Care plan best practice recommendations to DSS

- Person-centered -- driven by the individual’s goals
  - Goals include both clinical and life goals
  - Goals should be both long and short term
- Care plans are a tool to empower individuals in improving their own health
- Care planning requires individual’s understanding of the problems and treatments, to the fullest extent possible
- Care planning should be guided by best practices, evidence based and appropriate to the individual and their current situation
- Care planning process centers on the individual and their wishes, values, strengths and needs, circumstances, culture, and resources to the fullest extent possible
  - Individuals must be actively engaged in development of care plans
  - Individuals give final approval to the care plan, and should have ample time to consider their approval, understand the entire plan, ask questions and get answers
- Care plans should include the individual’s clinical condition and what changes, if any, are expected and when
  - Expectations may include improvement, cure, maintenance, educational, rehabilitative, or circumstances and timing of decline
  - Expectations may vary for different clinical/social conditions
  - All expectations must be driven by the individual’s goals
- Care planning should include clear communications about each treatment, including medications
  - Communications should include resources and costs of each treatment or medication, resources to fund care and costs to individuals, the purpose of each treatment/medication and which health problem it is intended to address, side effects, and the probability that the treatment/medication will help the problem.
  - The discussion should address all alternative treatment options available
  - Care planners should ensure that all aspects of each treatment, including medications, is fully understood by the individual to the fullest extent possible
  - If necessary due to costs or other barriers, care planning should help individuals prioritize treatments and medications based on their goals
- An individual’s approval of their care plan should never include coercion or concerns that care or other resources are contingent on their approval

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1 Throughout this summary, “individual” also refers to caregivers and family members as appropriate.
• Care planning discussions should be documented, but not necessarily in the care plan document
• Care plans should be developed in a thoughtful, proactive process rather than reacting to an incident or “disaster”
• Providers have a critical role in developing a realistic plan that meets expectations, ensuring that planned care relates to the individual’s goals and that timing and resources are realistic
• Care plans should go beyond clinical care to include social service and other needs to create a “total plan for health” that address social determinants of health
  o For individuals in every stage of life, including decline, it is critical that their social service needs be included in care planning
• Care plans should reflect both strengths and barriers to achieving the goals
• Care plans, developed in a collaborative, interpersonal process, can be facilitated by sharing on an electronic platform once developed, but the electronic record or any other format must never drive the care plan
• Sharing care plans electronically should be seamless, easily integrated into workflow, and facilitate collaboration, not serve as a barrier or burden to any provider
• Care plans connect stakeholders including individuals, providers, paid caregivers, family and personal caregivers (as appropriate), and social service providers across settings
  o The goal is for each individual to have one overarching care plan that informs care from multiple providers and caregivers
  o Individuals must always have access to their full care plan
  o Assuring that everyone involved in each individual’s care is on the same page, with a clear understanding of goals, plans and expected outcomes
  o Each stakeholder should understand their scope of responsibility in the care plan
  o Each stakeholder should be able to contribute information, update new developments, and provide feedback to the care plan’s implementation
• The care plan should be available to everyone who needs it and no one who doesn’t
• Care plans provide specific, actionable information that support the individual’s goals
  o Care plans should clearly outline actions to be taken, by whom and when
  o There should be no misunderstandings about what is in the care plan, or what it means
  o Effective care plans are foundational to ongoing decision making
• Well drafted care plans provide accountability – a standard against which performance, both for the individual and caregivers, can be measured
  o Care plans should include clear monitoring to ensure that the plan is being used in a dynamic process that supports individual goals
  o Advanced analytics should be utilized in care planning and evaluation, as appropriate
  o Care plans should be an important part of quality assessment for each health system or organization
• Care plans should not be permanent but change in response to individual circumstances, new resources, treatment trials, and changing expectations
o Care plans should include a date for reassessment, but if circumstances change substantially, it can be revised earlier as necessary
o Care plan revisions should begin with and be driven by an assessment of progress toward goals and if individuals received what was originally agreed upon

• Care plans should anticipate changes in health status and transitions
• Care plans are not written for insurance or payment purposes
• All licensure and payment requirements for care plans must be followed
• Care plans are not only for individuals with complex conditions, but anyone with health problems can benefit from setting health goals and developing a plan to achieve them