved wanted

GET STARTED

**<https://health.usnews.com/health-care/articles/2017-07-07/2-of-3-americans-dont-have-advance-directive-for-end-of-life>*

PAC0918FS1500-00

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