

April 2021

N: Patient Services Newsletter **Choices and Champions®**

Who are we?

Choices and Champions is Novant Health's transformative approach to knowing and honoring patient's wishes throughout the healthcare journey, up to and including end-of-life. We start by asking patients to choose a Champion, the person they trust to speak for them if they ever are unable to make and communicate their own healthcare decisions. We then start goals of care conversations to identify the patient's values and goals. We provide advance care planning support to document patient wishes and when appropriate, we offer expert palliative or hospice care to ensure they receive the care that is right for them. We are a phone call or email away for patients, team members, and the community. If you or your department have questions or would like assistance with your advance directives please let us know! #NovantHealth #TeamAubergine #ChoicesandChampions



Circle of Life Award

Choices and Champions is a recipient of the American Hospital Association's prestigious Circle of Life Award. In 2020, Novant Health was one of only two programs to be nationally recognized for our innovations in end-of-life care.

Long-term Goals

In 2019, we successfully completed a systemwide long-term goal focused on helping patients choose a champion in the ambulatory setting and documenting advance care planning conversations in an ACP note in the acute setting. We are proud to announce that even in the midst of the Covid-19 pandemic Novant Health has shown continued sustainability now over a year after the long-term goal ended!

Choose a Champion: Goal – 75% System completion as of 12/2020 – 93.5%

ACP note completion: Goal – 75% System completion as of 12/2020 – 84.3%

National Healthcare Decisions Day - April 16, 2021

National Healthcare Decisions Day (NHDD) is dedicated to encouraging all adults to plan for the future and to make their healthcare wishes known to family, friends and healthcare providers. In honor of this day, we are encouraging all Novant Health team members to take charge of their healthcare decisions. Visit NovantHealth.org/ChoicesandChampions for tips on how to start the conversation with your family and friends about your values and preferences for medical treatment or contact us to build confidence in making your healthcare decisions and sharing them with others! "It's always too soon, until it's too late...Call us at the number below to get started today!"

In light of National Healthcare Decisions Day, we want to highlight our advance care planning team and some of the work they have done.



Dana Thomson MHA, BSN, RN

Manager, Advance Care Planning-Corporate

Dana started with Novant in 2019 after serving in the insurance and hospice industries for 20 years. Dana is a Registered Nurse with a Bachelor of Science in Nursing from the University of Phoenix and her Masters in Healthcare Administration from Capella University. Currently, Dana co-chairs the Pride BRG and gives back to her trade by mentoring aspiring nurses who participate in Novant Health's Upward Mobility Program. Dana enjoys spending time with her family, husband Heath, son Zack, and fur babies, Emory (cat), and Remy (dog). She also enjoys reading and gardening. Dana reports to Adam Koontz, Sr. Director of Bioethics, Choices, and Champions, and Spiritual Care.



Angela Beamer-Ratliff, MSW, ACM-SW

Advance Care Planning Regional Coordinator - Greater Charlotte Market

Angela has been a Social Worker for 27 years and has worked for Novant Health for 22 years. She received a Master of Social Work with a concentration in Health and Medical Services from UNC-Chapel Hill. She loves working with people, helping them navigate through systems, and providing resources for others to be successful through their journey - whatever journey that may be. She is a Notary Public, serves on the Asian and Generation 2 Generation BRGs, and a member of a few community agency coalitions. With all of this, she is also a member of her church's health ministry, and an active member of Delta Sigma Theta Sorority, Inc. She spends her free time with her husband (Anthony), two daughters (Alexis and Aubrey), and their brand new puppy (Arlo)!



Krystal Swicegood, BSRT, RRT-RCP

Advance Care Planning Regional Coordinator - Greater Winston Salem Market

Krystal joined Novant Health in 2019. She is a Respiratory Therapist by trade and has been in healthcare for 14 years. She started off working in the Neonatal ICU at NHFMC where she worked with premature babies and their families. After working in the NICU, Krystal transitioned to working with the geriatric population in different areas of healthcare. She graduated from UNC Charlotte in 2019 with her Bachelor's degree in Respiratory Therapy. She covers the GWSM for Choices and Champions and is also the co-chair of a committee on the Veterans BRG. Krystal enjoys the beach, taking trips to Boone/Blowing Rock, and spending time with her family, including her husband Trey, son Easton (5), and daughter Everly (1).



Jasmine Dove

Novant Health Choices and Champions Intern

Jasmine started at the beginning of 2021 as the first Novant Health Choices and Champions Intern. She is currently a senior exercise science major at the University of North Carolina at Charlotte. Post-graduation, she is attending UNC Charlotte to pursue a master's degree in healthcare administration. At school, she is involved with the Student Advising for Freshman Excellence Program as the Coordinator for Marketing & Media Relations. She is also a member of the Kinesiology Student Organization and a part of the Women's Leadership Development Program. She enjoys watching movies, traveling, DIY crafts, and spending time with family & friends.

Did you know ?

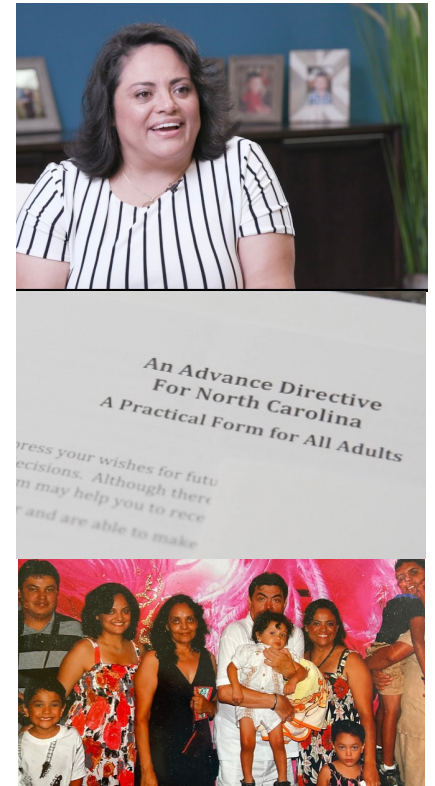
With the collaboration of the Cultural and Interpreter Services, the Hispanic/LatinX community members and other partnerships inside of Novant Health, we are able to bring our resources to our Hispanic/LatinX communities. Investing time to collaborate with our partners has provided the team with priceless insights, helping us connect to our communities. Below is Atalia's Story, a member of our community who shares her experience of starting these important conversations and how it affected her family.

English Version:

<https://player.vimeo.com/video/479921005>

Spanish Version:

<https://player.vimeo.com/video/481332691>



Connecting with new skills and techniques

On March 10, 2020, Novant Health placed the organization's travel on hold to protect our team members and the communities we serve. Although the travel restrictions affected plans to attend community events, we knew we had to find other ways to create awareness. Check out how we connected with our team members and communities this past year!



Virtual Community Events



Educational Sessions



Connections Last Year

For more information contact us through email

choicesandchampions@novanthealth.org or phone 1-844-677-5134



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Choosing your healthcare Champion

What is a champion?

Your healthcare Champion is the person you trust to speak for you if you are ever unable to make your own medical decisions. Choosing a healthcare Champion is an important first step to make sure that you stay in control of your healthcare.

Why do I need a healthcare Champion?

There are many reasons why you might become unable to make your own medical decisions, even if you are in good health. When you cannot make your own decisions, it may help to know that someone you trust will speak for you. Here are some examples:

- Surgery with anesthesia
- Serious injury such as a concussion or car accident
- Loss of consciousness due to a stroke or other medical condition

Who should I choose to be my healthcare Champion?

You should choose someone you trust and who knows you well. A family member or close friend may be a good choice. Ideally, this person should:

- Be trusted to do their best in honoring your wishes.
- Respect your beliefs and values, even if they are different from their own.
- Know your health conditions and medical history, if any.
- Be available, as needed.

What can a healthcare Champion do?

At Novant Health, we want to honor your healthcare choices. A healthcare Champion can:

- Join in conversations with your healthcare team.
- Share information with your healthcare team.
- Provide support to you in a Novant Health clinic or hospital.

Choosing a healthcare Champion is just the first step. For us to honor your choice of a healthcare Champion, you may need to complete a legal document.

For more information on Advance Care Planning, contact us at 1-844-677-5134 or ChoicesandChampions@NovantHealth.org.

You can also visit our website at NovantHealth.org/ChoicesandChampions.



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Choosing your health care agent

What is a Health Care Power of Attorney?

A Health Care Power of Attorney is a legal document to name someone to be your health care agent. Your health care agent can make healthcare decisions for you if you cannot make decisions for yourself.

Why is it important to have a Health Care Power of Attorney?

A Health Care Power of Attorney is the best way to make sure your healthcare choices are known and honored. The Health Care Power of Attorney allows you to name a second agent in case your first choice is not available. You can also use the Health Care Power of Attorney to:

- Name your healthcare Champion as your health care agent.
- List wishes about the medical care you want or do not want.
- State whether or not you would want to be an organ or tissue donor.
- Describe religious beliefs that could affect your medical care.

If you do not have a Health Care Power of Attorney, North Carolina law tells us to turn to the first available person or group of people on the list below. If there is more than one person over the age of 18 in the first available group, then those people will have to make the decisions together.

- Your husband or wife
- The majority of your parents and adult children
- The majority of your adult brothers and sisters
- Someone else with whom you have a close relationship

Some important reasons we recommend you complete a Health Care Power of Attorney document include:

- Your healthcare Champion is not the same person the law tells us to turn to.
- Your healthcare Champion is not a member of your family.
- You are not married or your marital status changes.
- You are separated from your husband or wife.
- You have a significant other with no legal relationship to you.
- You would like to take the burden of decision-making off certain family members.
- You would like to reduce conflict among family members.
- You would like to name someone to make decisions for you during a mental health crisis.

Novant Health team members will help you complete this document if you choose.

**For more information on Advance Care Planning, contact us at
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Who is the best person to be your health care agent?

Naming a health care agent gives a person the legal right to act for you if there is ever a time you are unable to make your own medical decisions. You should consider someone with the following characteristics when deciding on a health care agent.

- Communicates well**
Someone who can work and communicate well with other people who are involved in your life and care
- Knows you**
Someone willing to know and ask questions to understand your health condition(s) and medical history
- Cares about you**
Someone to pay attention to facts and details when making decisions
- Is available**
Someone who can be available to make decisions about your care as needed
- Respects your values**
Someone who can respect your beliefs and values, even if they are different from their own
- Is trustworthy**
Someone who can be trusted to do their best to honor your wishes

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Roles and responsibilities of my health care agent

Dear _____, (name of your health care agent)

- 1 Your role is to make healthcare choices for me if or when I am not able to make those decisions for myself. My doctor will let you know when I do not have the ability to make my own healthcare decisions.
- 2 I will give you a copy of my Health Care Power of Attorney document. I will list any special instructions on this document. I am counting on you to follow my instructions and respect my wishes. I know this may not be easy for you since my choices may be different from the choices you would want for yourself or what you think is best for me.
- 3 As my health care agent, you will be able to do many things for me, including:
 - Start or stop life-prolonging measures.
 - Make decisions about mental health treatment.
 - Choose my doctors and where I get my care.
 - Review and share my medical information.

If I do not want you to make certain decisions for me, I have stated so in my Health Care Power of Attorney document.

- 4 Please make healthcare decisions about my care based on my goals and desires. It is very important that we take time to talk about them so you will understand my goals and the care I want.
- 5 If I need medical care and cannot make my own treatment decisions, please discuss my medical condition and treatment options with my healthcare team members. Please ask them for any medical information you need and to explain anything you do not understand. The information they provide will help you to make informed decisions about my treatment.
- 6 If, at some later time, you decide that you can no longer serve as my health care agent, please let me know. Likewise, if I decide to name another person as my health care agent, I will let you know. Either decision will release you from any further responsibilities as my health care agent.
- 7 Contact Choices and Champions at **1-844-677-5134** or **ChoicesandChampions@NovantHealth.org** for additional resources or questions.

Thank you for being my health care agent,

(your signature)





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Next steps

Once you have completed your Advance Directive (Health Care Power of Attorney and/or Living Will) and had it notarized, there are a few more steps to take to be sure your choices are honored by your healthcare team and loved ones.

- 1 Keep the original document(s) where they will be safe and easy to obtain.** Do not put these documents in a safe deposit box. Your document(s) may be needed at any time.
- 2 Make copies:**
 - A copy for yourself, in case you lose the original or it is accidentally destroyed or damaged.
 - Take to your next doctor's appointment so your Advance Directive can be loaded into your medical record.
 - Give a copy to the health care agent(s) you named in the Health Care Power of Attorney document, if completed.
 - Give copies to your family and any other important people in your life, like a close friend or clergy.
 - Label one copy "hospital" and take it with you if you are admitted to a hospital. The hospital can load the document into your hospital medical record.
- 3 Make a list of who has a copy of your document(s).** If you ever change your Advance Directive, you will have a list of who needs an updated copy.
- 4 Discuss your Advance Directive with your healthcare team and others listed above.** Tell your healthcare team and other important people in your life what your wishes are. Make sure you are both clear on what you want, so your wishes will be honored.

For more information on Advance Care Planning, contact us at 1-844-677-5134 or ChoicesandChampions@NovantHealth.org.

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