



West Virginia Center for End-of-Life Care

Annual Report: 2019

FAX 844-616-1415

www.wvendoflife.org

CALL 877-209-8086

2000: The WV Legislature enacted the “Health Care Decisions Act.”

2002: WV Legislature amended the Health Care Decision Act to include the Physician Orders for Scope of Treatment (POST) form.

2002: On 7/1/2002, the WV Center for End-of-Life Care was officially established through support from the legislature.

2010: The WVCEOLC created the e-Directive Registry

2012: The WVCEOLC & the WV Health Information Network (WVHIN) launched the e-Directive Registry.

WV Center for End-of-Life Care Mission Statement

Established in 2002 by the WV Legislature, the West Virginia Center for End-of-Life Care provides coordination, education, and resources so that West Virginians will 1) have their preferences for care at the end of life identified and respected through advance care planning, 2) die in the setting of their choice with the option of palliative care and hospice, and 3) die comfortably with the availability of appropriate pain and symptom management.

2019: Notable Events

- Evan Falkenstine, the previous Database Manager, resigned from the WV Center for End-of-Life Care in December 2018. The leadership/managerial role for the Center was vacant for two months.
- Danielle Funk was hired as the Program Assistant II for the Center in February 2019.
- Atticus Speis was hired as the Database Manager in April 2019.
- Tim Woody, Database Technician I, September 30, 2019.
- Danielle Funk created the “Enlightened EOLC” series for weekly informational emails and social media posts in May 2019.
- Danielle Funk collaborated with the West Virginia Cancer Coalition: Mountains of Hope to create the WV Cancer Plan for 2021-2025

Terms in this report	Definition
Forms distributed	Forms sent from the WV Center for End-of-Life Care to health with advance care planning. Forms and resources are sent free of charge. Forms are either mailed or downloaded from the Center's website (wvendlife.org)
DNR cards	Do Not Resuscitate orders; a type of medical order
POST forms	Physician Orders for Scope of Treatment forms; a type of medical order
Advance Directives	Includes Medical Power of Attorney, Living Will, Combined Medical Power of Attorney and Living Will, Mental Health Advance Directive (since 2019), frequently asked questions and forms packet, surrogate selection, and advance care planning packets
Toll-Free Line	The WV Center for End-of-Life Care has a toll-free phone line (877-209-8086). Monthly reports are generated with information on the number of incoming calls and voicemails to the toll-free number. This number does not include the count of outgoing calls from the Center or incoming or outgoing calls to the Center's other phone lines (i.e., Danielle's direct line, calls transferred to the Center, the Center's local number, Atticus' number)
Website Visits	The number of unique website hits to the wvendlife.org website. This number is based on the count of unique visits, but not unique IP addresses as it would exclude health care workers who frequent the website multiple times to help their patients with advance care planning

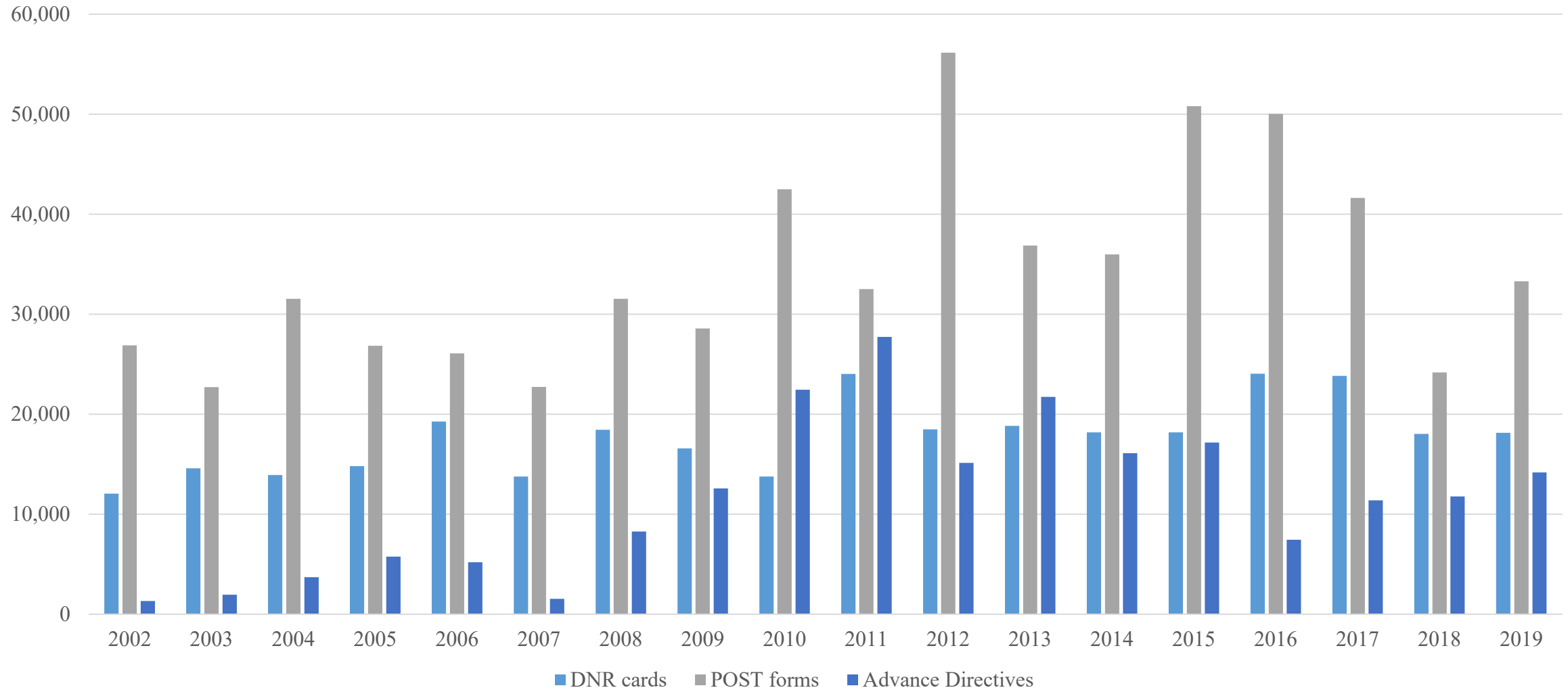
Total Forms Distributed 04/01/2002 – 12/31/2019: 1,145,206

DNR cards	319,014
POST forms	620,783
Advance Directives	205,409

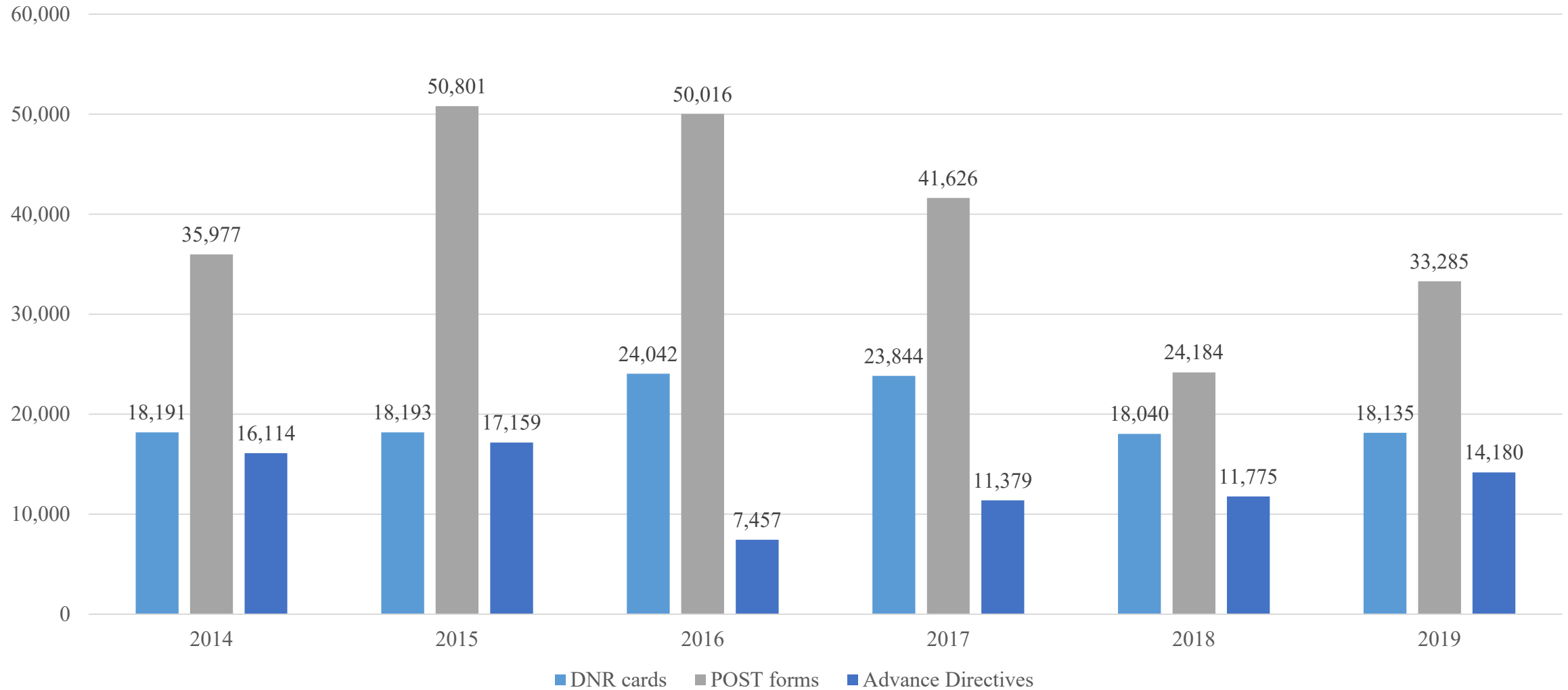
2019 Monthly Review: 65,600

	January 2019	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019
DNR cards	2,114	1,199	1,704	1,149	1,114	1,490	1,705	1,165	1,890	1,685	2,000	920
POST forms	1,724	2,564	3,050	2,975	2,741	2,695	2,615	2,995	3,292	3,395	2,750	2,489
Advance Directives	1,587	1,557	1,737	1,321	1,340	1,082	885	949	910	1,064	977	890

Total Forms Distributed 2002-2019



6-Year Form Distribution Trend 2014-2019



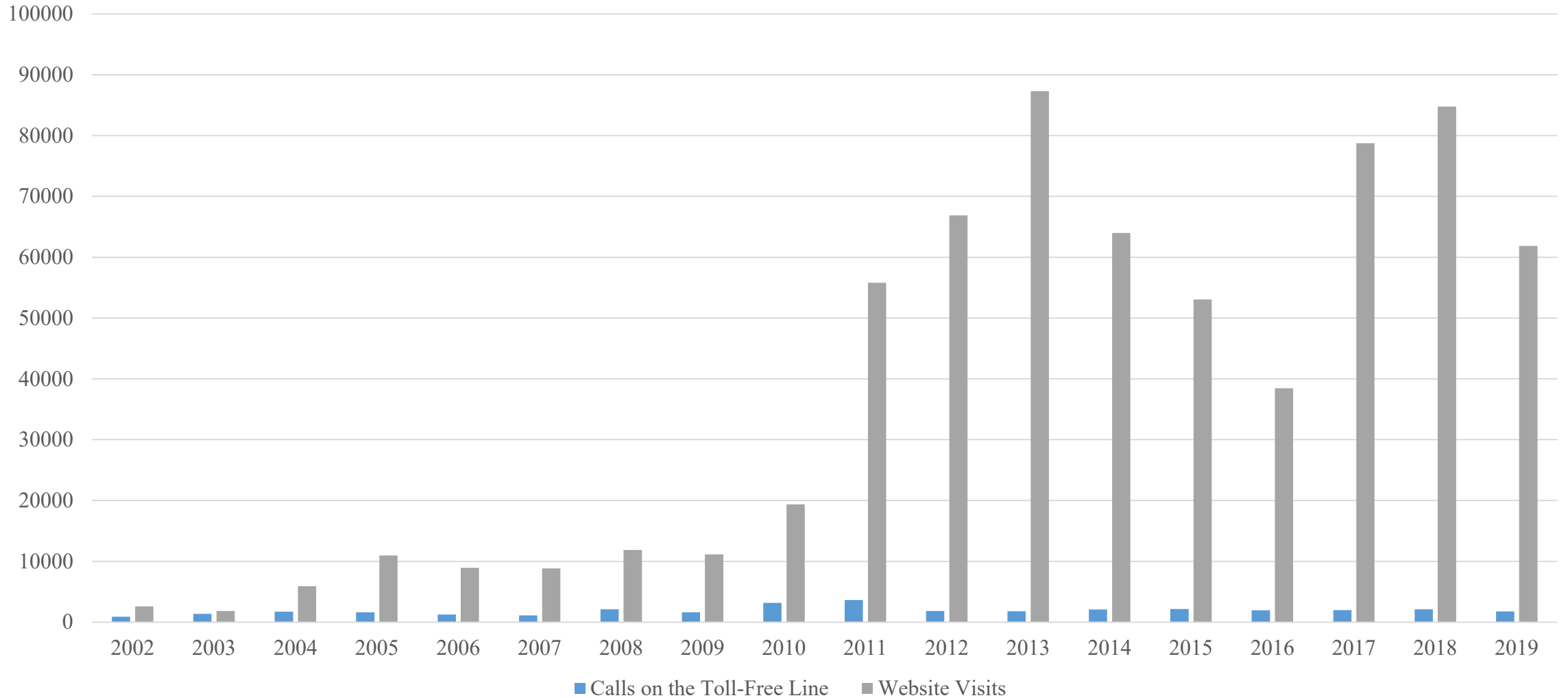
Total Communication 04/01/2002 – 12/31/2019: 706,428	
Calls on the toll-free 877-209-8086 line	34,042
Website visits	672,206

2019 Communication Review	
Calls on the toll-free 877-209-8086 line	1,775
Website visits	61,848

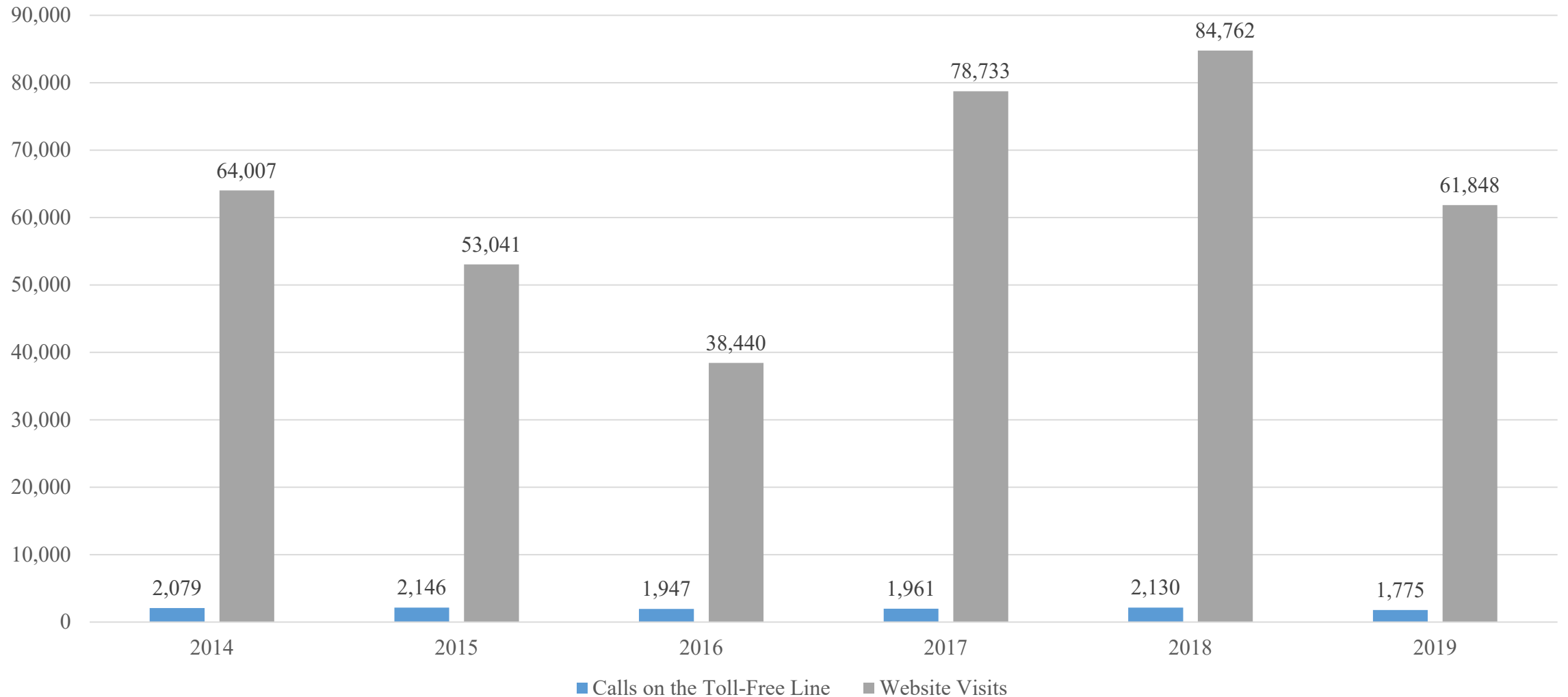
2019 Monthly Review												
	January 2019	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019
Calls on the toll-free 877-209-8086 line	203	222	181	163	172	132	156	176	141	134	<i>115*</i>	95
Website visits	6,265	6,194	6,136	5,006	5,098	4,928	4,862	5,258	4,746	4,750	4,192	4,413

*November 2019 Phone call count was not reported. 115 is the estimate based on the average number of calls per month between October and December 2019

Total Communication 2002-2019



6 Year Communication Trend 2014-2019





West Virginia Center for
End-of-Life Care

e-Directive Registry

Annual Report 2019

FAX 844-616-1415

www.wvendoflife.org

CALL 877-209-8086

WV Center for End-of-Life Care, e-Directive Registry Mission Statement

The West Virginia Center for End-of-Life Care, with support from the WV Health Information Network, established the WV e-Directive Registry. With the permission of patients or their legal agents, this electronic Registry houses and makes available to treating health care providers West Virginians' advance directive forms, do not resuscitate (DNR) cards, and Physician Orders for Scope of Treatment (POST) forms. The Registry makes patients' treatment wishes known to their physicians so that they can be respected.

The e-Directive Registry serves as the “single source of truth” for patients' advance directives and medical orders by providing accurate, relevant information available in a medical crisis to help respect the patients' wishes throughout the health care system, 24/7 online access for health care providers through WVHIN, and maintaining HIPAA compliancy with a password-protected and dual security system.

The e-Directive Registry uses an opt-in system, requiring patients' consent to having their forms available on the Registry. The Registry has been nationally recognized.

Terms in this report	Definition
Forms Received	All forms received by the WV e-Directive Registry including NRR, duplicate submissions, and archived forms
Registry Forms	Forms on the WV e-Directive Registry
Registry Patients	All persons with forms on the WV e-Directive Registry. The term “Patients” does not indicate that the person is currently hospitalized. “Patients” is used to distinguish between the general public (i.e. “patients”) and health care providers (i.e. “providers”)
Not Registry Ready (NRR)	<p>Forms received by the WV e-Directive Registry that are missing required information to be appropriately recorded on the Registry or to be legally valid. Includes:</p> <ul style="list-style-type: none"> • missing demographic information, signature(s), notarization elements (advance directives only), and/or date; • forms that are illegible, too dark/light, missing pages or parts of pages; • forms that are not opted into the Registry and for which there are no e-Directive Registry sign-up (opt-in) forms on the Registry for the patient; • forms (POST, DNR, surrogate selection) not signed by an authorized health care provider, unable to verify the provider license, unable to read provider signature/name, provider listed as a student; • conflicting directives given in sections A and B of the POST form (“CPR” in section A with any option other than “Full Interventions” in section B); • back of the POST form only and unidentifiable; • more than one option selected in section A and/or B of the POST form; • only one half (top or bottom only) of the DNR card
Registry Ready (RR)	Forms received by the WV e-Directive Registry that meets all the minimum requirements for the form type as required by law and the Registry in order to be searched on the West Virginia Health Information Network (WVHIN)
Active Forms	Forms in the WV e-Directive Registry that are ready to be searched on the Registry but are not archived. Includes NRR forms
Archived Forms	Forms in the WV e-Directive Registry that are no longer in effect or no longer searchable on WVHIN
All Patients	All individuals (patients) on the WV e-Directive Registry with forms on the Registry
Archived Patients	Patients on the WV e-Directive Registry who are not searchable on WVHIN due to death or opting out of the Registry. All forms associated with archived patients are also archived and no longer available to treating health care providers, the patients’ legal MPOA representative, or the patients’ legal health care surrogate

Cumulative Registry Form Review and Totals (10/1/2010 – 12/31/2019)

Forms Received	111,337
Active Forms	56,941
Archived Forms	54,396
RR Forms	89,032
NRR Forms	22,305

2019 Registry Form Review and Totals

Forms Received	13,110
Active Forms	8,660
Archived Forms	4,450
RR Forms	10,351
NRR Forms	2,759

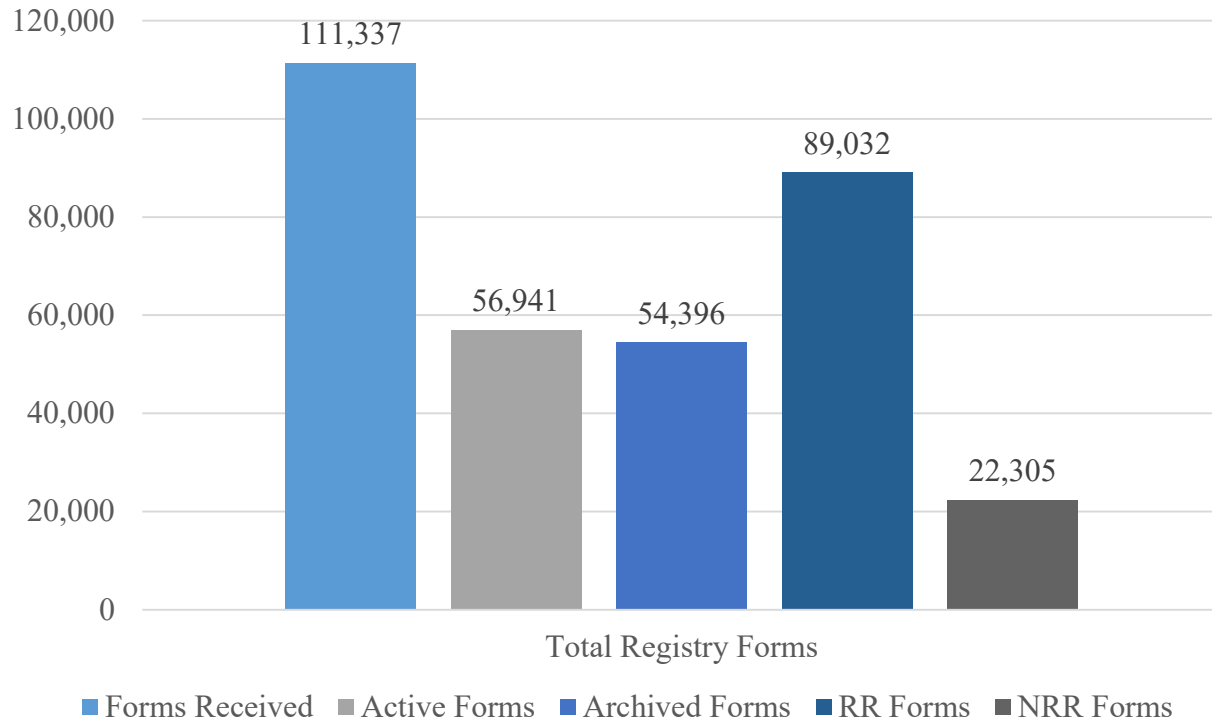
Cumulative Registry Patient Review and Totals (10/1/2010 – 12/31/2019)

All Patients	82,569
Archived Patients	39,182

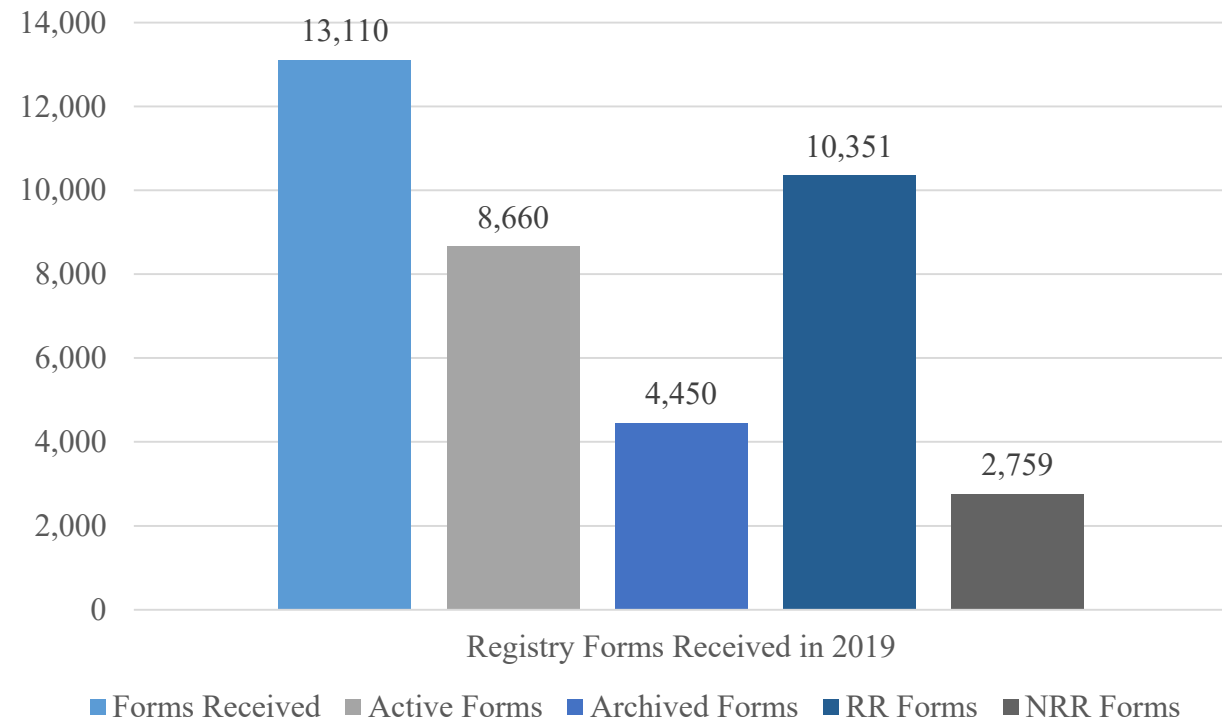
2019 Registry Patient Review and Totals

New Patients	10,417
Archived Patients	3,480

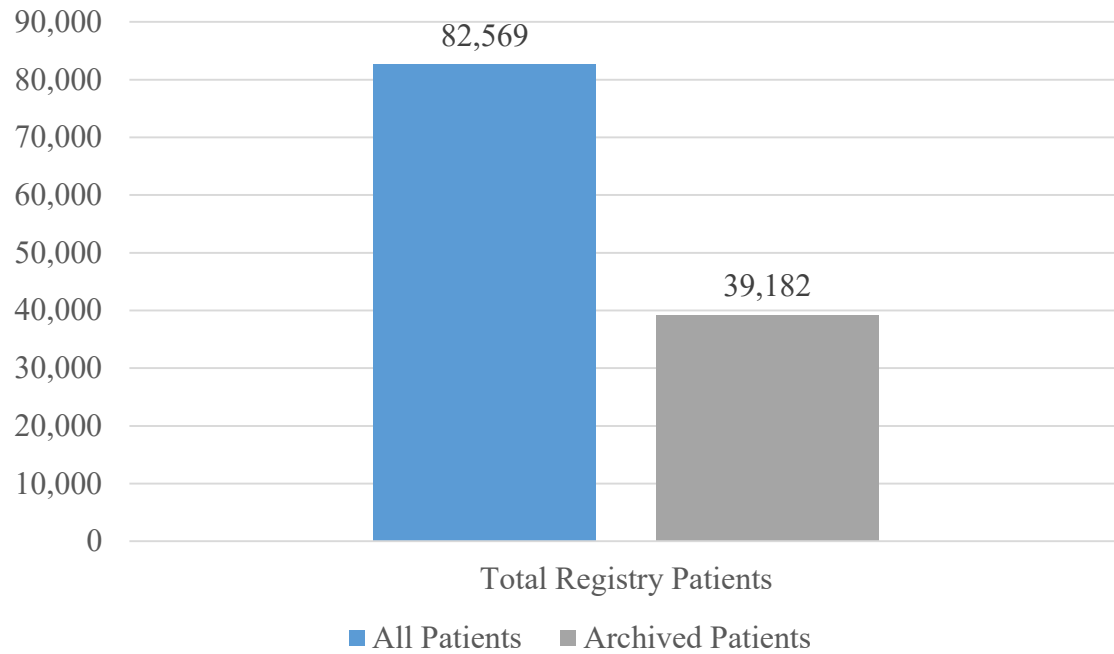
Total Forms Received by Classification 2002-2019



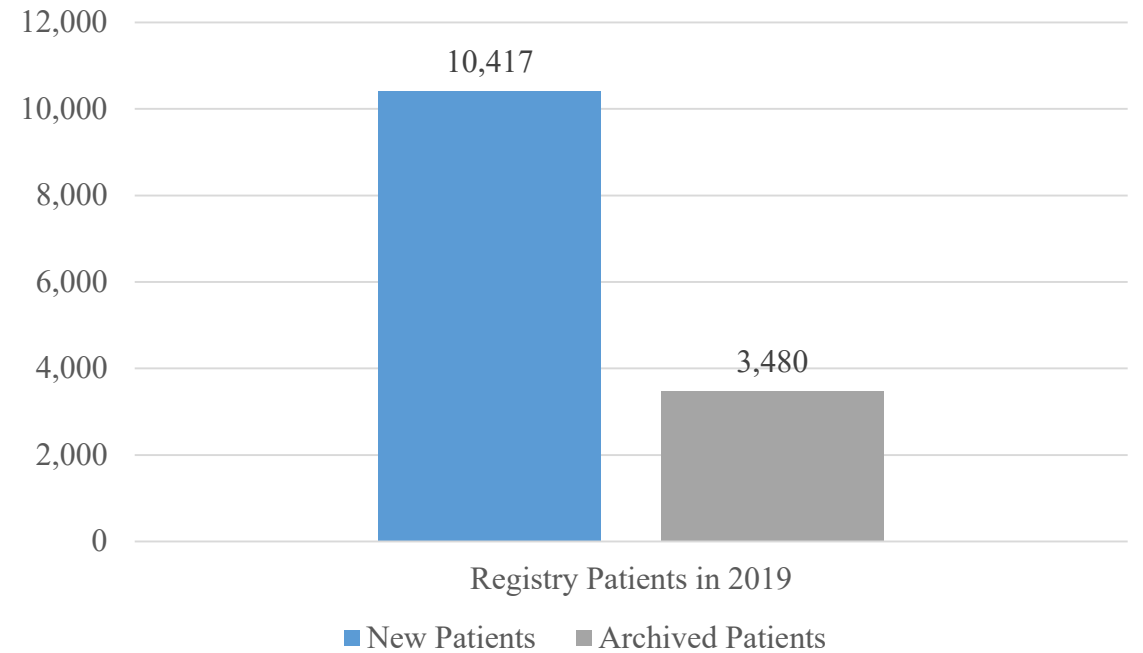
Forms Received by Classification in 2019



Total Registry Patients 2002-2019



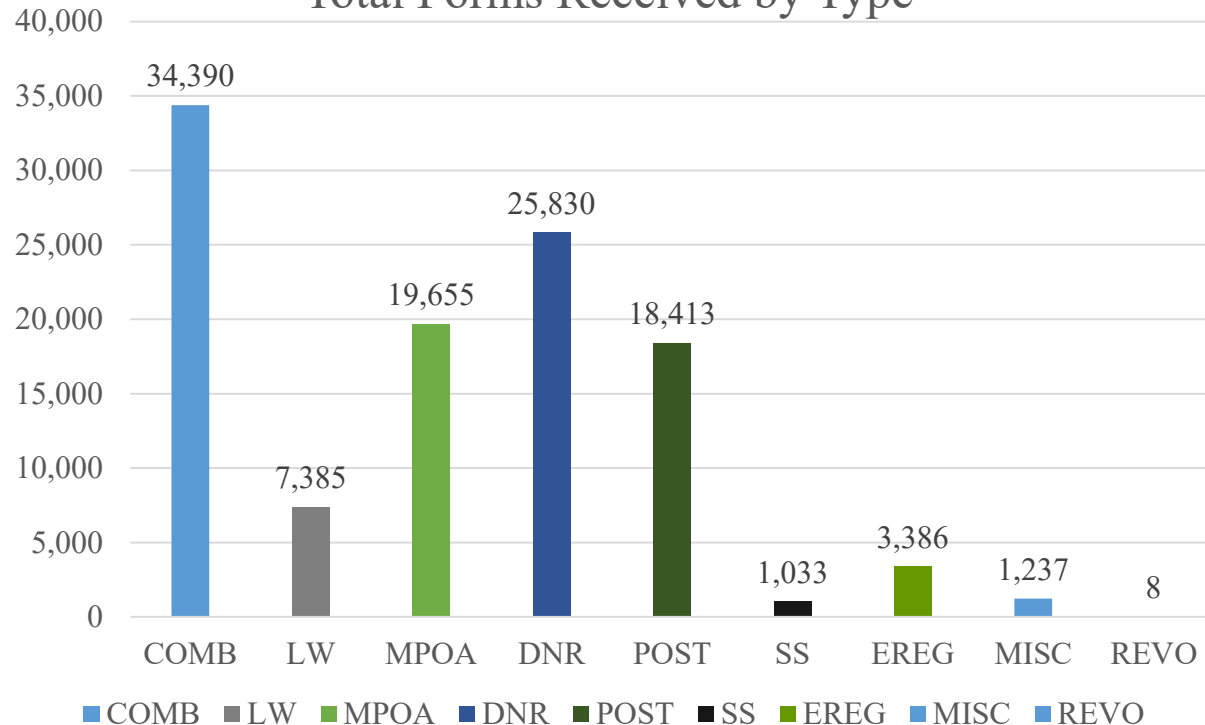
Registry Patients in 2019



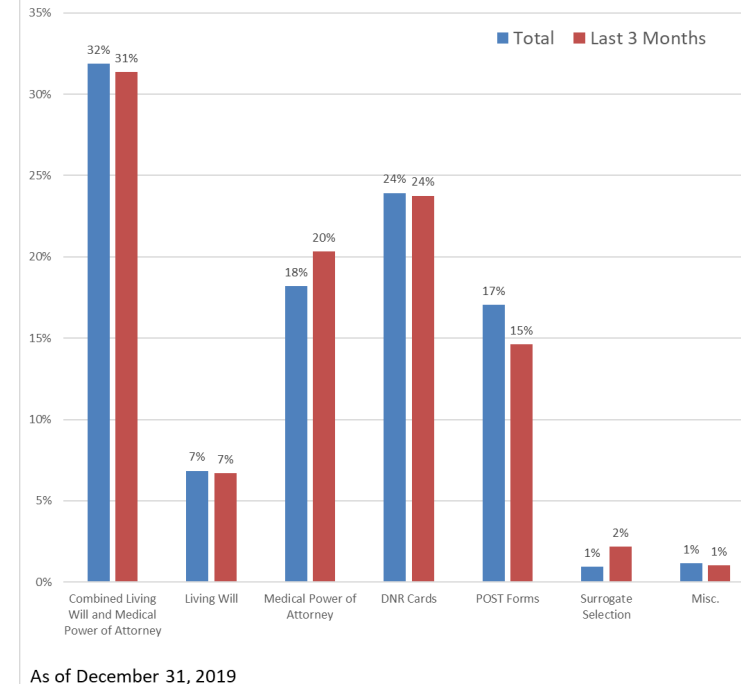
Total Forms Received by Type and Classification 10/1/2010 – 12/31/2019

	COMB	LW	MPOA	DNR	POST	SS	MHAD	EREG	MISC	VNO	REVO
Forms Received	34,390	7,385	19,655	25,830	18,413	1,033	0	3,386	1,237	0	8
RR Forms	29,246	6,152	16,605	20,056	12,242	669	0	3,308	747	0	7
NRR Forms	5,144	1,233	3,050	5,774	6,171	364	0	78	490	0	1

Total Forms Received by Type

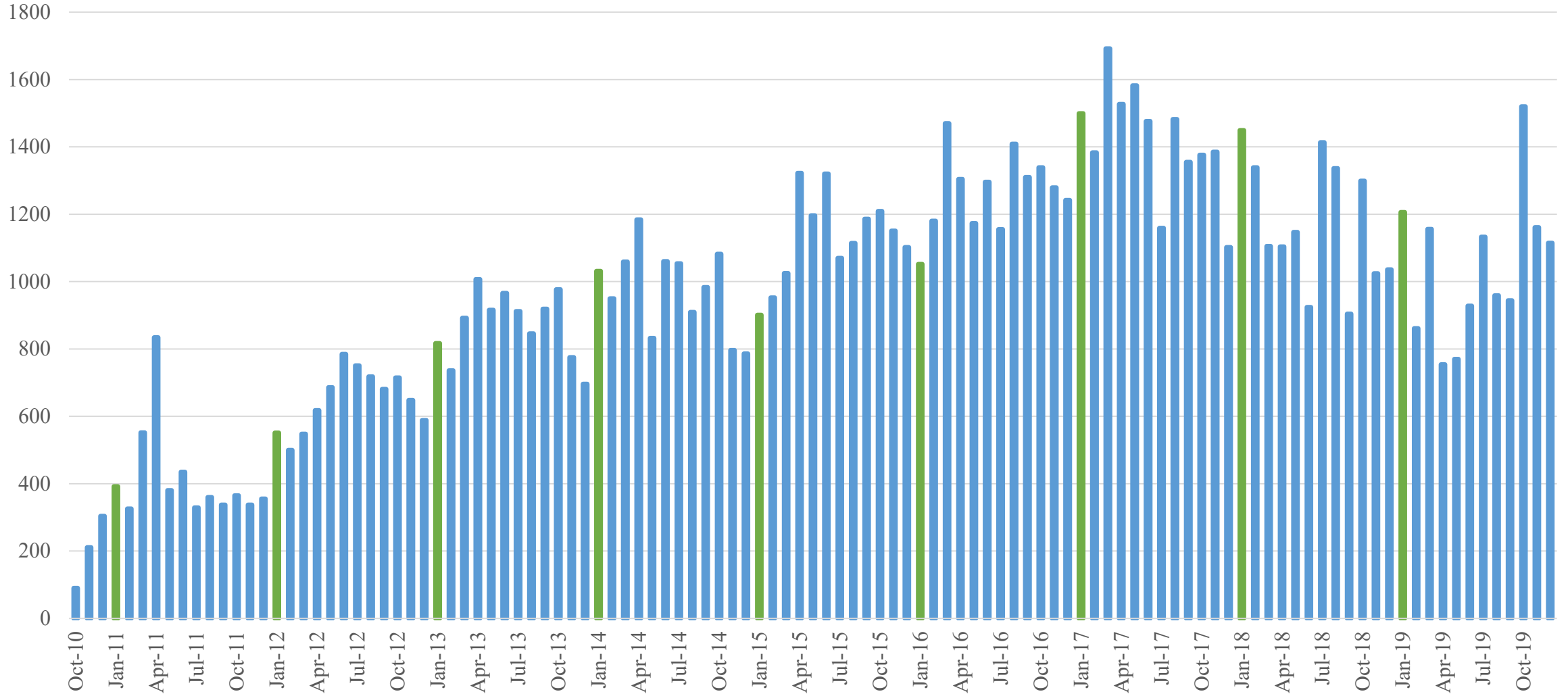


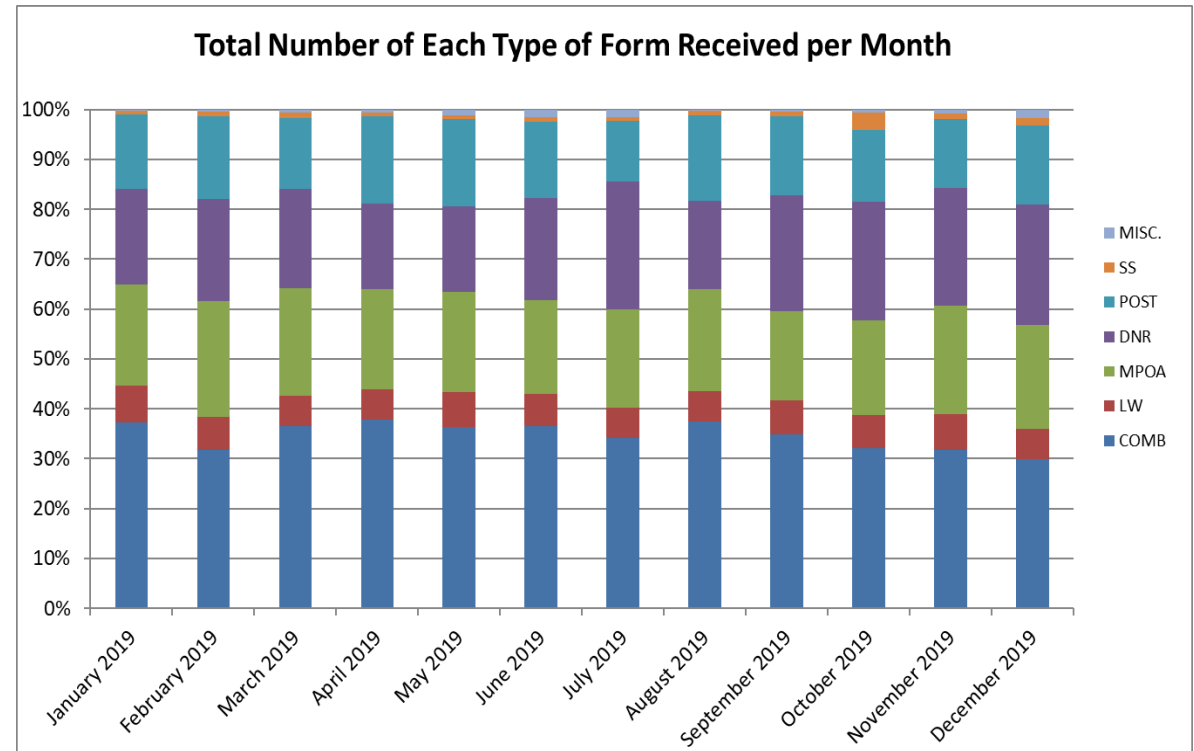
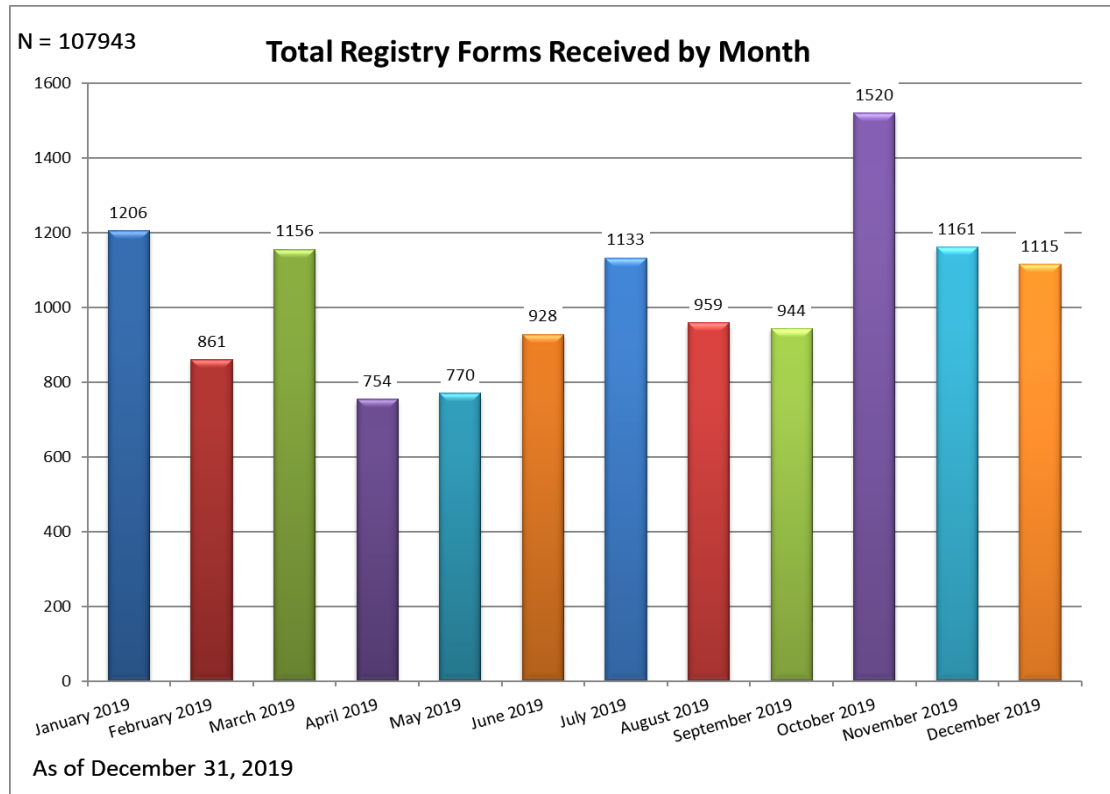
Registry Forms Received by Type



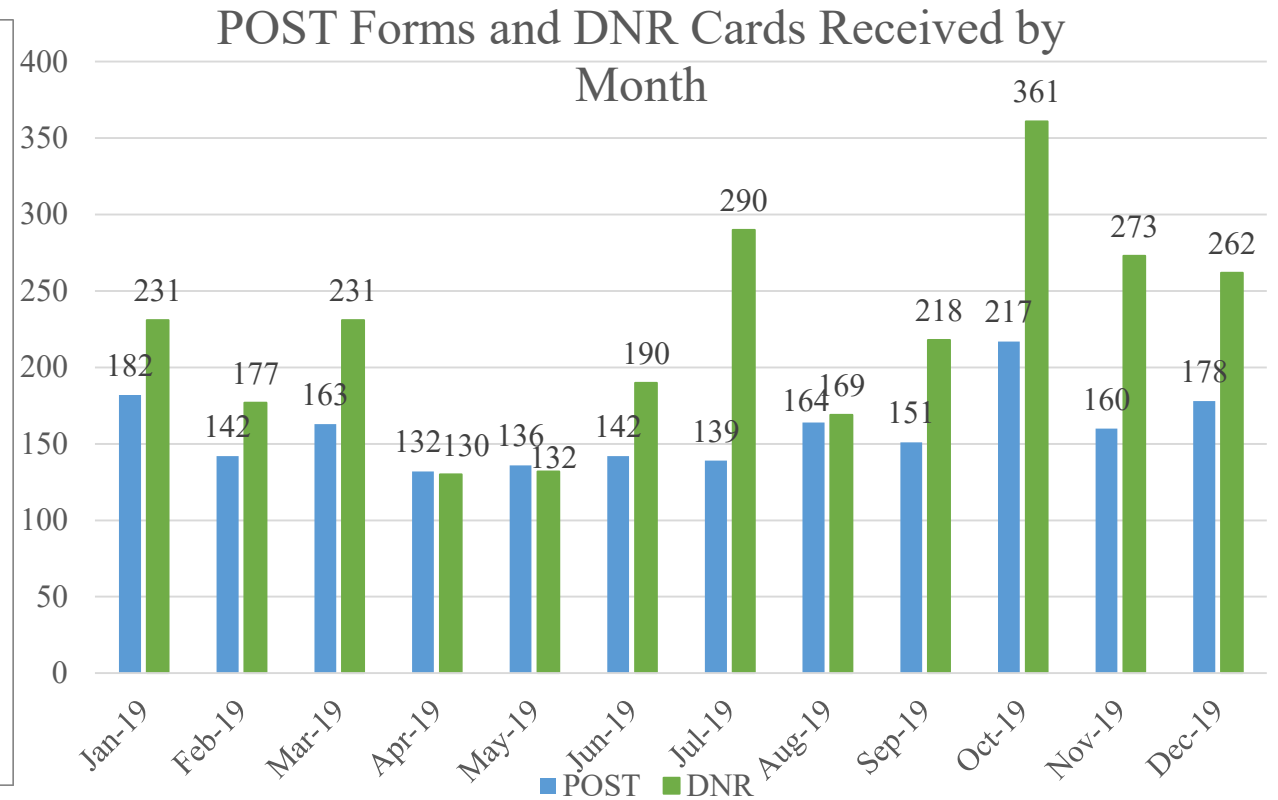
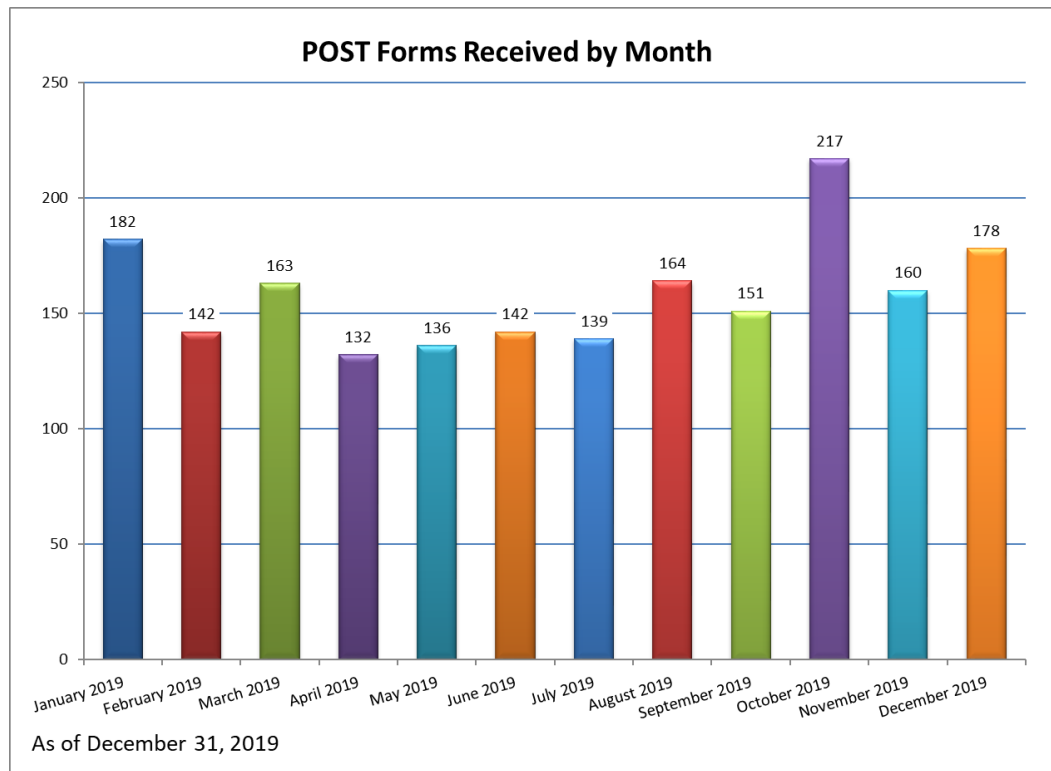
*Figure does not display data for MHAD (0), EREG (3,386), or REVO (8)

Total Forms Received by Month 2002-2019

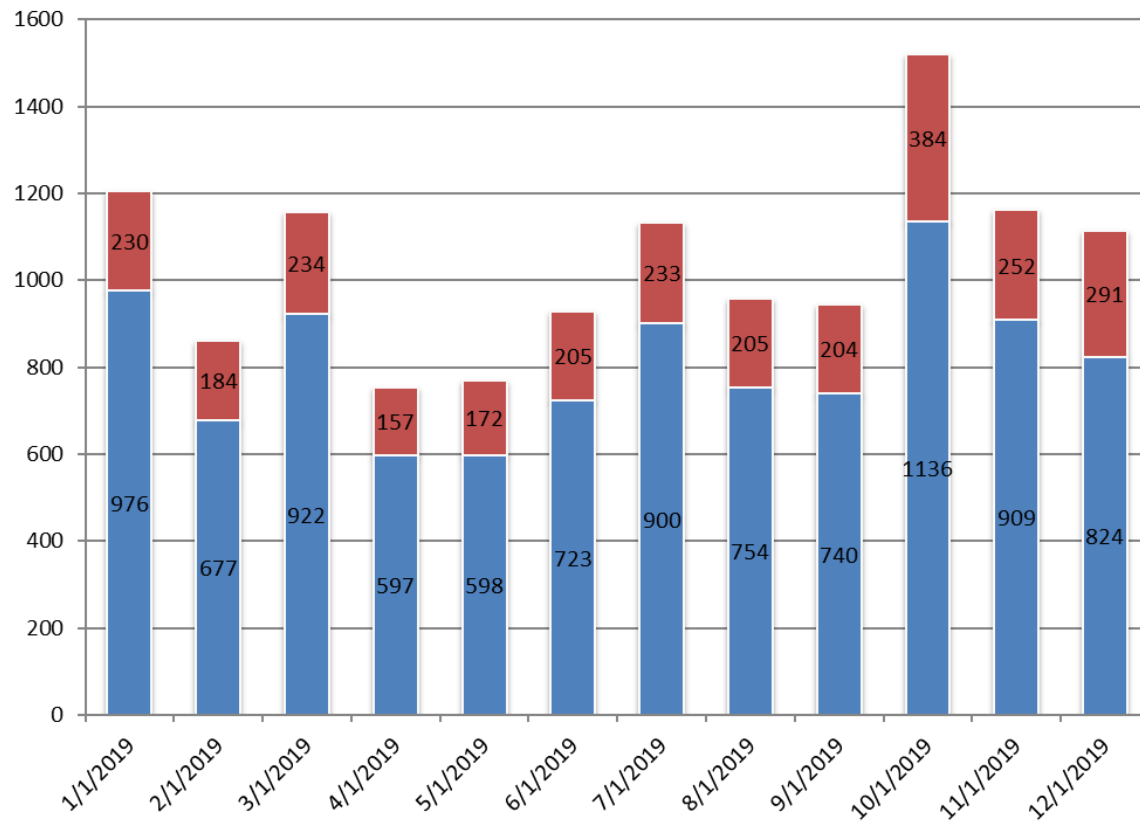




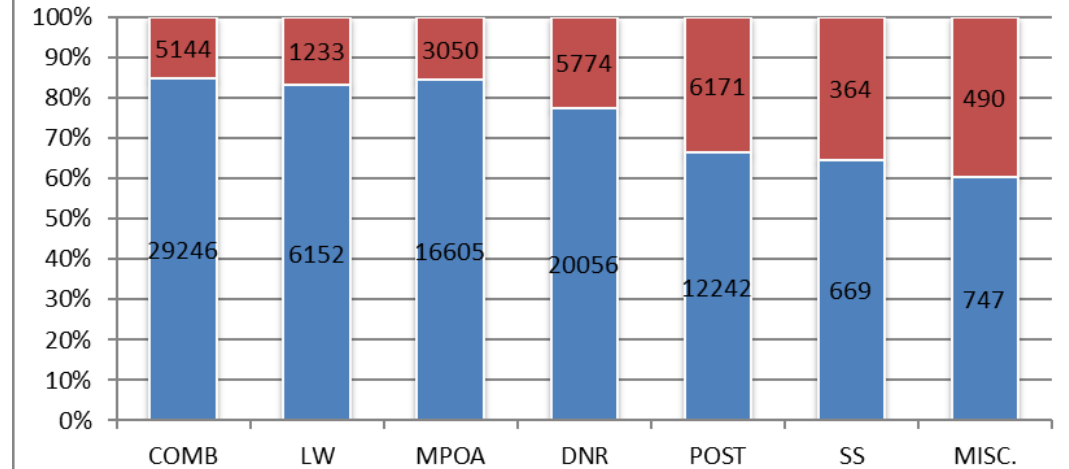
*Figures do not display data for MHAD (0), EREG (3,386), or REVO (8)

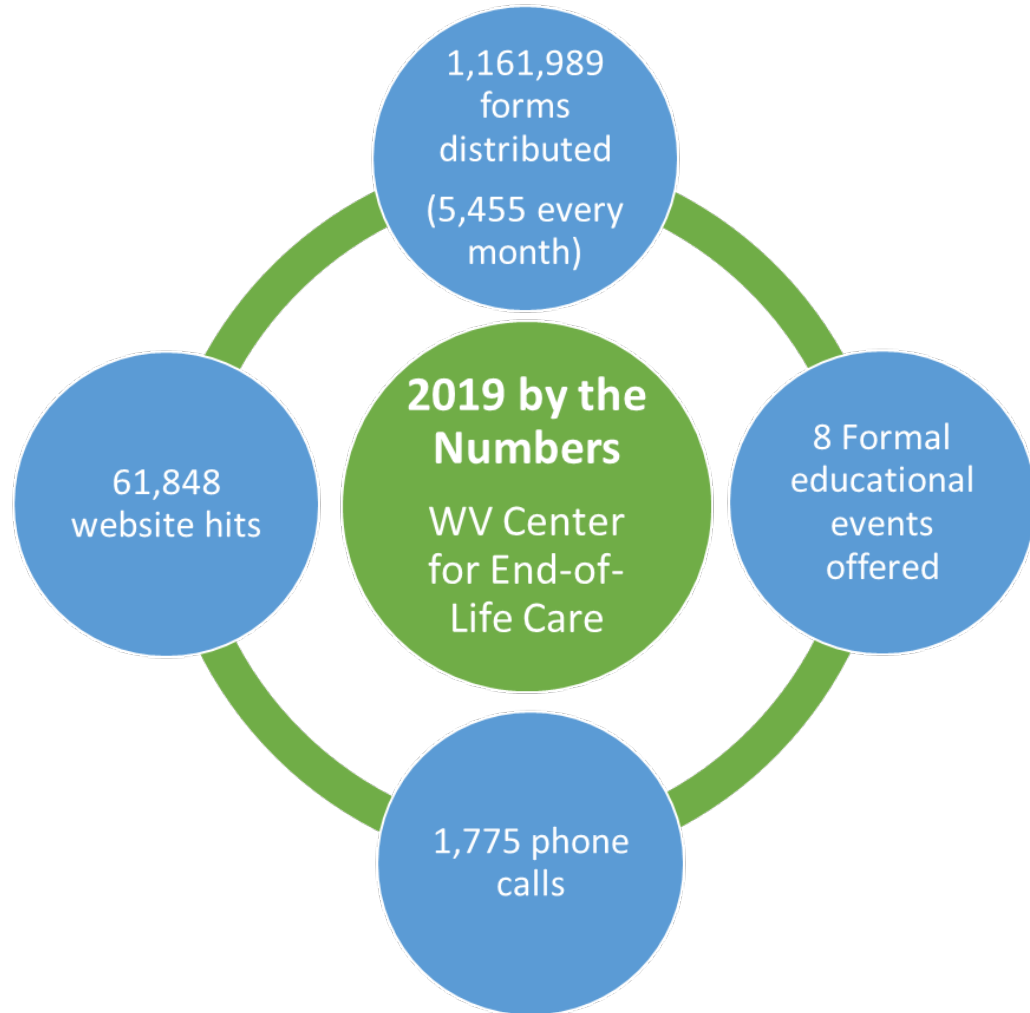


RR vs NRR Received by Month



RR vs NRR Received by Type





2019 Educational and Outreach Opportunities

Event Date	Event Name <i>Type</i>	Presenter(s)	Number of Attendees
4/24/2019	“Ask the Office! Office Hours” <i>Open discussion, question and answer session</i>	Danielle Funk	NA – event was available through social media and office calls/emails
8/14/2019	National Active and Retired Federal Employees – Morgantown Chapter <i>Community educational presentation</i>	Danielle Funk	25
9/19/2019	WVU Tech, “Death and Dying” course <i>College educational guest lecturer</i>	Danielle Funk	19
9/26/2019	Senior Monongalians “Senior Expo” <i>Community information-based event</i>	Danielle Funk	175
9/30/2019	WVU “Making a Difference – Compassionate Care for the Elderly” <i>Professional conference presentation</i>	Danielle Funk	33
10/8/2019	“Completing the POST Form” webinar: Part 1: The Who, What, and Why of POST form Completion <i>Professional educational presentation</i>	Danielle Funk, Alvin Moss, Valerie Satkoske	96
10/22/2019	“Completing the POST Form” webinar: Part 2: The When, Where, and How of POST form Completion <i>Professional educational presentation</i>	Danielle Funk, Alvin Moss, Valerie Satkoske	65
11/21/2019	WV Emergency Medical Services, Prehospital Healthcare Ethics ECHO <i>Professional educational presentation</i>	Danielle Funk	≥ 33 <i>An official count of participants is not recorded. 33 people submitted evaluations following the presentation.</i>

2019 Personnel	
Volunteers	Antonia Dunnigan and Monika Kuzmicki
Student Worker	Ashley Boyce
Database Technician I	Timothy Woody, MS
Database Manager	Atticus Speis, MS
Program Assistant II	Danielle Funk, MS
Director	Alvin Moss, MD, FACP, FAAHPM



West Virginia Center for End-of-Life Care

Annual Report: 2019

FAX 844-616-1415

www.wvendoflife.org

CALL 877-209-8086