



ARPA Home and Community Based Services (HCBS)  
Digital Health Technical Assistance Program CRISP DC  
HIE Webinar:

# **Advance Care Planning Initiative**



# The Advance Care Planning Initiative of DC

## Key Events of 2019

### DC Legislation Sec. 21-2221.14a:

- Required development of a secure, cloud-based eMOST and advance directives registry connected to the Health Information Exchange (HIE).

### Mayor's Commission Healthcare Systems and Transformation:

#### Recommendation 5:

- Ensure advance directives are accessible through the HIE.
- Increase the number of mentally ill persons with an advance directive.

## Initiative Formation: October 2021

The DC Department of Health Care Finance and DC Health partnered with CRISP DC, the DC-Designated HIE, and introduced the advance care planning solution by A|D Vault:

**MyDirectives for Clinicians**, a free advance care planning platform available to all DC providers embedded in the CRISP DC HIE

DC | **HEALTH**



**CRISP DC**





# Why use MyDirectives for Clinicians?

Make patient documents more effective through CRISP

- 1000+ DC organizations including all DC and Maryland hospitals.
- 14,000+ users query patient information an average of 5,000-6000 times per week

Free, easy to use suite of tools

- Create legal advance directives in-person or via telehealth
- Upload existing forms
- Patient self-service referrals
- Automatic tracking and reporting for billing, compliance, and/or QA/QI

Automatic patient access and sharing

- Digital documents available online and for download
- Easily share with their support system – whether through a link to MyDirectives.com or a downloaded copy.



# Available in the CRISP DC Portal

*Designed to meet you in your desired workflow, expand your current capabilities, and deliver continued enhancements.*



In-Person using Digital Forms



Telehealth via Remote Signature Request



Upload Existing Forms



Patient Referral to MyDirectives.com for Self-Service



Document Patient Decline for Tracking and Reporting



# Launch MyDirectives for Clinicians in the Portal

A patient search must be completed to launch MyDirectives

- Click MyDirectives from the dropdown App Tray or from Your Dashboard

The screenshot displays the CRISP portal interface. At the top, the CRISP logo and tagline "Connecting Providers with Technology to Improve Patient Care" are visible. Below the header, there are navigation links for "SEND FEEDBACK", "PRODUCT UPDATES", "COREY MAIN", and "LOGOUT". A search bar labeled "Search Applications & Reports" is present. The main content area is divided into two sections: "Patient Search" and "Search Results".

The "Patient Search" section includes fields for "First Name" (Anna), "Last Name" (Cadence), "Date of Birth" (11/16/1981), and "Gender". A "Search" button is located at the bottom of this section.

The "Search Results" section displays a table with columns for "First Name", "Last Name", "Date of Birth", "Gender", "Address", and "Match Score". A single result is shown for Anna Cadence, born 11/16/1981, with a match score of 117 - probable.

Below the search results is a "Your Dashboard" section. A dropdown menu is open, showing a list of applications: "Clinical Information", "MyDirectives for Clinicians", "Consent Tool", "MOM Care Plan", "Referrals", "Snapshot", "MOM Care Plan", and "Prescriber Reports". The "MyDirectives for Clinicians" option is highlighted with a red border. In the dashboard grid below, the "MyDirectives for Clinicians" tile is also highlighted with a red border.



# MyDirectives for Clinicians Menu

## Modules Available:

- Digital Advance Care Plan
  - *Universal Advance Digital Directive (uADD)*
- Document Upload
- Portable Medical Order
  - *DC MOST*
  - *National POLST*
- Mental Health Directives
  - *DC Psychiatric Advance Directive*

## Access Levels:

- Physicians and NPs/APRNs
  - *Full Access*
- Other Licensed Healthcare Professionals
  - *Excludes only Portal Medical Order*
- Non-Licensed Staff
  - *Upload Only*

The screenshot shows the MyDirectives for Clinicians interface. At the top, the logo and user information are displayed: "MyDirectives for Clinicians" and "Corey Main, MD | CRISP-MD Internal Crisp DC\_ Test Office...". Below this, the patient information for "Anna Cadence" is shown, including "Gender: Female" and "Date of Birth: 11/16/1981". The patient session duration is "00:25" with a "Stop" button. The main menu consists of several colored buttons: "Patient Summary" (blue), "Edit Patient" (pink), "Digital Advance Care Plan" (orange), "Document Upload" (green), "Name a Healthcare Agent" (grey), "Record a New Video" (purple), "Contacts" (dark blue), "Portable Medical Order" (light blue), and "Mental Health Directive" (dark grey). A "Click Here to Sign" link is also visible.



# DC MOST Scenario

MyDirectives for Clinicians™

Corey Main, MD | CRISP-MD Internal  
Crisp DC\_ Test Office...

Anna Cadence  
Gender: Female Date of Birth: 11/16/1981

Patient Session: 05:07 Stop

### Portable Medical Order

Select Document

- DC - MOST
- National POLST

To create a DC MOST, select the Portable Medical Order module and the DC MOST form from the list.



The form is prepopulated with the provider information. Patient's must sign using the provider's device.

CRISP DC

© CRISP. All Rights Reserved. SWITCH HIE SEND FEEDBACK PRODUCT UPDATES COREY MAIN

HOME Search Applications & Reports

MyDirectives for Clinicians™

Corey Main | ADV Healthcare Location 2...

Anna Cadence  
Gender: Female Date of Birth: 11/16/1981

Patient Session: 28:45 Stop

### Portable Medical Order

#### DC Medical Orders for Scope of Treatment (MOST)

Medical Conditions/Patient Goals

Cardio-Pulmonary Resuscitation (CPR): Person has no pulse and is not breathing. \*

- Attempt Resuscitation/CPR
- Do Not Attempt Resuscitation (DNAR) / Allow Natural Death (AND)  
Choosing DNAR will include appropriate comfort measures.

Medical Interventions: Person has pulse and/or is breathing. \*

- FULL TREATMENT - primary goal of prolonging life by all medically effective means. Includes care described below. Use intubation, advanced airway interventions, mechanical ventilation and cardioversion as indicated. Transfer to hospital if indicated. Includes intensive care.



# MyDirectives for Clinicians: Telehealth

MyDirectives for Clinicians™

Corey Main, MD | CRISP-MD Internal Medicine  
Crisp DC\_ Test Office.

**Anna Cadence**  
Gender: Female Date of Birth: 11/16/1981

Patient Session: 00:27 Stop

### Digital Advance Care Plan

- ▶ My Advance Care Goals
- ▼ My Preferences in Specific Circumstances
  - Imagine you have a terminal illness that doctors believe will prevent you from meaningfully interacting with your family, friends or surroundings. Based on your priorities, how would you prefer to be treated?
    - I prefer that they stop all life-sustaining treatments and let me die as gently as possible. I realize that I would not receive life-sustaining treatments including but not limited to breathing machines, blood transfusions, dialysis, heart machines, and IV drugs to keep my heart working. Also, I realize that cardiopulmonary resuscitation (CPR) would not be attempted, and I would be allowed to die naturally.
    - I would like them to keep trying life-sustaining treatments...
    - Neither of the choices above reflects my preference, and I have additional thoughts on this...
  - In the situation described above, would you want artificial nutrition and hydration?
    - No, I do not want artificial nutrition and hydration.
    - Yes, I do want artificial nutrition and hydration.
    - I do not know if I want artificial nutrition and hydration. I would like to talk with my doctor or someone else before I make that decision. I understand that my uADD will not include a statement on artificial nutrition and hydration, which means I could receive those treatments even if I do not want them.
  - Now imagine that you have a severe, irreversible brain injury. You can't feed or bathe yourself, and you can't communicate with others, but doctors can keep you alive for a long time. Based on your priorities, how would you prefer to be treated?

MyDirectives for Clinicians™

Corey Main, MD | CRISP-MD Internal Medicine  
Crisp DC\_ Test Office.

**Anna Cadence**  
Gender: Female Date of Birth: 11/16/1981

Patient Session: 01:16 Stop

- Patient Summary
- Edit Patient
- [Click Here to Sign](#)
- Digital Advance Care Plan (Not Signed)

The Digital Advance Care Plan module allows providers to complete the form virtually and send a remote signature request.



Patient's receive an email or text to review and sign the prepared document. The request is active for 30 minutes.



# Upload Existing Documents

Scan and upload new and existing ACP documents and portable medical orders via MyDirectives for Clinicians

- Secure storage
- 24/7/365 query and retrieval by medical teams throughout the District and across the country
- Supports multiple document types

The screenshot shows the MyDirectives for Clinicians mobile app interface. At the top, the logo and user information 'Cindy Davis | ADV Healthcare' are visible. Below that, the patient name 'Kara Futura' and her details 'Gender: Female - Date of Birth: 05/05/1947' are displayed. The main heading is 'Document Upload' with the instruction 'Complete the fields below to upload a document'. The form includes several input fields: 'What do you want to call this document?' (text input), 'What type of document is this?' (dropdown menu), 'When was this document created?' (calendar icon and text input), and 'Select a File' (file upload icon and text input). At the bottom, there are three buttons: 'CANCEL', 'SKIP', and 'UPLOAD'.

The screenshot shows the 'Please Select' screen in the MyDirectives for Clinicians mobile app. It features a list of document types under the heading 'Please Select'. The list is organized into categories: 'Branded Forms' (including MyDirectives Universal Advance Digital Directive, AARP Medicare Supplement Advance Care Plan, Caring Conversations\*, Compassion & Choices\*, Five Wishes\*, Honoring Choices\*, MIDEO\* Video, Veteran VA (Form 10-0137), and Will to Live\*), 'Other Forms' (including COVID-19 Documents and Statements, Living Will, Medical Power of Attorney, Combined Living Will and Medical Power of Attorney, Advance Statements and Decisions, and Video or Audio File), and 'Medical Order' (including CoordinateMyCare\*, MIDEO\* Card, MOLST, MOST, Out-of-Hospital DNR, and POLST).



# Patient Access and Self-Service Universal Directive

## Patient Access after Provider Creation

Patients receive an email from MyDirectives.com when a provider creates the account. It allows them to:

- View, share, and manage documents completed by the provider and upload other documents.

Follow-up letter via mail with directive and MyDirectives.com info (not automatic)

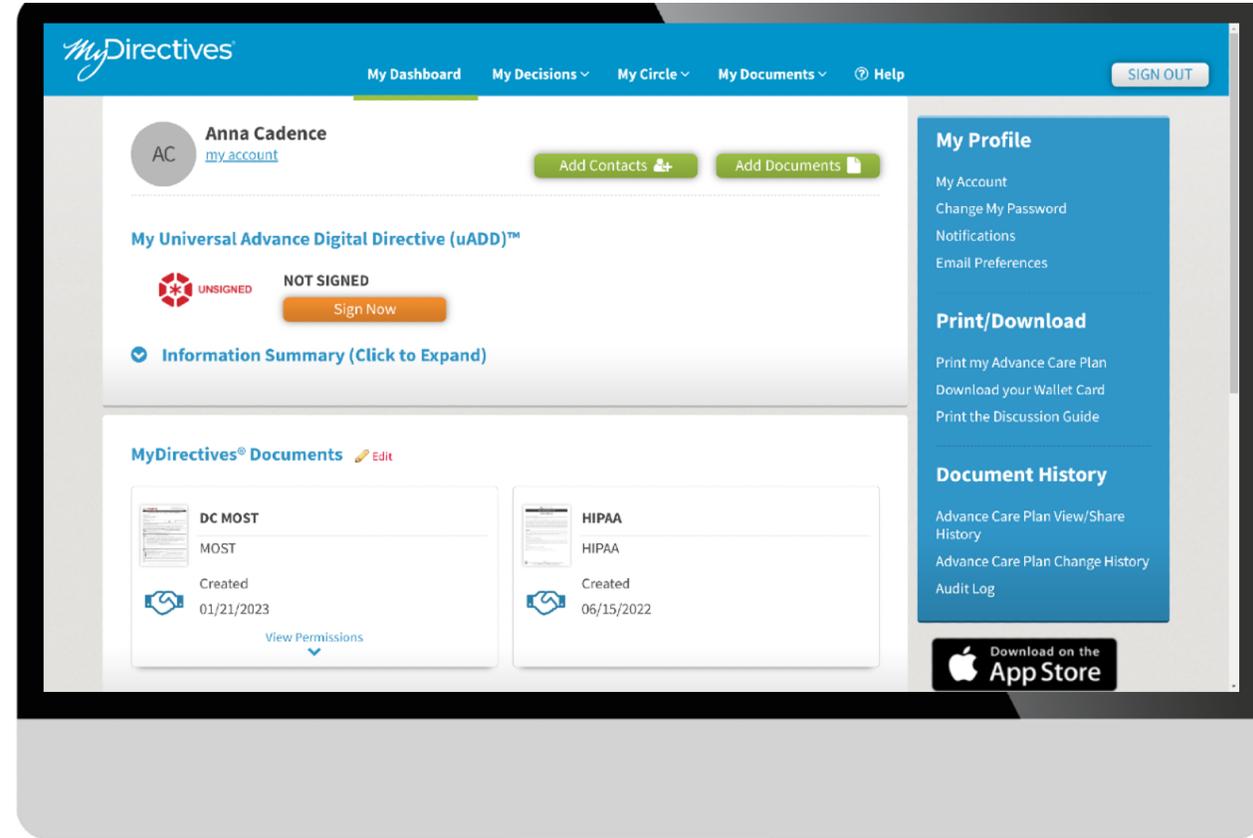
## Self-Service Referral

Patients can create a MyDirectives.com account on their own to:

- Create a Universal Advance Directive.
- Upload documents.
- Print, Download, and/or Share documents with their support system.

## Current Workflow Support Documents

- Send invitation from MyDirectives
- Check-in document
- Exam/bulletin board flyer
- Patient email blast





# MyDirectives for Clinicians: Patient Referral



Receive the care you want, when you need it most.

Create your advance care plan today.



An important part of being prepared for medical emergencies and end-of-life care is the creation of an advance directive, or advance care plan. These documents allow you to choose the type of medical care you want to receive, even when you are unable to speak for yourself. It also allows you to designate a healthcare agent to make care choices for you that are beyond your plan. There are many benefits of having these discussions with your medical provider and loved ones.

- o Have a better understanding of your care choices for emergency and end-of-life treatments.
- o Ease the burden of loved ones having to make decisions during difficult moments.
- o Document your choices and ensure they are available and honored when needed.
- o Designate the right person to make care decisions outside your advance directive.



By creating your plan with your provider today, or by visiting MyDirectives.com you can:

1. Make your plan accessible to ambulatory providers, all DC hospitals, and hundreds of other providers across the region.
2. Access and share your plans online 24/7 through MyDirectives.com.

The advance care planning initiative is a partnership between DC Health and the DC Department of Healthcare Finance and is made possible through the DC-designated Health Information Exchange, CRISP DC, using solutions developed by A|DVault, Inc.



ACTION REQUIRED

Invitation from MyDirectives for Clinicians

Hello ANNA CADENCE,

Corey Main, MD with CRISP-MD Internal is requesting that you create or update your advance care planning information using the web site link below.

[Create/Update Your Advance Care Plan](#)

Thank You!

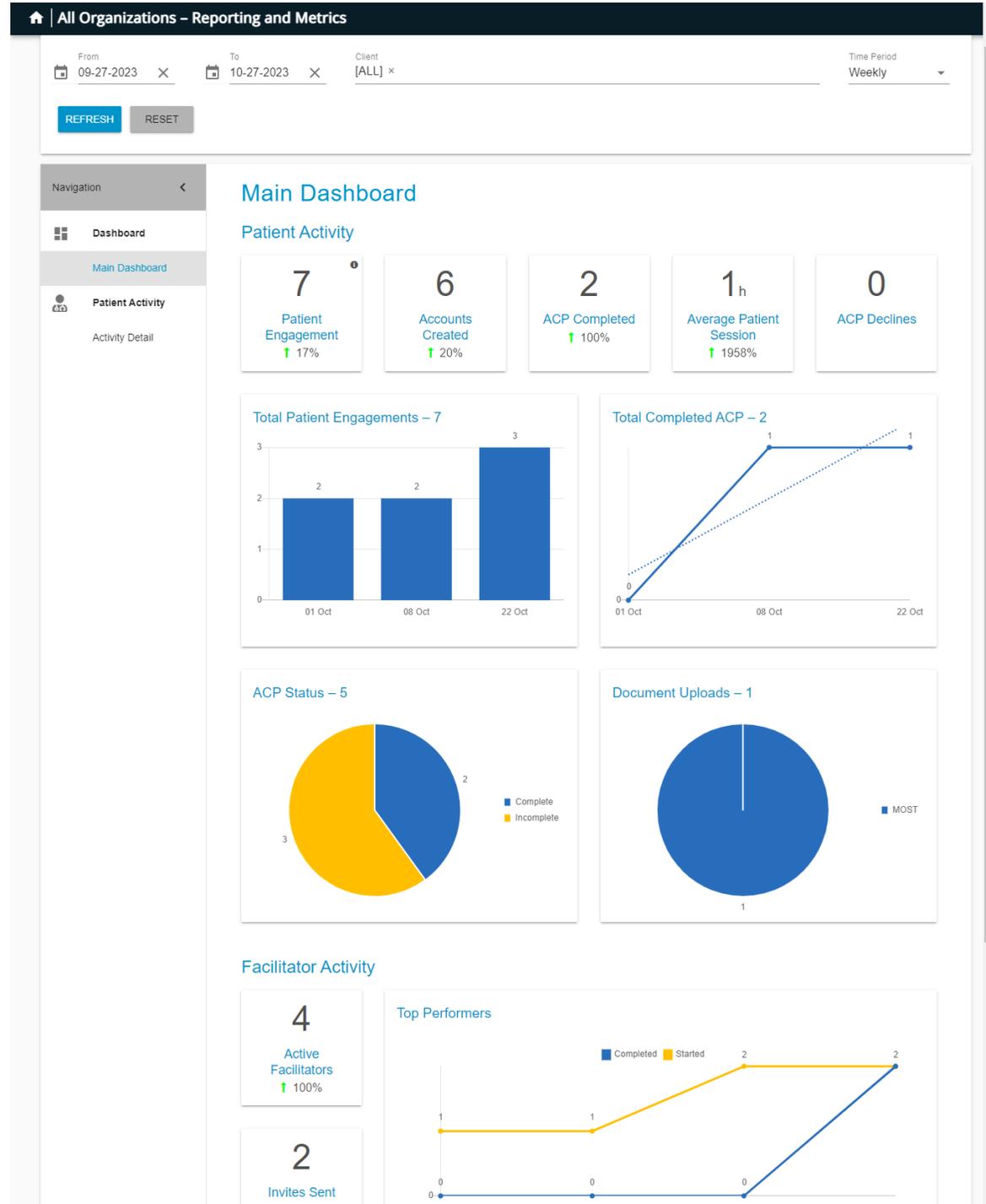
Keep in Touch with MyDirectives® [Twitter](#) | [Facebook](#)



# MyDirectives Reporting

Automatic Tracking and Reporting for billing, compliance, and quality improvement or quality assurance purposes using the Dashboard or raw data export

- All patient engagement
- Accounts Created
- ACPs Completed
- Documents Uploaded
- Patient Activity logs showing each action (document created, viewed, invite sent)





# Easily View Advance Directive Information

The screenshot shows the CRISP DC web application interface. At the top, it displays the CRISP DC logo, copyright information, and navigation links for switching HIE, sending feedback, product updates, and user profile (Corey Main). Below this is a search bar for applications and reports. The main content area is titled "ANNA CADENCE" and "Female | Nov 16, 1981". A sidebar on the left lists various data categories under "Reports & Applications". The "ADVANCE DIRECTIVES" tab is selected, showing a table with the following data:

Date	Source	Description	Document
2023-06-13	MyDirectives.com	This patient has a MOST available. This document was submitted on 2023-06-13 and is effective on 2020-05-28.	

The screenshot shows a PDF document titled "DC Medical Orders for Scope of Treatment (MOST)" for Anna Cadence. The form includes patient information, medical conditions, and specific instructions for resuscitation. The instructions for resuscitation are as follows:

**Cardio-Pulmonary Resuscitation (CPR):**  Person has no pulse and is not breathing. Attempt Resuscitation/CPR.  Do Not Attempt Resuscitation (DNI/R) / Allow Natural Death (AND).

Documents created and executed or uploaded by either the provider or the patient become viewable in the patient's Clinical Information in CRISP. Providers can view, print, and/or download.



# Live Demonstration

- **Creating and Uploading using MyDirectives for Clinicians™**
- **Viewing Advance Care Plans in the CRISP DC HIE**
- **MyDirectives®**, a patient portal for advance care planning





# Access Request and Supporting Resources

## Step 1

Email CRISP DC at  
[DCOutreach@crisphealth.org](mailto:DCOutreach@crisphealth.org)  
to request access

## Step 2

Follow the  
instructions in the  
CRISP welcome  
email to begin use

### Technical Assistance

- One-on-one training and support
- On-demand videos and user guides on [crispdc.org/acp](https://crispdc.org/acp)

### Education

- Free advance care planning coaching through the Integrated Care DC program



# End of Presentation Questions

**1. What organizations are part of the Advance Care Planning Initiative?**

- a) DC Health
- b) Department of Health Care Finance (DHCF)
- c) CRISP DC
- d) ADVault
- e) C and D
- f) All of the above

**2. What is the name of the advance care planning app in CRISP?**

- a) ACP for Providers
- b) MyDirectives for Clinicians
- c) Advance Care Planning for Patients



# Continued: End of Presentation Questions

### **3. What are you able to do through the app?**

- a) Upload
- b) Create digital advance directives
- c) Refer patients for self-service
- d) A and C
- e) All of the above

### **4. Are advance directives available to view in CRISP's Clinical Information?**

- a) Yes
- b) No

### **5. Do you have to request access to the app?**

- a) Yes
- b) No



Visit the project website at [crispdc.org/acp](http://crispdc.org/acp) for more information

For CRISP DC related inquiries please contact outreach at [dcoutreach@crisphealth.org](mailto:dcoutreach@crisphealth.org).

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