

<b>Department:</b>	Care Management	<b>Original Approval:</b>	02/12/2016
<b>Policy No:</b>	CM118	<b>Last Approval:</b>	01/28/2022
<b>Policy Title:</b>	Advance Directives and Physician Orders for Life Sustaining Treatment (POLST) Policy		
<b>Approved By:</b>	CMO Cabinet		
<b>Dependencies:</b>	Advance Directives Procedure (CO291) Advance Directives Procedure (CO292) Advance Directives Policy & Procedure (CS528)		

## Purpose

This policy defines the manner in which the case managers, clinical care coordinators and contracted providers of Community Health Plan of Washington (CHPW) will inform CHPW members of their right to implement Advance Directives and Physician Orders for Life Sustaining Treatment (POLST) documents.

## Policy

CHPW case managers, clinical care coordinators and contracted providers will provide information to members who express an interest in developing and maintaining a Medical and/or Mental Health Advance Directive or a Physician Order for Life-Sustaining Treatment (POLST) document.

As part of the care management process of assessment, care planning, and ongoing care coordination with members, CHPW case management staff will include an evaluation of the member's existing Advance Directives and POLST, if available. If not available, they will provide education and resources to the member should they be interested in developing one.

CHPW will provide a copy of the Advance Directives policies and procedures and education upon request by providers, members, and/or the Healthcare Authority representatives.

## Definitions

**Advance Directive:** - An Advanced Directive is a written document in which the principal makes a declaration of instructions or preferences regarding his or her medical and mental

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health treatment. The principal may also appoint an agent to make these decisions on his or her behalf. If the member wishes to appoint an agent to make decisions for them should they become incapacitated, a Durable Power of Attorney must be completed.

An advance directive provides written instructions about a member's future medical care if the member is unable to express his or her medical wishes. In the State of Washington, this written instruction is in the form of two documents: A **Health Care Directive** (also known as a Living Will) and a **Durable Power of Attorney for Health Care**.

A **Mental Health Advance Directive** provides instructions and/or appoints an agent to make decisions on behalf of the member if they become incapacitated by mental illness and are unable to communicate effectively.

An **Advance Directive** places the member's choices for health care into writing and tells the doctor and family what kind of health care they do or do not want if they:

- Have lost consciousness
- Can no longer make health care decisions
- Cannot tell their doctor or family what kind of care they want
- Wish to donate their organ(s) after death
- Want someone else to decide about their healthcare if they cannot

There are three types of Advance Directives in use within Washington State:

1. Durable Power of Attorney for Health Care. This names another person to make medical decisions if the member is incapacitated and unable to make decisions for themselves.
2. Healthcare Directive (living will). This written statement tells people whether the member wants treatment to prolong their life.
3. Organ donation request.

If the member wishes to appoint an agent to make decisions for them, a Durable Power of Attorney must be completed. Beginning January 1, 2017, all Durable Power of Attorney for Health Care documents must either be witnessed by two individuals or be notarized. Powers of attorney executed prior to January 1, 2017 will remain valid.

Copies of completed advance directives should be maintained as part of the physician's clinical records.

**Agent** - An Agent is a person to whom authority is given to make decisions on behalf of the member.

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**Member-** A member is an adult who has executed a Medical and/or Mental Health Advance Directive or POLST.

**Physician Orders For Life-Sustaining Treatment (POLST):** The Physician Orders for Life Sustaining Treatment (POLST) is a form that gives seriously ill patients more control over their end-of-life care, including medical treatment, extraordinary measure (such as a ventilator or feeding tube) and CPR.

The members physician can use the POLST form to represent the members wishes as clear and specific medical orders. Members should be encouraged to contact their doctor to learn more. Forms are available at the physician’s office or by contacting [Washington State Medical Association POLST resources](#).

Copies of completed POLST documents should be maintained as part of the physician’s clinical records.

**Principal** - A Principal is any individual who has capacity and who gives another individual the legal authority to act on their behalf

### List of Appendices

- A. Sample of Physician’s Order for Life Sustaining Treatment (POLST) Form
- B. Detailed Revision History

### Citations & References

<b>CFR</b>	42 CFR 422.128; 42CFR. 438	
<b>WAC</b>		
<b>RCW</b>	71.32	
<b>LOB / Contract Citation</b>	<input checked="" type="checkbox"/> <b>WAHIMC</b>	§ 10.3
	<input checked="" type="checkbox"/> <b>BHSO</b>	
	<input checked="" type="checkbox"/> <b>MA</b>	MMCM Ch 4 section 180
	<input checked="" type="checkbox"/> <b>CS</b>	
<b>Other Requirements</b>		
<b>NCQA Elements</b>	PHM5 Element D	

### Revision History

<b>SME Review:</b>	04/13/2018; 04/10/2019; 02/25/2020; 02/12/2021; 01/20/2022
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## Appendix A: Example of a Physician’s Order for Life Sustaining Treatment (POLST) Form

HIPAA PERMITS DISCLOSURE OF POLST TO OTHER HEALTH CARE PROVIDERS AS NECESSARY			
<b>Patient and Additional Contact Information (if any)</b>			
Patient Name (last, first, middle)	Date of Birth	Phone Number	
Name of Guardian, Surrogate or other Contact Person	Relationship	Phone Number	
<b>D NON-EMERGENCY MEDICAL TREATMENT PREFERENCES</b>			
<b>ANTIBIOTICS:</b>			
<input type="checkbox"/> Use antibiotics for prolongation of life.			
<input type="checkbox"/> Do not use antibiotics except when needed for symptom management.			
<b>MEDICALLY ASSISTED NUTRITION:</b> <u>Always offer food and liquids by mouth if feasible.</u>		<input type="checkbox"/> Trial period of medically assisted nutrition by tube. (Goal: _____)	
<input type="checkbox"/> No medically assisted nutrition by tube.		<input type="checkbox"/> Long-term medically assisted nutrition by tube.	
<b>ADDITIONAL ORDERS:</b> (e.g. dialysis, blood products, implanted cardiac devices, etc. Attach additional orders if necessary.)			
<input checked="" type="checkbox"/> Physician/ARNP/PA-C Signature		Date	
<input checked="" type="checkbox"/> Patient or Legal Surrogate Signature		Date	
<b>DIRECTIONS FOR HEALTH CARE PROFESSIONALS</b>		<b>NOTE: A person with capacity may always consent to or refuse medical care or interventions, regardless of information represented on any document, including this one.</b>	
<p><b>Completing POLST</b></p> <ul style="list-style-type: none"> <li>Completing a POLST form is always voluntary.</li> <li>Treatment choices documented on this form should be the result of shared decision-making by an individual or their surrogate and medical provider based on the person's preferences and medical condition.</li> <li>POLST must be signed by a physician/ARNP/PA-C and patient, or their surrogate, to be valid. Verbal orders are acceptable with follow-up signature by physician/ARNP/PA-C in accordance with facility/community policy.</li> </ul> <p><b>Using POLST</b></p> <p>Any incomplete section of POLST implies full treatment for that section.</p> <p>This POLST is valid in all care settings including hospitals until replaced by new physician's orders.</p> <p>The POLST is a set of medical orders. The most recent POLST replaces all previous orders.</p> <p>The POLST does not replace an advance directive. An advance directive is encouraged for all competent adults regardless of their health status. An advance directive allows a person to document in detail his/her future health care instructions and/or name a surrogate decision maker to speak on his/her behalf. When available, all documents should be reviewed to ensure consistency, and the forms updated appropriately to resolve any conflicts.</p>		<p><b>SECTIONS A AND B:</b></p> <ul style="list-style-type: none"> <li>No defibrillator should be used on a person who has chosen "Do Not Attempt Resuscitation."</li> <li>When comfort cannot be achieved in the current setting, the person should be transferred to a setting able to provide comfort (e.g., treatment of a hip fracture).</li> <li>An IV medication to enhance comfort may be appropriate for a person who has chosen "Comfort-Focused Treatment."</li> <li>Treatment of dehydration is a measure which may prolong life. A person who desires IV fluids should indicate "Selective" or "Full Treatment."</li> </ul> <p><b>SECTION D:</b></p> <ul style="list-style-type: none"> <li>Oral fluids and nutrition must always be offered if medically feasible.</li> </ul> <p><b>Reviewing POLST</b></p> <p>This POLST should be reviewed periodically whenever:</p> <ol style="list-style-type: none"> <li>The person is transferred from one care setting or care level to another, or</li> <li>There is a substantial change in the person's health status, or</li> <li>The person's treatment preferences change.</li> </ol> <p>To void this form, draw line through "Physician Orders" and write "VOID" in large letters. Any changes require a new POLST.</p>	
<b>Review of this POLST Form</b>			
Review Date	Reviewer	Location of Review	Review Outcome
			<input type="checkbox"/> No Change <input type="checkbox"/> Form Voided <input type="checkbox"/> New form completed
			<input type="checkbox"/> No Change <input type="checkbox"/> Form Voided <input type="checkbox"/> New form completed
<b>SEND ORIGINAL FORM WITH PERSON WHENEVER TRANSFERRED OR DISCHARGED</b>			

Photocopies and faxes of signed POLST forms are legal and valid. May make copies for records. For more information on POLST visit [www.wsma.org/polst](http://www.wsma.org/polst).

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## Appendix B: Detailed Revision History

Revision Date	Revision Description	Revision Made By
02/12/2016	Original	Melissa Shilipetar
03/22/2017	Approval	MMLT
04/13/2018	Annual update	Darla Bernstein
04/16/2018	Approval	Patty Jones, SVP
04/10/2019	Annual update	Darla Bernstein
04/11/2019	Approval	Patty Jones
02/25/2020	Annual update	Darla Bernstein
03/04/2020	Approval	Ma'ata Hardman
03/30/2020	Approval	CMO Cabinet
02/11/2021	Ownership change to CM	Cindy Bush
02/12/2021	Annual update	Shannon Baker
03/02/2021	Approval	Shanna Widener
03/03/2021	Approval	CMO Cabinet
01/20/2022	Annual update	Shannon Baker
01/21/2022	Approval	Shanna Widener
01/25/2022	Approval	Ma'ata Hardman
01/28/2022	Approval	CMO Cabinet

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