



Honoring Choices Partner Spotlight

*At the close of this challenging year, we'd like to **share a wealth of resources and innovative ideas**, and highlight the work of just some of our amazing Partners and Ambassadors.*

*I am immensely grateful to **all** the Honoring Choices MA Partners, Ambassadors and Consumers working together to ensure every adult can access high quality, person-driven care over their lifetime. Many thanks- Ellen DiPaola, President & CEO*



100,000 Conversations and Counting!

To date, the [Honoring Choices Partners](#) and Health Care Planning Ambassadors have engaged adults in over [100,000 new care planning conversations](#) to make a personal plan. Our collaborative network has helped standardized MA planning tools using our consumer-friendly [Who's Your Agent? Program](#), and [Plan in Place Covid-19 Resources](#), generously shared by our Partners.



Empowering Independence Getting Good Care

Center for Living & Working (CLW), Worcester, which takes its direction from persons with disabilities, empowers adults to take active roles in their lives and in their community. Honoring Choices worked with **Meg Coffin**, Executive Director, and CLW's dedicated staff to provide the latest health care planning information and tools, to support the staff's work in ensuring all adults have access to quality person-driven health care. Learn more [here](#).



Project Phoenix: A Food Hub Rises in Lynn

Greater Lynn Senior Services has joined with the Lynn Food Security Task Force to bring an exciting new initiative to life: **Project Phoenix**. This program will provide access to good food and nutritional counseling free of charge to the City of Lynn, addressing a significant health-related social need. "We are in the beginning stages of this important effort to successfully assist our community for a long time to come," says **Kathryn C. Burns**, GLSS Executive Director. Learn more [here](#).



Problem-solving to Advance Health Equity

MLPB believes in the power of justice to advance health. Their [Digital Digest](#) is an impressive resource for MA &



1000 Health Care Planning Ambassadors!

"I am so happy to be an Ambassador with Honoring Choices," says **Michelle Kelleher**, Senior Services

RI care teams who want to be more effective social need problem-solving partners with the people they serve. "The *Digital Digest* covers **10+ domains of health-related social needs** (e.g., Housing, Food, Transportation, Immigration, Mental Health etc.)," says **Samantha Morton, CEO**, "with attention to key changes and what they mean for successful problem-solving." View this unique, comprehensive resource [here](#).



Taking the Lead

[MHA](#) sprang into action to support front-line staff and hospitals throughout the pandemic with continuous education, organizing two PPE bulk purchases, and convening a telemedicine coalition, and much more. Explore here:

Dec, 17, 3pm Free Webinar: *COVID-19 Vaccine Q&A: What You Need to Know as a Healthcare Worker.* [Register](#).

[PPE Exchange](#). For information, contact Kim Stevenson at kstevenson@mhalink.org

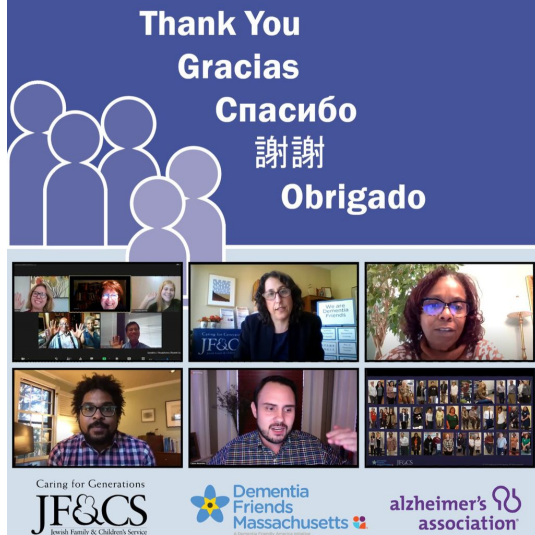
[Latest Information COVID-19 tMED, MA Telemedicine Coalition](#)

Coordinator, Town of Lexington, Council on Aging. Michelle joins the over 1000 strong Health Care Planning Ambassador Network. "This program makes it simple to confidently start tough planning conversations. The [Getting Started Tool Kit](#) and documents are easy to navigate. It's a valuable program for seniors." Ambassador Workshops are no cost. [Join us!](#)



Bridging Language Barriers in the Community

"We care for seniors in their neighborhoods," says **Juan Ascencio, Senior Whole Health (SWH)**, "helping adults stay in their own homes and communities for as long as possible." SWH provides additional benefits and services to low income seniors on Mass Health. SWH staff speak several languages to assist with the diversity in our communities. SWH's **Health Care Planning Ambassadors** use the Honoring Choices [multi-lingual planning documents](#) to help adults make a plan. Learn more [here](#).



Talking About Dementia and Culture

Over 625 participants joined *Let's Talk About Dementia and Culture: How We Talk and Teach About Dementia in Cultural and Linguistic Communities* webinar, a far-reaching and timely discussion of disparities in the risk of developing dementia, and how we can learn from the values and wisdom of many cultural traditions. You can access [recording and multi-lingual tools here](#).

Contact Beth Soltzberg, Dementia Friends MA at bsoltzberg@jfcscsboston.org



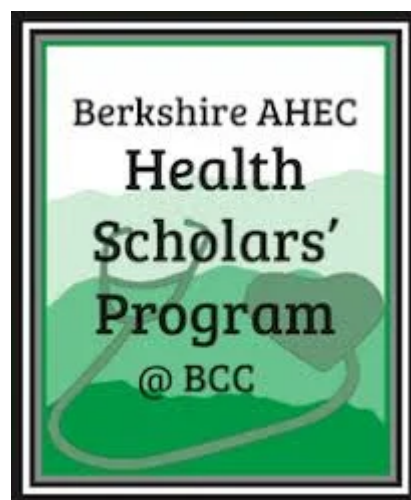
Improving Telehealth

Barbra Rabson, President & CEO, Massachusetts Health Quality Partners (MHQP), launched a ["Together for Better](#)



Rapid Coordinated Community Response

Over 30 health and community organizations, convened by Lawrence General Hospital and the Quality Improvement Organization, have joined together to create the **Post Acute Incident Command Work Group**. "The group meets efficiently twice/weekly to quickly respond to patient needs for current and potential Covid-19 surges," says **Nicole Garabedian RN, MSN**, Director of Clinical Operations, Lawrence General Hospital, "establishing shared standards of care to ensure safe transitions across the continuum." A collaborative Dashboard keeps everyone updated! Nicole.Garabedian@lawrencegeneral.org



Berkshire Community College Health Scholars

Following an Ambassador Workshop with **Gena DiSimoni**

[Telehealth](#)" survey series this year. The surveys are open to all clinicians and are intended to help improve the safety and quality of care across all specialties.

[Wave 1, 2 and 3 survey results](#) are in and offer practical tips, the clinician's experience, and suggestions for improving the patient experience. We were delighted to support MHQP by distributing the surveys to the Honoring Choices Partners.



Medical Liaisons Providing Critical Family Support

Last April, **Elizabeth Collins, MD, Palliative Care Medical Director**, and several physicians at Lahey Hospital & Medical Center, realized quickly that they needed to find a way to help Covid-19 patients and their families communicate, as families could not be at the bedside. The **Medical Liaison Program** was born, recruiting physicians and practitioners who were not seeing patients, to call families twice a day with updates. "Palliative care isn't just end-of-life care," explained Dr. Collins. "It's also about providing emotional support for

Johnson, Executive Director, and the Berkshire AHEC staff, Shelia Dargie scheduled an Ambassador Workshop with the Berkshire AHEC Health Scholars to **educate Nursing and PTA students** at Berkshire Community College. We are delighted to enhance the knowledge and skills of students to confidently engage their patients in proactive health care planning and goals of care discussions. Learn more [here](#).



MASSACHUSETTS
Alzheimer's Disease
Research Center

4 Road Maps to Aging and Memory Loss

The [Massachusetts Alzheimer's Disease Research Center](#) ([MADRC](#)) helps consumers and families navigate aging and memory loss by asking four simple questions. Each question below has a link to a **helpful Road Map** to explore further.

- Are you or a loved one experiencing changes in memory & thinking? [Link](#)
- Are you interested in participating in memory research? [Link](#)
- Are you caring for a person living with memory loss? [Link](#)
- Are you thinking about how best to optimize your brain health? [Link](#)

patients and caring for the patients' families." Read full article [here](#).



Life Care Managers, Valued Care Team Members

In a year like no other, **Debbie Fins, LICSW, CMC, Director, JHC LifeCare Management**, Worcester, wants to thank all of the front-line workers in all health settings who provided care, comfort and communication between patients and families. "We are proud to have helped families make tough decisions in line with the values of the patients." DLFins@jhclifecare.org

Read more in [full HCM Blog](#).



Welcome Highland Valley Elder Services

We welcome our newest Community Partner, Highland Valley Elder Services (HVES), Florence, MA, serving 24 area communities. HVES helps older adults & families through a range of programs such as Case Management, Family & Caregiver Support, Home Health Services, Home Delivered Meals and much more. Their Information & Referral line helps consumers & care providers in Western MA. [Website here](#).



Serious Illness Conversation Guides

Working with Jane Kavanagh and Erik Fromme, MD Ariadne Labs (AL), Honoring Choices introduced AL's [Serious Illness Conversation Guides](#) to our Partners and Ambassadors. The 60 minute webinar provides a best communication approach to engage high risk patients in proactive planning



Home Care Ambassador

"I am proud to be a Health Care Planning Ambassador," says **Maria Taraves, American Dream Homecare Agency**, Brocton, who helps adults transition to home care and support their health needs at home. As an Ambassador

conversations and document patient care choices. The webinar has been very well received by physicians, nurses, social workers, care managers, and all front-line staff. No cost webinar; learn more [here](#).



WORKBOOK

What Matters to Me

A Guide to Serious Illness Conversations

NEW: What Matters To Me Workbook

[Ariadne Labs](#) and [The Conversation Project](#) have teamed up to provide a great resource for consumers and care providers. [What Matters To Me Workbook](#) is designed to help people with a serious illness get ready to talk to their health care team (doctor, nurse, social worker, etc.) about what is most important to them – to make sure that they get the care they want. [Download here](#)

who is bi-lingual, Maria can offer a [translated Health Care Proxy & Personal Directive](#) to Spanish and Portuguese speaking adults in communities she serves.

Email:

contact@americandreamhca.com



Western MA Transitions in Care Cross Continuum (TICCC)



Sharing Tools Across the Care Continuum

Jodi Kashouh, MS, who convenes the Western MA Transitions in Care Cross Continuum (400+ provider organizations) and Honoring Choices co-hosted the [Engaging Adults in Seamless Conversations from Simple to Serious Illness](#) webinar. Participants reviewed the HCM Getting Started Tool Kit to start a simple conversation, and how to flow into a what matter most conversation using the Ariadne Labs Serious Illness Conversation Guides. The group now shares effective language & tools to communicate patient choices across organizations.



MA e-MOLST Web Portal

Using the e-MOLST web portal, health care providers can now use telehealth and in-person visits to start proactive planning conversations with high risk adults, and easily complete an electronic Medical Orders for Life-Sustaining Treatment, e- MOLST form. The MA e-MOLST Web Portal is sponsored by [Massachusetts Coalition for Serious Illness Care](#), in collaboration with [Ariadne Labs](#) and Honoring Choices MA with support from Vynca, Inc. It's no cost. Learn more [here](#).



Improving Care Transitions with e-MOLST

Dawn Hobill, [Healthcentric Advisors](#), Paula Griswold, [MA Coalition for the Prevention of Medical Errors](#) and Honoring Choices hosted **Introduction to e-MOLST** webinar for over 200 multi-disciplined care providers across the health care spectrum. We explored how clinicians & their care teams can build the free web portal into their workflow to improve care and the patient experience within their own organization and in transitions between care settings. Part 2 coming soon!



Better Access to Life-Saving Care

[Brigham & Women's Portable ECMO Program](#) and [Boston MedFlight](#) have teamed up to improve access to life saving treatment. ECMO, extracorporeal membrane oxygenation, is a lifesaving treatment for people whose heart or lungs are failing. The Brigham & Women's ECMO team coordinates with Boston MedFlight's critical care team to



Great Resources for MA Consumer & Providers

[National POLST](#), a 42 state collaborative, is working to create a national standard for serious illness care. As an Honoring Choices Partner, we have posted National POLST's consumer and health care provider evidence-based tools, videos and programs on [our website](#).

Massachusetts is a National POLST member. Start to explore

treat patients in surrounding hospitals outside of Boston, greatly expanding access to patients who can benefit from this specialized care.

[See Video](#)

here. All resources are free-

- [Consumer web page](#)
- [Care Provider web page](#)

Thank you all! Wishing you a joyous and restful season.



Honoring Choices Massachusetts is a consumer focused, non-profit organization that informs, empowers and helps adults and families to make a health care plan and connect to person-directed care all through their lives. Visit us at www.honoringchoicesmass.com

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