



Honoring Choices Massachusetts Health Care Planning Ambassador Program

Health Care Planning Ambassadors start powerful health care planning conversations with adults and families anywhere they live, work and gather!

Ambassadors start early & effective planning conversations to help adults make a personal plan and connect to quality care in their community. Over 600 Ambassadors are working together to help standardize accurate health care planning information and create healthier communities.

What does an Ambassador do?

Ambassadors use the Honoring Choices MA (HCM) structured health care planning approach to-

- Engage adults in a health care planning discussions to make a personal care plan
- Help adults complete a MA Health Care Proxy & Personal Directive (Living Will)
- Listen to and record consumer feedback on the real-life barriers and challenges to care
- Connect adults to essential person-directed care and put their care plan into action

Who can become an Ambassador?

Anyone who engages adults in planning discussions can sharpen their knowledge and skills, such as-

- Health care providers: nurses, social workers, care managers, nursing & medical students
- Community professionals: helping older persons, faith based groups, visiting nurses, attorneys
- Community volunteers: to reach consumers within their language, culture, religion & ability

How do you become an Ambassador and start an Ambassador Program?

Interested participants attend a free Ambassador Workshop. Ambassadors, with the support of their program supervisors, receive everything they need to easily incorporate the Ambassador Program into their daily workflow. You'll learn to-

- Confidently start planning conversations using the Honoring Choices "Getting Started Tool Kit"
- Learn about the 5 MA care planning documents to update & add to your care plan
- Educate your fellow staff & colleagues as Health Care Planning Ambassadors
- Offer fun & informational community presentations, i.e. "Pizza & Proxy" event
- Implement a structured, team-based planning approach to start planning conversations and connect adults to quality person-centered care

What tools and materials do you receive?

Ambassadors and program supervisors can tailor the HCM tools and materials to align with their program-

- **Ambassadors receive the Honoring Choices Health Care Planning Ambassador Certificate**
- *Who's your Agent ?*® Program, an evidenced-based structured team approach
- *Getting Started Tool Kit*, a simple 1-2-3 process to start to make your plan
- *Next Steps Tool Kit* to build on your plan through wellness, chronic and serious illness
- *Ambassador Manual* which includes the *Program Supervisor's Implementation Checklist*



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[How do Ambassadors help shape healthier and more livable communities?](#)

In addition to connecting adults to quality care, Ambassadors listen to & record vital consumer feedback on the real life barriers and challenges to accessing care in their community. Here is how it works-

- Ambassador's keep a running tally of simple data and note consumer feedback using the HCM Partner & Ambassador Data & Feedback tracking sheet
- Every quarter, HCM emails Ambassadors a "5-Minute Report" to summarize & submit feedback
- HCM posts the findings and shares with Age- and Dementia Friendly towns and cities to improve barriers to care such as better transportation, adequate food, and stable housing. [Read more.](#)

[What is the cost and commitment?](#)

There is no cost to become an Ambassador. We ask Ambassadors and program supervisors to-

- Use the HCM programs to help standardize accurate information and free MA documents
- Supervise your Ambassadors to achieve your goals and reach populations in your community
- Track positive outcomes and submit the Partner & Ambassador Data & Feedback Report

[What on-going support does Honoring Choices provide?](#)

We work closely with Ambassadors and program supervisors to strengthen and grow your program-

- You automatically become a HCM Community Partner; we can [promote your work here](#)
- Ambassador's receive a monthly e-newsletter with new tools and valuable updates
- We 'Spotlight' your program and Ambassadors on the [HCM Ambassador webpage](#)
- We can work together to educate staff and develop tools to better reach your community

[How do I get started?](#)

Everyone is welcome. Start by attending or co-hosting an Ambassador Workshop. [Learn more here](#); and email Ellen DiPaola, President & CEO, edipaola@honoringchoicesmass.com