LifeCourse – Design to Implementation in a Health System
Paige Bingham, MBA; Vivian Anugwom, MPH; Scott Curran, MSW; Amanda Hunt, MPH; Kendall Johnson, MHA; Sochenda Nelson; Laura Sutter, MPH

WHY LIFECOURSE?
- The end of life period often spans years, not just weeks or months...
- yet traditional health care models artificially distinguish curative and supportive care.
- 49% had a care after high cost event
- 11% of Medicare beneficiaries
- 50% of Medicare spending

PATIENTS
- Electronic eligibility report using EHR data
- Patient-Provider conversations
- TARGET POPULATION: Patients living with serious illness in the later stages of life

INTERVENTION
- Monthly in home visits from a trained lay healthcare worker called a care guide.
- Assistance with articulating preferences, goals, and what matters, including completion of advance care planning.
- Whole person care via a structured visit framework to facilitate discussion of a patient’s medical and non-medical concerns.
- A family and community oriented approach to help patients meet their needs and prepare for what is coming next.

OUTCOMES
- better quality of life
- higher patient care experience
- patients with advance care plans
- MEDIAN HOSPICE LENGTH OF STAY
  - with LifeCourse: 28 days
  - with usual care: 17 days

IMPLEMENTATION
1. INITIAL SET UP
   - Identify clinic champions
   - Buy-in meeting with clinic manager and lead physician

2. CLINIC READINESS & DEPLOYMENT
   - Develop reporting structure for care guides
   - Hire care guides
   - Conduct implementation meetings with clinic staff
   - Review LifeCourse model, training, and documentation standards
   - Tailor EHR support and customize workflows

3. TRAINING
   - Train care guides, supervisor, and other physicians and care team members as appropriate
   - Assess competency of care guides

4. INTERVENTION
   - Identify and enrol eligible patients
   - Meet with patients monthly
   - Assist with articulating preferences, goals, and what matters
   - Provide whole person care via a structured visit framework
   - Connect patients and families to healthcare services and community resources

5. ONGOING MONITORING, MEASUREMENT, AND FEEDBACK
   - Care guide performance tracking via chart review
   - Outcomes measurement via EHR reports:
     - Documentation of patient stated goals and advance care planning
     - Care utilization including hospital admissions, hospital days, palliative care, and hospice use
     - Quality of Life (PROMIS-10)

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