

Serious Illness Care Model Implementation Framework

Developing care models tailored to support people living with advanced illness

Overview

The serious illness care model implementation framework offers a flexible tool for care providers to inform the development, implementation, and evaluation of a serious illness care program built upon available evidence for successful care models. It is designed to recognize the individual context and characteristics of each healthcare provider and the population it serves to identify structure and services most appropriate for an individual program. The framework is also designed to encourage the use of outcome data from programs to measure success and better inform future program development.

Background

In 2016, the Coalition to Transform Advanced Care (C-TAC) collaborated with [The Petrie-Flom Center for Health Law Policy, Biotechnology, and Bioethics at Harvard Law School](#) to launch the The Project on Advanced Care and Health Policy to:

“foster development of improved models of care for individuals with serious advanced illness nearing end-of-life, and to apply interdisciplinary analysis to important health law and policy issues raised by adoption of new person-centered approaches to care for this growing population”

The project continues with the development of this Framework, created as a collaborative effort between C-TAC, [Healthspieren](#), and [the Betty Irene Moore School of Nursing at University of California, Davis](#) with funding from [the Gordon & Betty Moore Foundation](#). The project is committed to reviewing current evidence on the effectiveness of serious illness care models to inform a framework for designing programs that:

- Improve the experiences of patients, caregivers, and clinicians
- Promote high-quality advanced care delivery
- Reduce total health care costs
- Follow a financially and logistically feasible path to implementation

Why Now?

The population is aging rapidly – the number of older Americans will double by 2060 – and needs specialized, person-centered care that, under present conditions, will either be unavailable or too costly for many people. Advanced illness care is a national issue that affects all of us – as individuals, sons, daughters, parents and providers. C-TAC has partnered with the Petrie-Flom Center to develop new methods of advanced care delivery, convene healthcare executives, policy experts, and thought leaders in proposing actionable solutions, review existing thinking and frameworks related to care delivery for those with declining function and complex care needs, and engage the public in reorienting national discourse about advanced illness care.

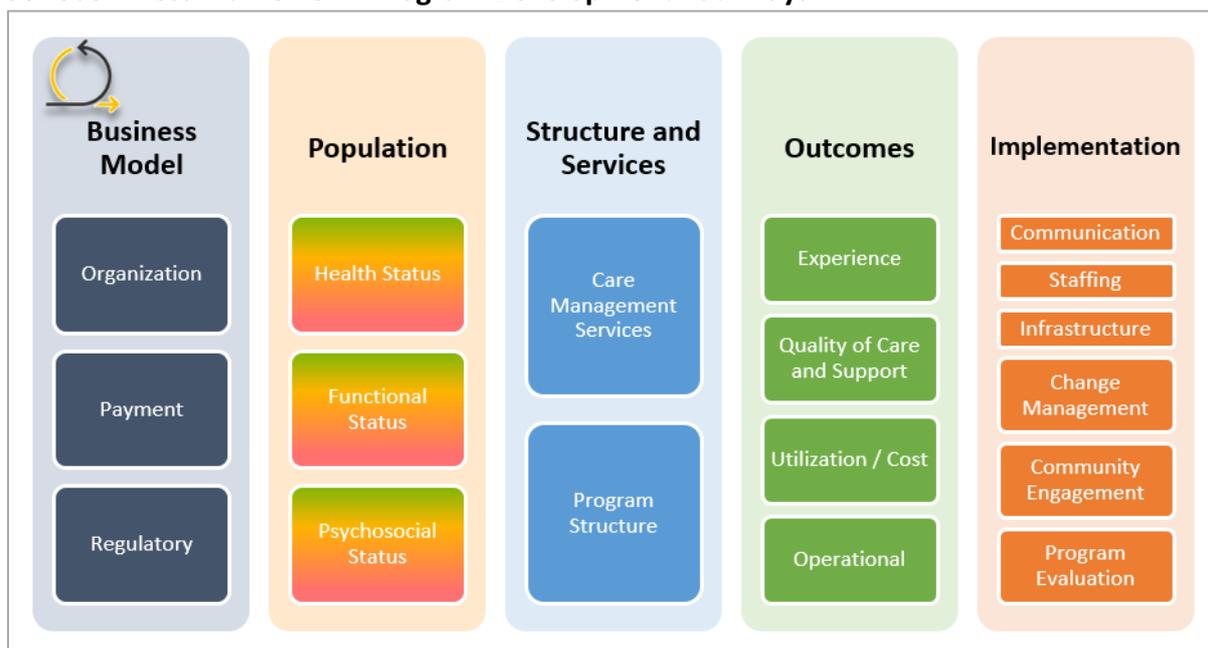
Program Design and Implementation

C-TAC and Healthspieren have drawn from literature reviewed by UC Davis and expert stakeholder feedback to formulate a process and key set of factors to consider in designing and implementing a serious illness program. These include:

- Setting the vision for the program, performing an organizational and environmental assessment, and developing the appropriate **business model** to address context and meet program goals.
- Refining **population** parameters for people the program will serve and understanding their needs.
- Developing a program **structure** that will support the program to provide the **services** needed to achieve optimal care **outcomes**.
- Creating an **implementation** plan and guiding the organization through program roll-out and evaluation.

The model below outlines the key pathways of the framework and the different components that inform its outcomes.

Serious Illness Framework: Program Development Pathways



Next Steps

C-TAC is seeking feedback on the preliminary framework until June 30, 2017. All comments should be sent to info@thectac.org. Join us for a [webinar on Wednesday, July 12](#), where we will present the revised framework. The project will produce foundational input into developing a payment simulator for the serious illness program implementation. A collaboration between C-TAC, Healthspieren, and the Gordon and Betty Moore Foundation, the payment simulator will provide an intuitive, easy to use calculation and modeling tool that will allow health systems to predict the results of different program implementation options as well as the impacts on cost and quality of care.