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## View Abstract

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**CONTROL ID:** 3392163

**TITLE:** Breaking the Ice for Health Care Proxy Discussions

**ABSTRACT BODY:**

**Statement of Problem or Question (one sentence):** A primary care performance improvement project conducted by residents at our institution in 2018 found that despite 83% (n=78) of patients being interested in discussing advanced care planning (ACP) with their primary care providers (PCPs), only 37.5% had documented ACP discussions.

**Objectives of Program/Intervention (no more than three objectives):** - To improve patient health literacy around health care proxy (HCP) discussions

- To develop a standardized educational video based on the New York State HCP form
- To measure the impact of the video on patient perceptions and understanding around ACP

**Description of Program/Intervention, including organizational context (e.g. inpatient vs. outpatient, practice or community characteristics) :** Internal Medicine residents in our urban safety-net primary care practice produced a 2-minute educational video addressing common questions about HCP. Starring physicians and nurses, the message was delivered by culturally familiar staff. A similar intervention addressing influenza vaccination myths improved flu vaccination rates in 2018. An educational video was played in the exam room while the resident met with his/her attending preceptor to avoid additional patient wait time. Patients were asked three questions about perceptions of HCP before and after the intervention.

**Measures of success (discuss qualitative and/or quantitative metrics which will be used to evaluate program/intervention):** Effectiveness of the video was measured using a quasi-experimental pretest, posttest design. Patients were asked 3 questions before and after the intervention to evaluate perception around importance of a HCP, ability to identify a HCP, and comfort in discussing healthcare preferences. Results were analyzed using descriptive statistics and Wilcoxon signed rank test.

**Findings to Date (it is not sufficient to state →findings will be discussed→):** - 49 patients (response rate, 96%) completed the survey after conducting a pilot study of 10 patients. Participants were 59.1% female, within 55-64 age group and 71.4% Afro-Caribbean.

- Our intervention yielded statistically significant increases in patient agreement on HCP importance 38.9% ( $p < 0.001$ ), willingness to assign an HCP 12% ( $p < .001$ ), and willingness to discuss ACP values with someone 3% ( $p = .006$ ).
- Although not measured, we noticed anecdotally that physicians in our practice felt a standardized educational tool prompted conversations around HCPs during subsequent primary care visits.

**Key Lessons for Dissemination (what can others take away for implementation to their practice or community?):**

- This innovative form of patient education using video media during office visit time facilitated discussions and improved patient perception around HCP.
- Key components included a tailored, culturally sensitive educational platform featuring our patients' healthcare team. We highlight the importance of using personalized, alternative media as an approach to improving health literacy and perceptions around ACP.

**Impact:** The use of a standardized, culturally relevant video media healthcare education platform facilitates discussions around HCP, improving patient health literacy and perception and helps providers to break the ice around difficult conversations.

**PRESENTATION TYPE IP SHARED DETAILS PAGE URL:**

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