

Oct, 2019



# What's Happening in Yakima: The Surprise Question and Five Wishes

Chaplaincy Healthcare CME Conference, October 18, 2019

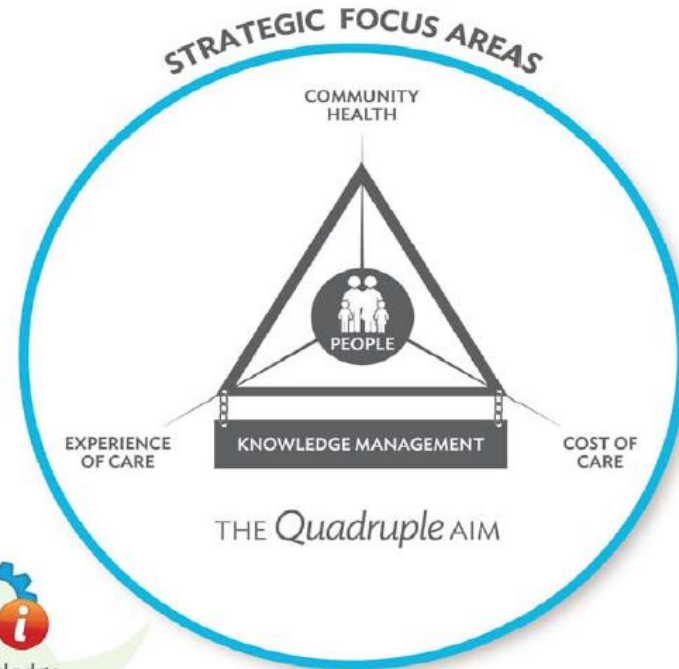
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**Virginia Mason Memorial's Care Line for Advancing Illness**

Home Health & Hospice | Palliative Care | Bereavement | Ethics

Advance Care Planning | Spiritual Care



# The surprise Question

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## What's Our Goal?

# BEST CARE POSSIBLE

## What hinders us?

- Uncertain What “Best Care” Looks Like
- Cure Versus Care, “Treatment”
- Assumptions
- Time
- Uncomfortable conversations
- ***Rarely is it bad intent***

# The Surprise Question in Yakima



**2015: Dr. Mimi Pattison in Yakima at Circle of Life Symposium**

**2016 10-month adventure to add to hospital electronic admission set**

- Created Inpatient Navigation Team
- Leader/Administration Buy-In
- Physician Education
- In Midst of Virginia Mason/Memorial Affiliation

**2017-2018: Haiti Road to New Jersey Road**

- Clinical Trial Began
- Physician Education/Behavior Modification
- New Angle to Education: Teamwork

**2018: Beginning Work in Clinics**

**2019: Broadening the Work**

**Virginia Mason Seattle  
Conversion to Cerner  
Focusing on Accountability**

# The Surprise Question

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## **December 21, 2016: Surprise Question Initiated**

First Hospital to Standardize

Every Patient Admission

Every Floor

Every Physician

Electronically Asked and Answered

# The Surprise Question

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## How It Works

### Physician Responds to Admission Queries

Diagnosis, Code Status, etc.

### Then, HARD STOP:

Would you be surprised if this patient died in the next six months?

# The Surprise Question

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## How It Works

Would you be surprised if this patient died in the next six months?

### If Physician Replies YES:

Physician Able to Continue with Admission

### If Physician Replies NO:

Electronic Order Sent to Navigation Team for Consult

Physician asked if Palliative Care or Hospice has been ordered

Physician Then Able to Continue with Admission

# The Surprise Question

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## First Physician That Answered NO

Orthopedic Surgeon Who Replaced a Knee

- Did we do the education incorrectly?

What We Learned From This



# The Surprise Question

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## What We Learned in First Months

- 2/3 of physicians always answered YES
- Fear of “Liability”

# The Surprise Question

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**Total Surprise Questions Answered Jan-Mar, 2017:**

**Over 5,500**

**Total Number of Admissions Jan-Mar, 2017:**

**Just Under 3,500**

**Something's Wrong.**

# The Surprise Question

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**Turns Out...Another lesson learned**  
**Surprise Question Hard Stop at Every Transfer**

# The Surprise Question

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## Example Admissions – Answers: January, 2017 Patient

Day	Doctor	Answer
Day 1, 12AM	Doctor A	YES
Day 1, 4 AM	Doctor A	NO
Day 1, 5 AM	Doctor B	YES
Day 8, 10AM	Doctor B	YES
Day 12, 5 PM	Doctor C	NO
Day 22, 6AM	Doctor D	NO
Day 22, 8AM	Doctor E	YES
Day 23, 4PM	Doctor E	YES
Day 29, 10AM	Doctor F	NO

First Answer: YES

Last Answer: NO

Most Common Answer: YES (5/9)

Patient Died Within 6 Months

# The Surprise Question

## Example Admissions – Answers: April, 2016 Patient

Day	Doctor	Answer
Day 1, 3 PM	Doctor E	YES
Day 3, 9 AM	Doctor E	NO
Day 6, 2 PM	Doctor G	YES
Day 7, 8 AM	Doctor H	NO
Day 7, 7 PM	Doctor G	NO
Day 14, 11 AM	Doctor E	NO
Day 17, 11 AM	Doctor I	NO
Day 18, 12 PM	Doctor J	NO

First Answer: YES

Last Answer: NO

Most Common Answer: NO (6/8)

Patient was transferred to hospice and died within one week

# The Surprise Question

## ALSO TO NOTE:

We have to wait six months after a patient's admission to determine if the physician was correct in assessment of patient's prognosis

- Started January, 2017
- January Admissions: must wait until August, 2017, to assess

<b>Admission as Inpatient</b>	<b>When Can We Assess 6-Month</b>
January, 2017	August
February	September
March	October
April	November
May	December
June	January, 2018

# The Surprise Question

## ALSO...

Death Records are Published Quarterly (after March 31, June 30, September 30, Dec 31)

However...for patients that have been in the hospital and die within 6 months, how many are dying before the 6-month mark?

Could we get a taste of accuracy with the data we have?

<b>Admission as Inpatient</b>	<b>When Can We Assess 6-Month</b>
January, 2017	August
February	September
March	October
April	November
May	December
June	January, 2018

# The Surprise Question

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## URNS OUT WE CAN ASSESS ACCURACY. WHY??

Of All Patients That Died in the First Six Months After Admission...

### 2015 Mortality Post-Admit

1<sup>st</sup> 30 days: 59.75% of deaths  
60 days: 75.51% of deaths  
90 days: 83.94% of deaths  
120 days: 90.40% of deaths

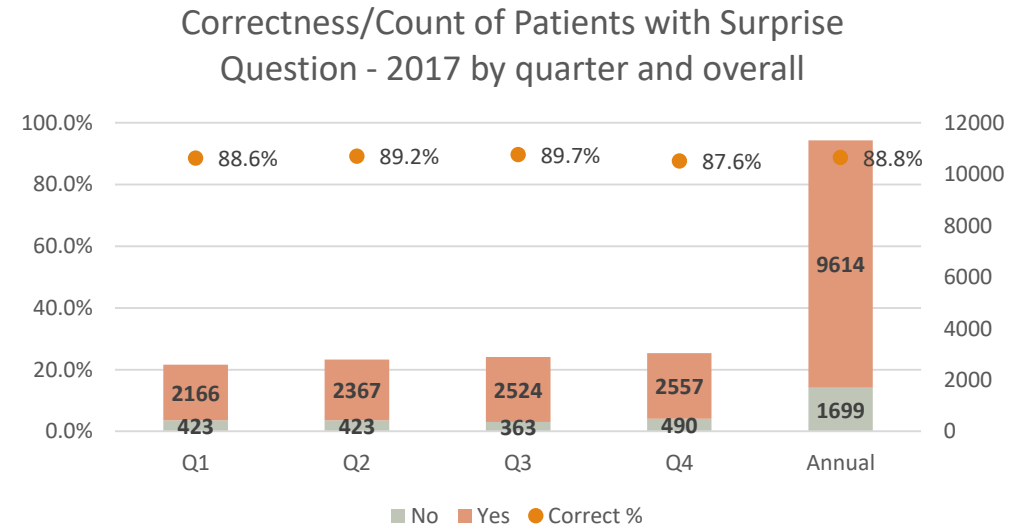
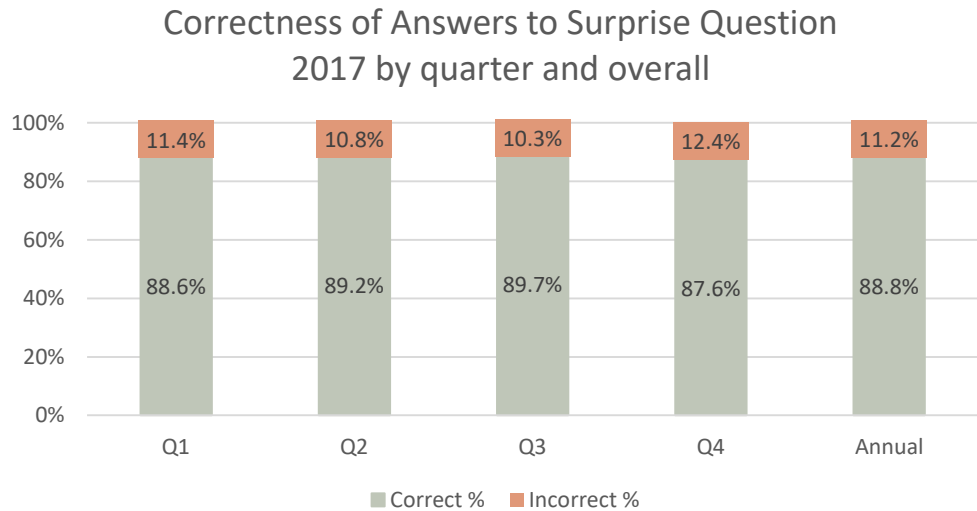
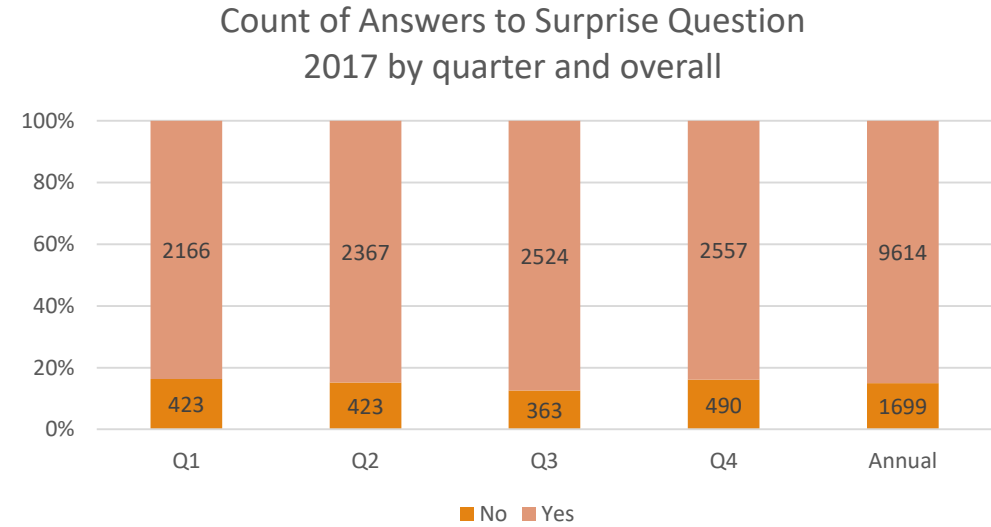
### 2016 Mortality Post-Admit

1<sup>st</sup> 30 days: 61.63% of deaths  
60 days: 74.55% of deaths  
90 days: 81.86% of deaths  
120 days: 88.03% of deaths

Based on death data through 6/30/2017



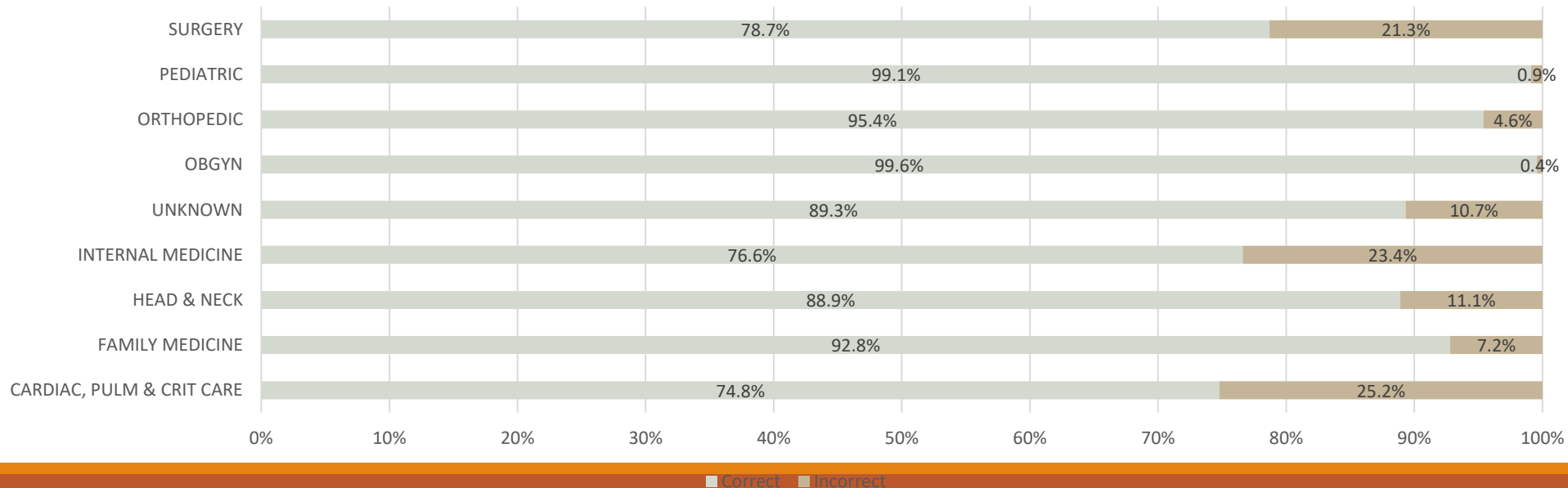
2017	Correct %	Incorrect %	No	Yes
Q1	88.6%	11.4%	423	2166
Q2	89.2%	10.8%	423	2367
Q3	89.7%	10.3%	363	2524
Q4	87.6%	12.4%	490	2557
Annual	88.8%	11.2%	1699	9614



# Counts and percentages by Physician Department/Area

1/17-12/17	Alive			Died			Correct		Incorrect		Grand Total
	No	Yes	Total	No	Yes	Total	Total	%	Total	%	
CARDIAC, PULM & CRIT CARE	118	394	512	167	71	238	561	74.8%	189	25.2%	750
FAMILY MEDICINE	48	991	1039	79	35	114	1070	92.8%	83	7.2%	1153
HEAD & NECK		16	16		2	2	16	88.9%	2	11.1%	18
INTERNAL MEDICINE	535	3129	3664	1116	761	1877	4245	76.6%	1296	23.4%	5541
UNKNOWN	145	2715	2860	260	211	471	2975	89.3%	356	10.7%	3331
OBGYN	3	1160	1163		2	2	1160	99.6%	5	0.4%	1165
ORTHOPEDIC	24	863	887	6	18	24	869	95.4%	42	4.6%	911
PEDIATRIC	10	1552	1562		4	4	1552	99.1%	14	0.9%	1566
SURGERY	45	324	369	12	46	58	336	78.7%	91	21.3%	427

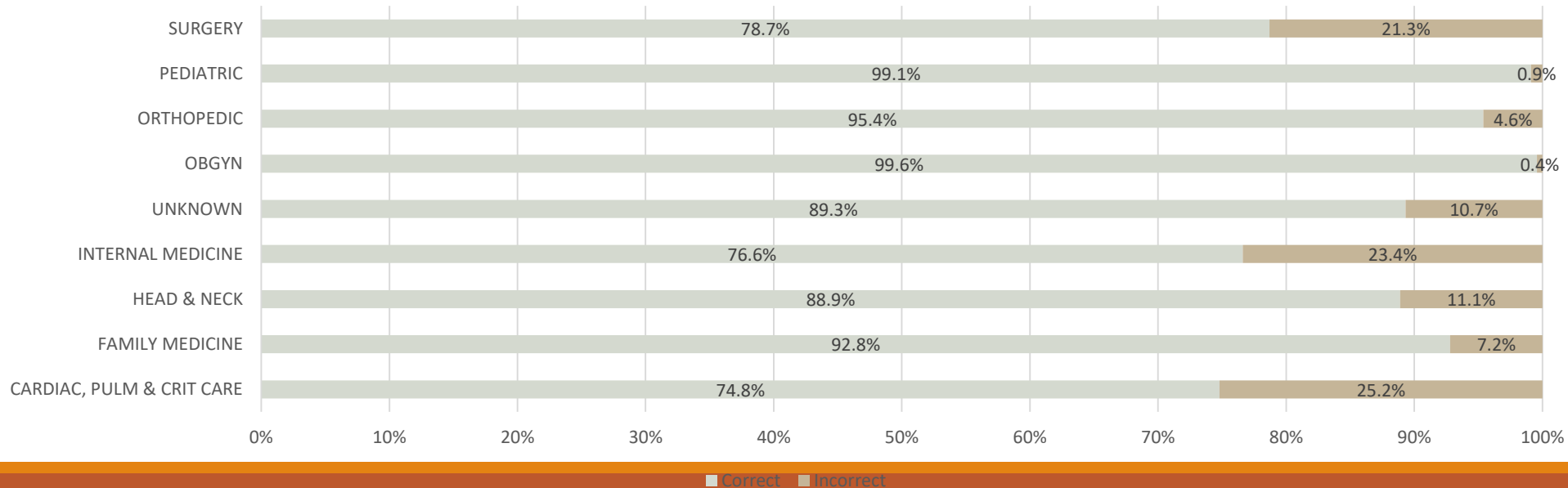
Surprise Question Accuracy by Physician Specialty, 2017 with 2018 Preview Death Data



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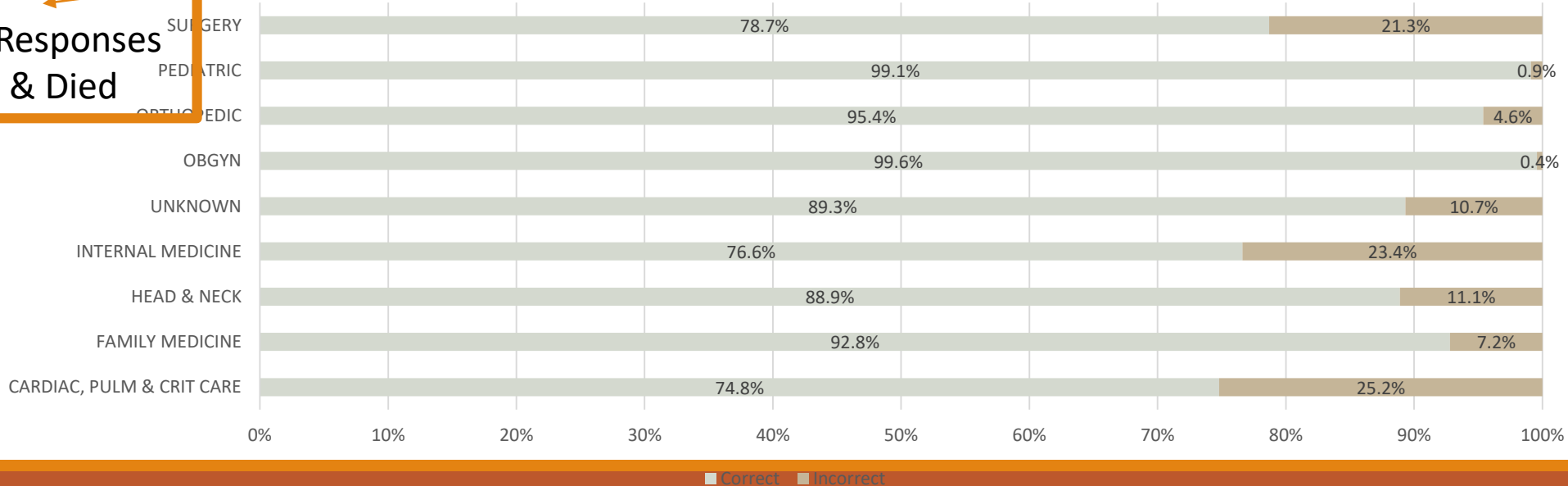


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Surprise Question Accuracy by Physician Specialty, 2017 with 2018 Preview Death Data

2017:  
13,8062 Responses  
1150 YES & Died



# Surprise Question Answers and Accuracy at a Provider level for 2018

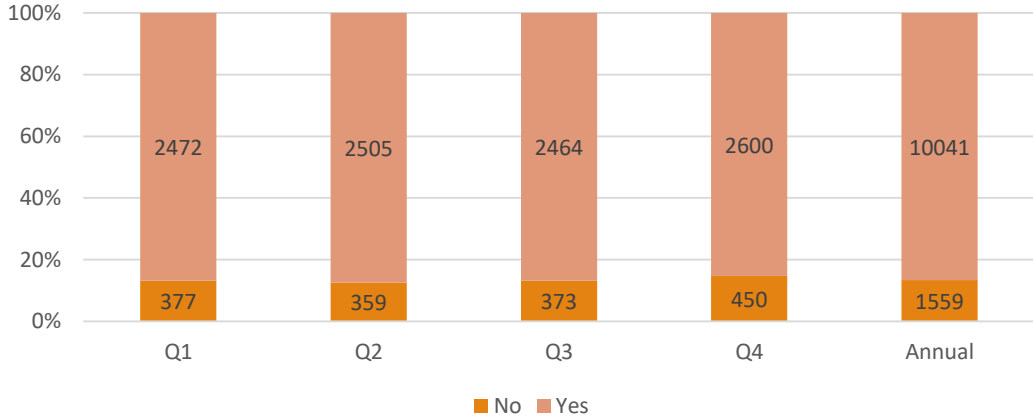
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For the monthly/quarterly summaries, answers were summarized at the patient level – any no answer makes the answer “no.”

For the physician level summary, all answers were counted (not just one per patient/visit).

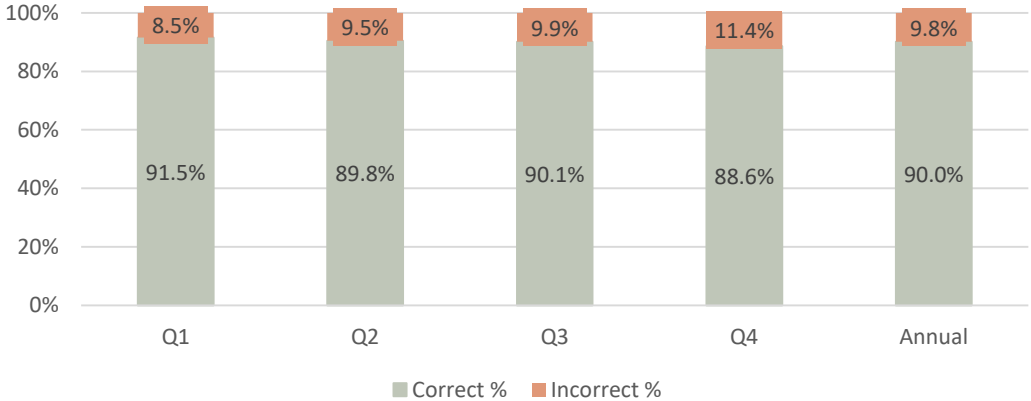
State Death Data used is a preview version for 2018 and 2019, with at least partial data through 6/2019.

Count of Answers to Surprise Question  
2018 by quarter and overall

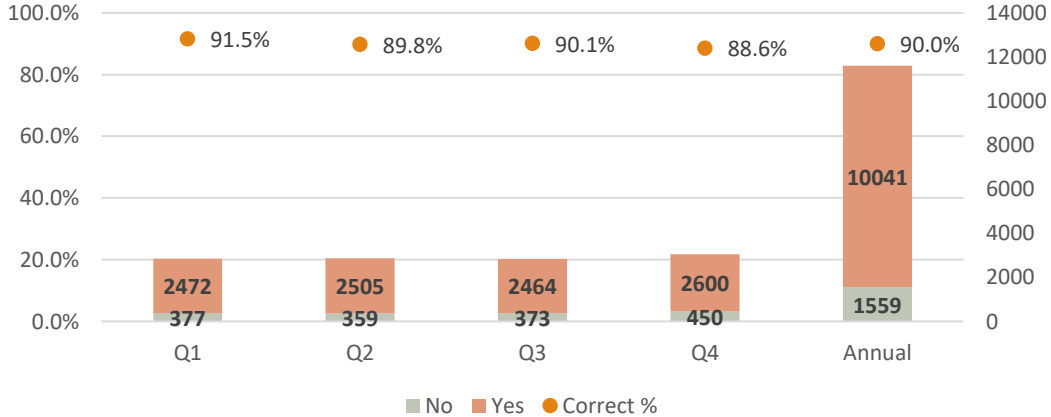


2018	Correct %	Incorrect %	No	Yes
Q1	91.5%	8.5%	377	2472
Q2	89.8%	9.5%	359	2505
Q3	90.1%	9.9%	373	2464
Q4	88.6%	11.4%	450	2600
Annual	90.0%	9.8%	1559	10041

Correctness of Answers to Surprise Question  
2018 by quarter and overall



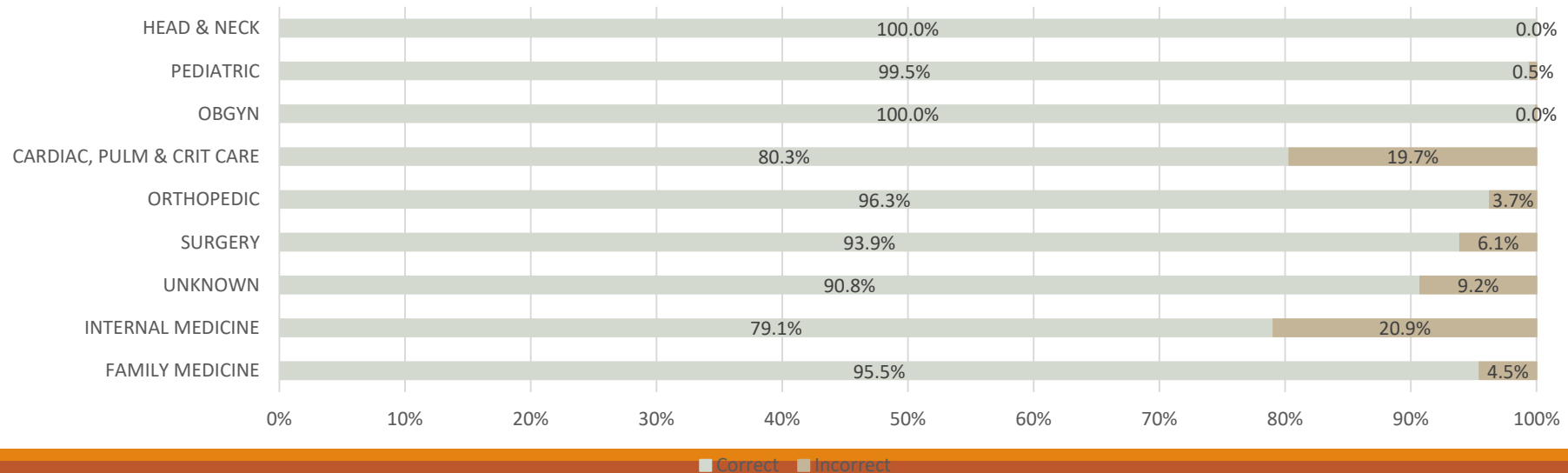
Correctness/Count of Patients with Surprise Question -  
2018 by quarter and overall



# Counts and percentages by Physician Department/Area

1/2018 - 12/2018	Alive			Died			Correct		Incorrect		Grand Total
	No	Yes	Total	No	Yes	Total	Total	%	Total	%	
FAMILY MEDICINE	38	1181	1219	19	19	38	1200	95.5%	57	4.5%	1257
INTERNAL MEDICINE	674	3234	3908	682	363	1045	3916	79.1%	1037	20.9%	4953
UNKNOWN	270	3300	3570	183	85	268	3483	90.8%	355	9.2%	3838
SURGERY	3	324	327		18	18	324	93.9%	21	6.1%	345
ORTHOPEDIC	16	778	794	1	14	15	779	96.3%	30	3.7%	809
CARDIAC, PULM & CRIT CARE	97	415	512	112	32	144	527	80.3%	129	19.7%	656
OBGYN	1	2178	2179				2178	100.0%	1	0.0%	2179
PEDIATRIC	4	1134	1138	2	2	4	1136	99.5%	6	0.5%	1142
HEAD & NECK		10	10	1		1	11	100.0%	0	0.0%	11

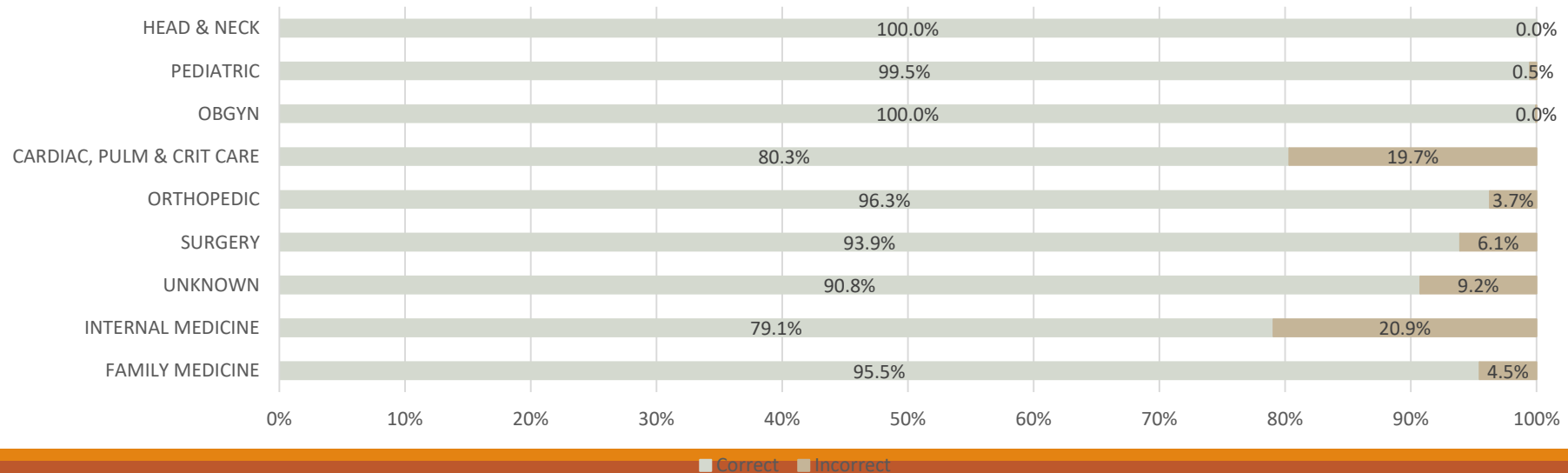
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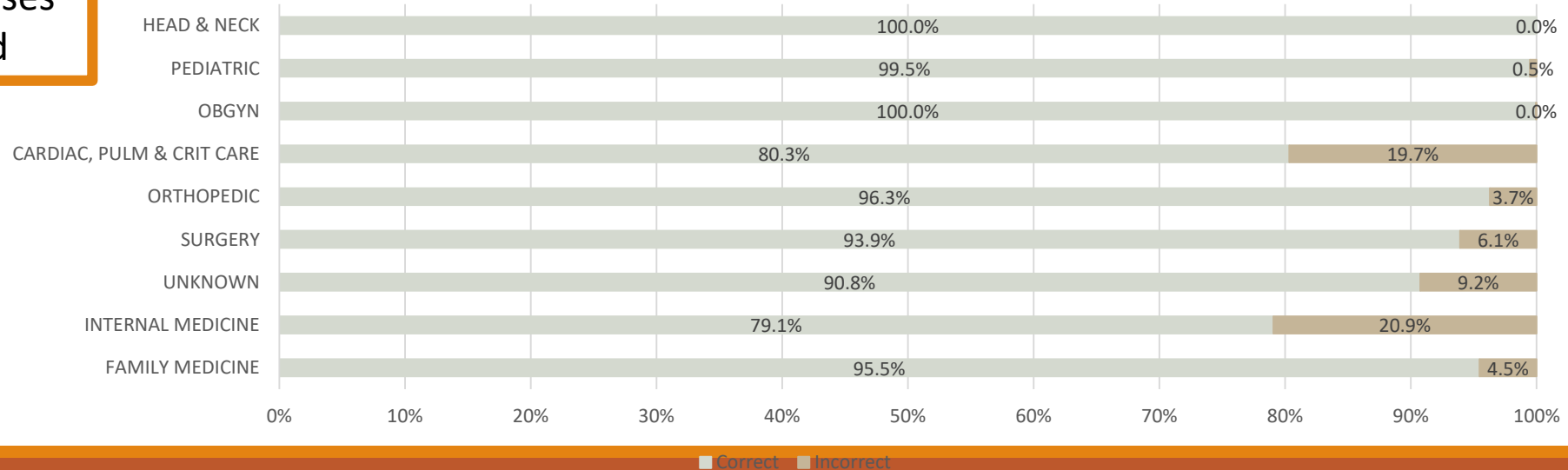


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**2017:**  
13,8062 Responses  
1150 YES & Died

**2018:**  
15,190 Responses  
533 YES & Died

Surprise Question Accuracy by Physician Specialty, 2018 with 2018/19 Preview Death Data



# Five Wishes/Advance Care Planning

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**History of Advance Care Planning for Us...**  
**How We Came to Five Wishes**

# Five Wishes/Advance Care Planning

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## Why are we using FIVE WISHES?

Valid in 42 States

Customizable

Addresses Biggest Fears

Cost-Effective

User-Friendly

Not a DNR in the Home

Trained Facilitators To Go To Community Groups, Homes, Churches, Hospital, Clinics for Five Wishes Parties

We Have Distributed Over 90,000 Five Wishes In Our Community

Memorial Foundation Pays for Five Wishes for Yakima

# Advance Directive

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## Durable Power of Attorney for Healthcare

- Wish 1

## Living Will

- Wishes 2-5

# Advance Directive

## Decision-Maker Order in Washington State:

As of 07/28/2019, In Washington State, the surrogate/person authorized to make medical decisions on behalf of an individual that lacks decision-making capacity is the following (in order of priority):

1. The appointed guardian of the patient, if any;
2. The individual, if any, to whom the patient has given a durable power of attorney that encompasses the authority to make health care decisions;
3. The patient's spouse;
4. Children of the patient who are at least eighteen years of age (all must agree);
5. Parents of the patient;
6. Adult brothers and sisters of the patient (all must agree);

# Advance Directive

## Decision-Maker Order in Washington State:

As of 07/28/2019, In Washington State, the surrogate/person authorized to make medical decisions on behalf of an individual that lacks decision-making capacity is the following (in order of priority):

1,2,3,4,5,6...

7. Adult grandchildren of the patient who are familiar with the patient (all must agree);
8. Adult nieces and nephews of the patient who are familiar with the patient (all must agree);
9. Adult aunts and uncles of the patient who are familiar with the patient (all must agree);

# Advance Directive

## Decision-Maker Order in Washington State:

As of 07/28/2019, In Washington State, the surrogate/person authorized to make medical decisions on behalf of an individual that lacks decision-making capacity is the following (in order of priority):

1,2,3,4,5,6,7,8,9...

### 10. An adult who:

- Has exhibited special care and concern for the patient;
- Is familiar with the patient's personal values;
- Is reasonably available to make health care decisions;
- Is not any of the following:
  - A physician to the patient or an employee of the physician;
  - The owner, administrator, or employee of a health care facility, nursing home, or long-term care facility where the patient resides or receives care
  - Or a person who receives compensation to provide care to the patient; and
- Provides a declaration, which is effective for up to 6 months from the date of declaration, signed and dated under penalty of perjury, that recites facts and circumstances demonstrating that he/she is familiar with the patient and that he or she:
  - Meets the requirements of a-d of this section;
  - Is a close friend of the patient;
  - Is willing and able to become involved in the patient's health care;
  - Has maintained such regular contact with the patient as to be familiar with the patient's activities, health, personal values, and morals; and
  - Is not aware of a person in a higher priority class willing and able to provide informed consent to health care on behalf of the patient.
- NOTE: A health care provider may, but is not required to, rely on a declaration provided under (e) of this subsection. The health care provider or health care facility where services are rendered is immune from suit in any action, civil or criminal, or from professional or other disciplinary action when such reliance is based on a declaration provide in compliance with above. (House Bill 1175)



# Five Wishes/Advance Care Planning

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# Questions?

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# Thank you!!