



It's been an amazing year working with our Honoring Choices MA (HCM) Partners to help adults across the Commonwealth make a health care plan and connect to quality care in their community. Here are some highlights of our collaborative work.

**"Who's Your Agent?"**

## 50,000 conversations and counting

With one simple question, hundreds of HCM Partners confidently engaged over 50,000 adults in planning conversations to complete a Health Care Proxy and Personal Directive using the [Getting Started Tool Kit](#).

AMBASSADOR

Who's Your Agent?®

Honoring Choices  
MASSACHUSETTS

## 200 Ambassadors Strong

[Health Care Planning Ambassadors](#) started powerful health care planning conversations with adults & families where they live, work and gather, including at —

- **Worcester Council on Aging**, where 135 adults in 4 Multicultural Groups used a translated MA Health Care Proxy to make a plan;
- **Harvard Pilgrim Health Care**, where 5 Care Management Teams became Ambassadors to directly empower & inform their members;
- **UMass Memorial Health Care**, where Ambassador Graduate Nursing Students and Medical Students confidently open care planning conversations with patients;
- **Baystate Health's** Primary Physician Practices, where trained Ambassadors fold the "Who's Your Agent?" program into the daily patient flow;
- **Councils on Aging** across the Commonwealth, where Ambassadors are hosting "Pizza & Proxy" community events, to 'share a slice and complete your proxy'.



## NEW: The Getting Started Tool Kit Video Series

Making your own health care plan is even easier with the step-by-step video series. Just listen & watch the short videos to complete a Health Care Proxy and Personal Directive. [Learn more.](#)



## MA Health Care Proxy in 10 Languages

Download a free Honoring Choices Health Care Proxy in English, Chinese, Russian, Spanish, Portuguese, Haitian-Creole, Vietnamese, Khmer, Arabic and Albanian. Also download the Personal Directive in English and Spanish. Thanks to our partner **Center for Health Impact** who expertly translated the HCM documents. [Learn more.](#)

Know the  
10 Signs

## Planning Ahead For Adults with Memory Loss

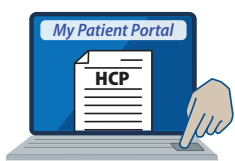
The **Alzheimer's Association** & Honoring Choices joined forces to cross-train 100 of their care providers & staff. In a joint training, they enhanced their knowledge and expanded their tool kits to open up early planning conversations with adults with memory loss.



## Let's Talk about Palliative Care

Palliative Care improves the lives of seriously ill patients and their families, increases time spent at home by patients, and reduces the amount of time patients spend in hospitals.\* Every patient with a serious illness and every care provider can use the same language and tools to start a palliative care conversation to help patients manage the pain, symptoms and stress of living with serious illness. In this mighty collaboration, the **Massachusetts Medical Society, American Cancer Society, Hospice & Palliative Care Federation/MA, Lahey Health and Northeast-Metrowest Palliative Care Coalition**, developed consumer and care provider fact sheets, discussion guides and webinars for effective, meaningful conversations. [Learn more.](#)

\* National Academy for State Health Policy (NASHP) released "[A National Review of State Palliative Care Policies and Programs](#)"



## "Patient Portal Challenge"— the results are in!

We wondered- if you could, would you upload your Health Care Proxy & Personal Directive into your Patient Portal, to easily view, update, and share, and would you want these documents to be available in your medical record? Working with our partner, **MA Coalition for the Prevention of Medical Errors**, we surveyed 100 respondents. Survey results report 100 respondents would upload their Health Care Proxy and 94 respondents would upload both the HCP and Personal Directive, to better direct and communicate their health care decisions. [Learn more.](#)



## New England Age-Dementia Friendly Initiative

Honoring Choices has convened the age-dementia friendly leaders in MA, NH, VT, RI, and CT, to ensure all adults who live at our borders and travel through New England will receive quality care that honors their values & choices. Early next year, HCM will post each state's planning documents, and coordinate our healthy aging initiatives to create a unified New England Age-Dementia Friendly Community.



## Improving the Serious Illness - MOLST Process

Honoring Choices is working with many of our partners and the state to help build a MOLST process that is responsive to the changing health needs and choices of patients all throughout serious illness. Some of the 'works in progress' include:

- Guardianship – MOLST Advisory Group, co-hosted by our partner **Massachusetts Health & Hospital Association**, to protect the rights of seriously ill incapacitated adults;
- Dept. of Public Health Expanded MOLST Subcommittee, of the Palliative Care & Quality of Life Advisory Council, is a multidisciplinary group working to help DPH improve the MA MOLST process. Ellen DiPaola, HCM President, serves as subcommittee chair;
- [EMS & MOLST: 5 Things To Do Ahead of an Emergency](#). Free downloadable guide, developed in collaboration with MA EMS.

Thank you to all the HCM Partners & Ambassadors  
for a wonderful year!