

Conversation Ready Health Care Community



Begins
February 13,
2014





Just over a year ago The Conversation Project, in collaboration with IHI, launched a public campaign dedicated to encouraging people to talk about their wishes for end-of-life care – not in the midst of a health care crisis, but around the kitchen table with the people they love. Too often, people die in ways they wouldn't choose. We know that, when surveyed, 70% of Americans indicate that they would prefer to die at home – and yet 70% die in the hospital.

But is the health care system ready to receive, respect, and honor those wishes for every individual, every time? Many health care organizations have no processes in place to prompt discussions with patients and families about health care directives or end-of-life wishes, or to record, access, and follow the instructions when the time comes. In 2012, IHI and a group of end-of-life experts and concerned health care organizations launched the “Conversation Ready” initiative. Together, this group committed to establishing what it means for a health care organization to be “Conversation Ready,” by developing and piloting processes to create systems that reframe patient-provider relationships around the question, “What matters most to you?” and, in some instances, break the silence between patient and provider.

What You'll Learn

After a year of rich and valuable learning, we're now organizing a broader Conversation Ready Health Care Community for organizations committed to working with us to develop reliable care processes informed by the following core principles:

1. Engage with our patients and families to understand what matters most to them at the end of life
2. Steward this information as reliably as we do allergy information
3. Partner with our patients to develop appropriate goals of care
4. Exemplify this work in our own lives so that we understand the benefits and challenges
5. Connect in a manner that is culturally and individually respectful of each patient

What's Included

- Pre-work activities in the fall and winter
- A virtual learning session
- Ongoing support in the form of a listserv, online tools, and monthly calls
- One face-to-face meeting to share progress and challenges
- A final virtual session to plan for the next phase of work and harvest learning

Enrollment Fees

Regular Rate: \$12,000

Questions?

Contact us at
(617) 301-4800
or ihi.org