Michigan Medicine has prioritized having an Advanced Directive (AD) in the patient’s medical record since 2014. Having an AD in the patient’s medical records helps the medical teams know or ‘hear’ the wishes of a patient if they need care and cannot speak for themselves.

As of March 2016, 64% of department’s patients, who were 65 years old or older, did not have their advanced directive wishes documented in their medical record. The Department of Family Medicine wants to help more of our patients document their medical wishes.

Michigan Medicine continues to recognize and prioritize having our patient’s medical wishes documented in their medical record. Each of the six (6) Family Medicine clinics started the AD rate improvement effort with various levels of experience. All of the clinics were aware of the importance of the process. After gathering current process data from key stakeholders at each site, data showed that the variation between clinics included what, who and if the patients were offered any education to help the process.

Efforts to improve the Advanced Directive rates will continue. Michigan Medicine continues to recognize and prioritize having our patient’s medical wishes documented in their medical record.

Each clinic had great lessons to share or documents. The Population Health Office was a tremendous resource and partner in improvement. Results & Outcomes Achieved

The goal was for the department and individual sites to increase the advanced directive completion rate.

1. Department rate- to meet or exceed the institution’s annually adjusted 75% performance goal (UMMG goal)
2. Each clinical site to make 10% improvement in year over year rates

Site interventions have made an impact on the department and clinical sites advanced directive rates. Each time clinics focused on specific areas for improvement, the completion rates have trended up. Clinics are very proud that this has improved the care we offer our patients. The department advanced directive rate has yet to meet or exceed the annually adjusted UMMG Goal (75% for MM), progress is being made. While individual site completion rates varied, all sites and the department as a whole improved. Significant improvement in the median rates can be noted at all performance levels.

Keys to Success

- Each clinic had great lessons to share and a passion for their patients.
- The Population Health Office was a tremendous resource and partner in improvement.
- Patient Family Advisory Committee’s are a great resource for improvement efforts- the actual patient voice.

Team Members and Contacts

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