



馬偕紀念醫院
MacKay Memorial Hospital

To promote the signature of "Advance Care Planning" with the model of community health station service by "Nudge theory"

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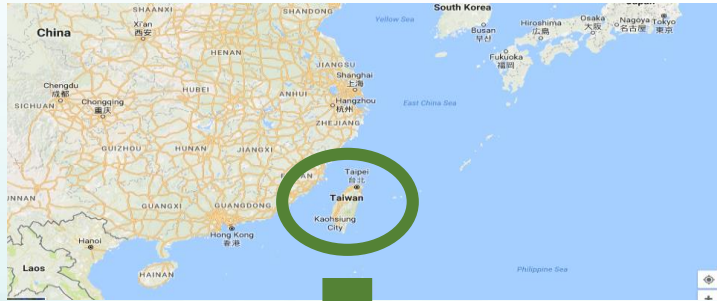
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International Network of
Health Promoting Hospitals
& Health Services

TAIWAN

- Capital: Taipei
- Population: 23 million
- GDP (nominal): 2021 estimate Total US\$ 775 billion, Per capita \$33,011
- Life expectancy: 77 years (men) 84 years (women)
- Area Total 36,193 km² (136th)



台北101



芒果冰



地瓜球



珍珠奶茶



小籠包



臭豆腐



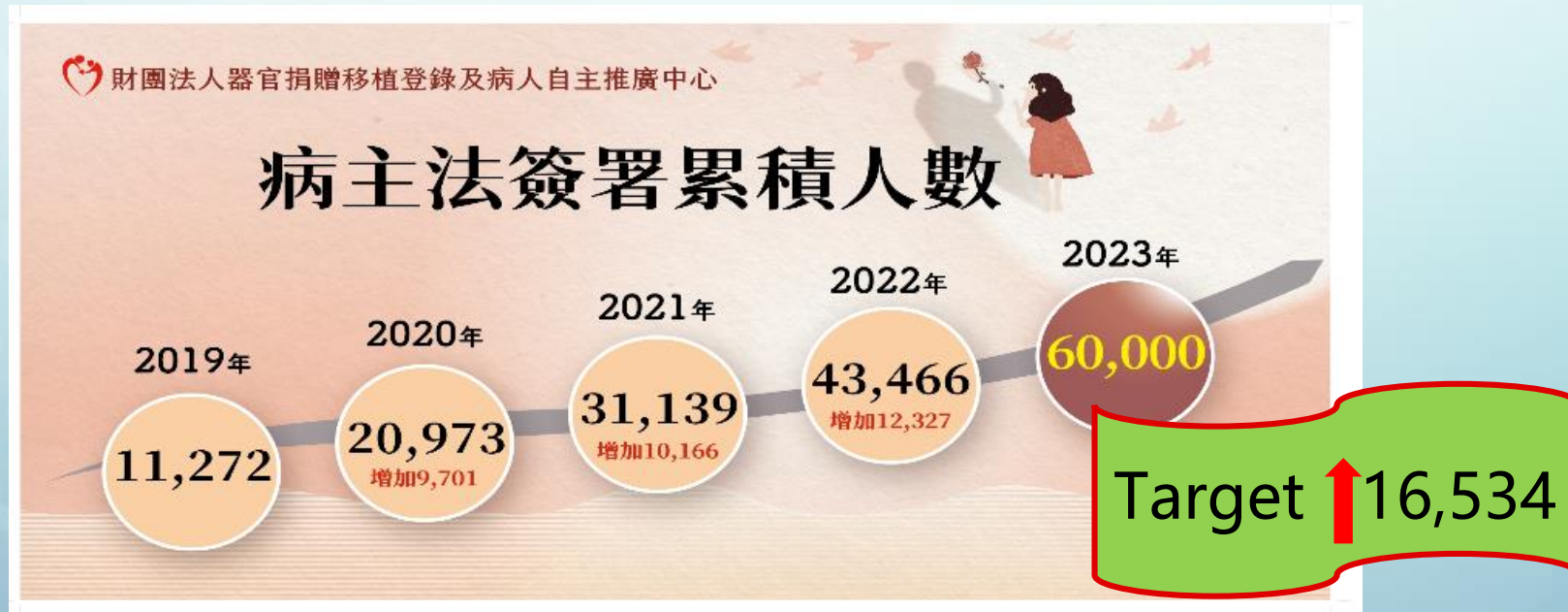
MMH In Brief

- Taipei and **Tamshui** together qualify as a medical center with the longest history in **Taiwan** (>140 y)
- A health network through northern, western and eastern of **Taiwan**



Background and Goals⁽¹⁾

- "Patient Autonomy Law" on 2019/01/06 in Taiwan.
- A total number of 43,466 people have signed it by 2022, accounting for only **0.22%** of the adult population of 19.83 million.
- The **awareness** of autonomy is not yet popular.
- We have signed a total number of 428 in Mackay Memorial Hospital Tamsui Branch from 2019 to 2022, which has not achieved the expecting results.



Background and Goals⁽²⁾



consulting fees : US \$ 100 /person

The process of consultation

Background and Goals₍₃₎

- There is 260 institutions can provide ACP consulting services in Taiwan.
- **Main Obstacles**



Poor accessibility to medical resources



Time-consuming and expensive



Limited reservations

Background and Goals⁽⁴⁾

Elders do not know how to take the initiative to discuss related issues, which is also a challenge and difficulty in promoting the signature of ACP.



Unwilling to touch the issues of life & death



We can't be selfish, only think about ourselves but don't care about our family.



I don't know to speak out in what way

Method/Intervention

- In order to promote “**Patient Right to Autonomy Act**” into the community, better understand the importance of ACP and the signature of Advance Decision.
- In 2022, Community Medicine Center began to use the concept of "**removing obstacles**" (removing silt)" of the nudge theory to eliminate the obstacles such as **poor accessibility of medical resources**, **the consumption of much time and money**, **the limited reservations**, and **the elderly don't know how to take the initiation to discuss related issues** etc.



Nudge theory

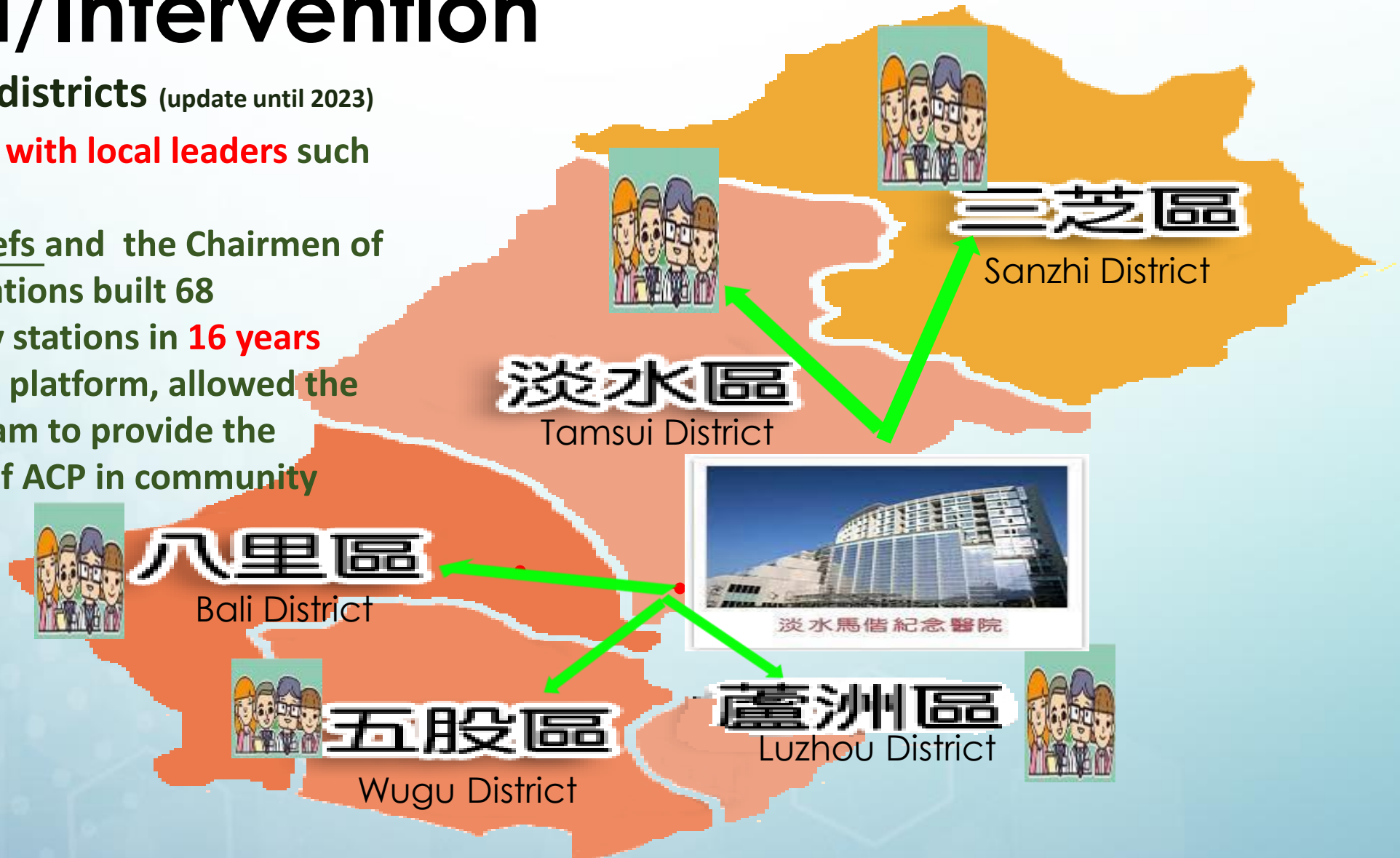


“removing silt” eliminate the obstacles of ACP contract

Method/Intervention

68 stations in 5 districts (update until 2023)

- We **cooperated with local leaders** such as the
 - Village Chiefs and the Chairmen of the Associations built 68 community stations in **16 years** served as a platform, allowed the medical team to provide the signature of ACP in community directly.



Method/Intervention⁽¹⁾

Step 1: training seed volunteers as our team to promote "Advance Decision".

The certified seed teachers promote "Patient Right to Autonomy Act" to the volunteers in community health units in 2020

There are 56 seed volunteers who have promoted palliative care will be recruited to become seed volunteers to promote ACP In 2020.

We invited qualified core lecturers of our hospital to conduct 7 hours of pre-service education and training In December.

Seed volunteers use leaflets to promote ACP during health promotion activities in the community.



on-the-job trainings of volunteers



seed volunteers to promote ACP



Seed volunteers use leaflets to promote ACP during health promotion activities in the community.

Method/Intervention₍₂₎

Step 2: The Social worker leads the group to share the concept of hospice and family care experience in community

Before disseminating information about ACP, the social worker of community medicine center conducts a group discussion and strikes up a conversation

“When you reach the end of your life, what kind of state do you want ?”

」
“ When you have lost consciousness, what kind of medical care do you want ? ”



Method/Intervention⁽³⁾

Step 3: arrange health education for people in community and inquire into the willingness for ACP



社區民眾ACP宣導講座

Disseminating information about ACP for people in community

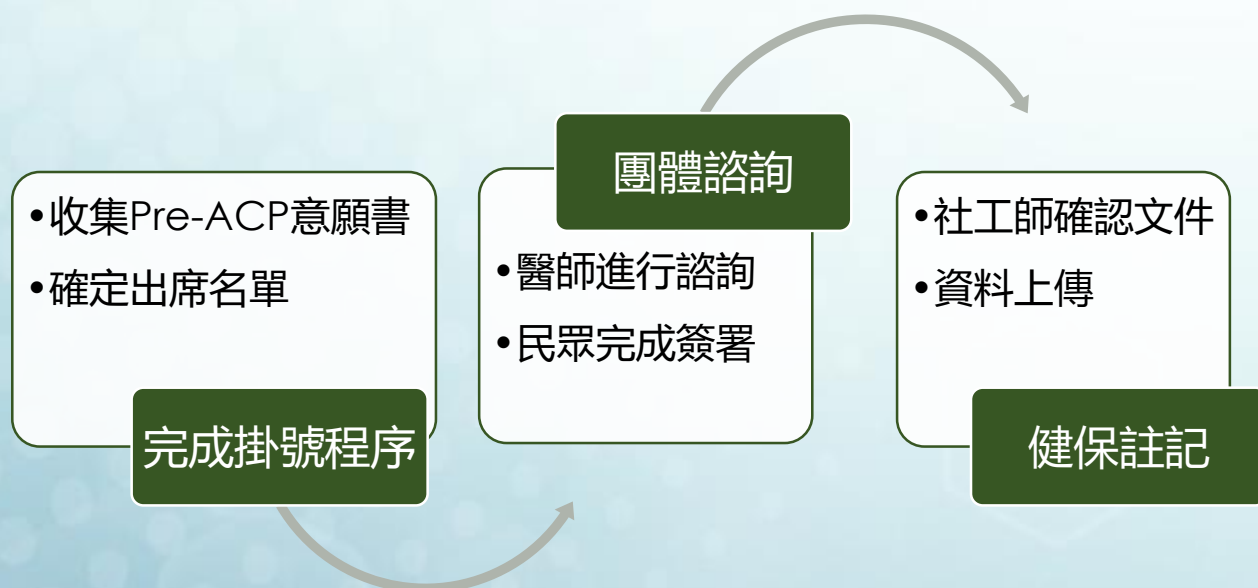


社區民眾ACP簽署意願調查

inquire into the willingness for ACP

Method/Intervention⁽⁴⁾

Step 4: our medical team provide group consultation and complete the contract at "Community Health Units"



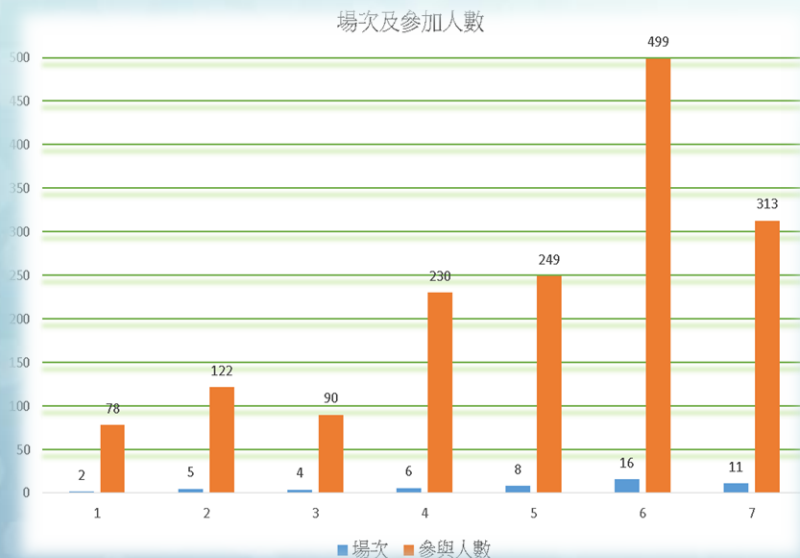
團體諮詢門診流程
Workflow of group consultation



團體諮詢門診
Outpatient of group consultation

Result⁽¹⁾

- We complete 52 disseminating information about ACP
 - 1,764 people participate
 - 859 people register the ACP contract on the NHI card
 - 48.69% people register the contract after the disseminating information about ACP in community health units from February to the end of July 2023.



Sessions & the number of participate



press release



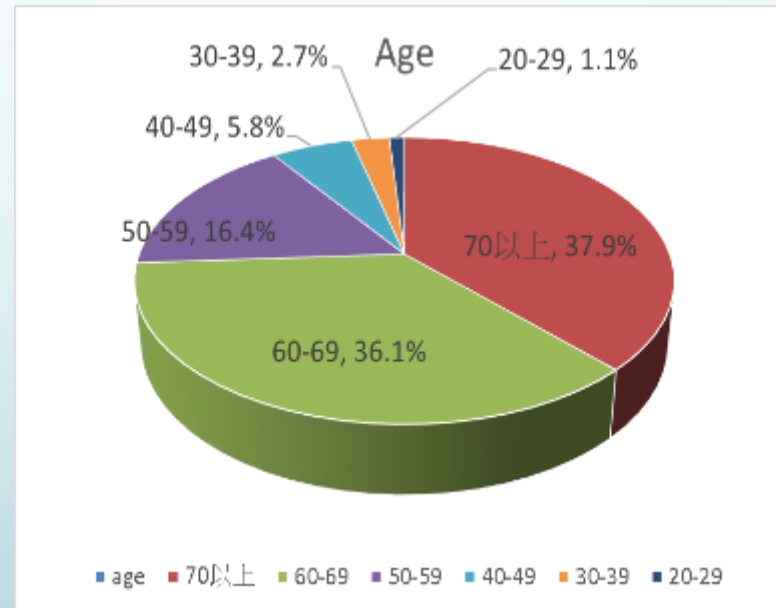
Elaboration of ACP contract

Result₍₂₎

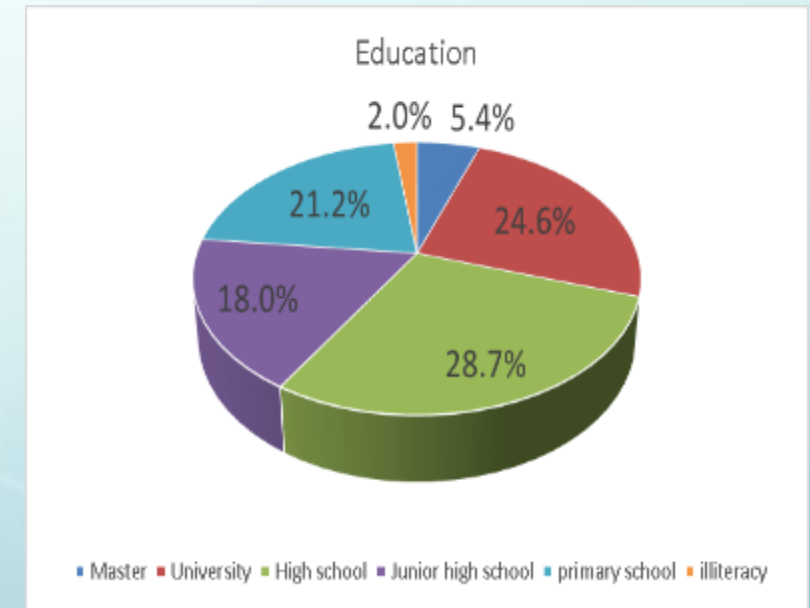
- How do people learn about the information of ACP
 - 70.6% informed by relatives and friends, and 28.7% participated in related activities.
- The results show that the basic information of people are as follows:
 - 75.9% are women, 74% are over 60 years old, 24.9% are 30-59 years old
 - 28.7% are from high school, 24.6% are from college, and 21.2% are from elementary school.



How to get information



Age distribution



Education

Result₍₃₎

- **Before** the disseminating information about ACP, 61.4% people have a partial understanding of the Advance Decisions act, and 26.1% fully understood.
- Pre-signed Advance Care Planning (ACP) have completed 14.3%, 64.3% are willing to sign, and 21.2% have not decided yet.
- Those 64.3% people who are willing to sign, eventually totally complete the ACP contract.



Conclusion₍₁₎

1. Seed volunteers acquire a knowledge of ACP and provide people with ACP leaflets and increase the participation of community people in Advance Decisions.
2. The social worker leads the community people group sharing, strikes up a conversation with the concept of good death and family care experience, and triggers people's reflection on medical decisions.
3. We assist in completing the registration of ACP contract on the NHI card, eliminate the difficulties encountered by the community people, provide accessibility, reduce the travel of people and their families, and shorten the consultation time, effectively promote the ACP contract.

Conclusion₍₂₎



4. Considering the cost of manpower in hospital, we can reduce the payment and increase the willingness of people to make the contract via the group consultation and outpatient service.
5. The service model of community health units allows the medical consultation team more efficient, which can encourage more medical institutions or medical personnel.
6. The most sources of ACP contract are from relatives and friends, and people who have completed the ACP contract pass the information to their relatives and friends, which will expand the direction and power of message transmission, promote the completion of ACP contract.

Thanks for your attention



Welcome to the Heaven on Earth
- TAIWAN