



Online, Secure, Advance Care Planning
Program in English & Spanish



The PREPARE Team

- **UCSF:** Rebecca Sudore, MD, Ellen Ingebritsen, Clarissa Ferguson, MPH, Brookelle Li, Angelica Martinez
- **UC Law:** Sarah Hooper, JD, Denise Watt, JD
- **People Designs:** David Farrell, MPH
- **Community Advisory Board:** Patients, Caregivers and experts in aging, ethics, health literacy, communication, behavior change



Need for Advance Care Planning



- Populations are aging, the burden of chronic illness is increasing, people are not prepared for decision making
- **Advance care planning (ACP)** is an important quality metric
 - It prepares patients & surrogates for medical decision making
 - Improves satisfaction with communication and care
 - Decreases surrogate burden, PTSD, complicated grief

Online, Secure ACP Program With Videos and Easy-To-Read Advance Directives

English | Español
[Sign In](#)

[Go Home](#) | [About](#) | [Advance Directives](#) | [Proven Research](#) | [DONATE](#)

Helping People Have a Voice in Their Health Care

We are on a mission to help people get the medical care that is right for them.



PREPARE for YOUR Care

Have a voice in **YOUR** health care with medical planning.

[Learn More >](#)

PREPARE for THEIR Care

Help **OTHER PEOPLE** with their medical planning and decisions.

[Learn More >](#)

Partner with PREPARE

Use PREPARE in your organization, research, and QI. Get provider tools.

[Learn More >](#)



Co-Developed with Patients, Caregivers, and Communities



Literacy, Language, Culture

Based on Decades of Research



Redefining the “Planning” in Advance Care Planning: Preparing for End-of-Life Decision Making

Rebecca L. Sudore, MD, and Terri R. Fried, MD

Based on New and Improved ACP Models

Life sustaining treatments



NEW & IMPROVED



PREPARETM for your care

Preparation for communication
& medical decision making

PREPARE Fills a Missing Puzzle Piece

PREPAREs people with skills to:

- Identify what is most important and how they want to live
- Talk with family, friends, medical providers
- Make informed decisions
- Get the care that is right for them



Walks People Through Step-by-Step

Step
1

**Choose a Medical
Decision Maker**

Step
2

**Decide What Matters
Most in Life**

Step
3

**Choose Flexibility for
Your Decision Maker**

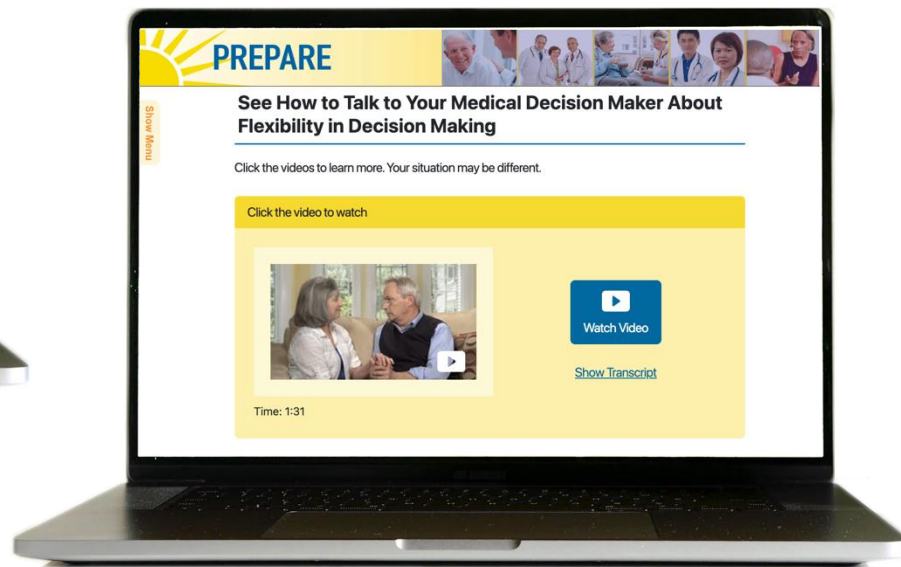
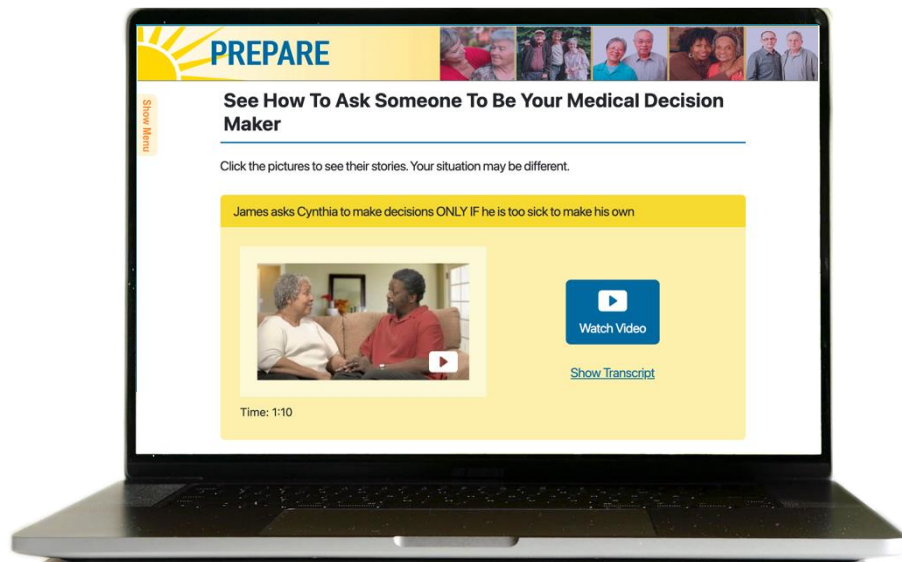
Step
4

**Tell Others About
Your Wishes**

Step
5

**Ask Doctors the
Right Questions**

Shows “How To” Videos



5th grade reading level
Narration & closed captioning

Integrates Easy-To-Read Legal ADs for US States in English, Spanish, Chinese and More



California Advance Health Care Directive

This form lets you have a say about how you want to be cared for if you cannot speak for yourself.

This form has 3 parts:

Part 1 Choose a medical decision maker, Page 3

A medical decision maker is a person who can make health care decisions for you if you are not able to make them yourself. This person will be your advocate. They are also called a health care agent, proxy, or surrogate.

Part 2 Make your own health care choices, Page 7

This form lets you choose the kind of health care you want. This way, those who care for you will not have to guess what you want if you are not able to tell them yourself.

Part 3 Sign the form, Page 13

The form must be signed before it can be used.

You can fill out Part 1, Part 2, or both. Fill out **only** the parts you want. Always sign the form in Part 3. 2 witnesses need to sign on Page 14, or a notary on Page 15.

PREPARE ForYourCare.org

Your Name _____

Instrucción anticipada de atención de salud de Wisconsin

Este formulario le permite indicar cómo desea ser atendido si usted no puede hablar por sí mismo.

Este formulario consta de 3 partes:

Parte 1 Escoger a una persona decisora, página 3

Una persona decisora es una persona que puede tomar decisiones médicas por usted si usted no puede tomarlas por sí mismo. Esta persona será su representante. También se les llama un agente de salud, un representante, o un sustituto.

Parte 2 Tomar sus propias decisiones de atención de salud, página 7

Este formulario le permite escoger el tipo de atención de salud que desea. De esta manera, las personas encargadas de su cuidado no tendrán que adivinar lo que desea si no puede decirlo por usted mismo.

Parte 3 Firmar el formulario, página 13

El formulario se debe firmar antes de que se pueda usar.

Usted puede llenar la Parte 1, la Parte 2, o ambas. Llene **sólo** las partes que desee. Siempre firme el formulario en la Parte 3. Es necesario que 2 testigos firmen en la página 14, o un notario en la página 15.

PREPARE ForYourCare.org

Su Nombre _____

紐約州醫療照護事前指示書

在您無法表達意見時，這份指示書可讓您表達您希望得到的醫療照護。

指示書分為三部分：

第一部分 選擇一位醫療代理人，第3頁

在您無法自己做決定時，您的醫療代理人會幫您做出醫療決定。這個人將是您的權益代言人。您/他也被稱為醫療代理人、受託人、決策者或代理者。

第二部分 選擇您的醫療照護，第7頁

指示書讓您選擇自己想要的醫療照護。這樣，若您無法表達意見時，照護您的人就不需要揣測您的想法。

第三部分 在指示書上簽名，第13頁

這份指示書必須簽名才可以生效。

您可以填寫第一部分或第二部分，或兩部分都填寫。只填寫您想要的部分。但是一定要在指示書的第三部分簽名。兩位見證人必須在第14頁簽名。

PREPARE ForYourCare.org

您的姓名 _____

Part 2**Make your own health care choices**

Fill out only the questions you want.

How do you prefer to make medical decisions?

Some people prefer to make their own medical decisions. Some people prefer input from others (family, friends, and medical providers) before they make a decision. And, some people prefer other people make decisions for them.

Please note: Medical providers cannot make decisions for you. They can only give information to help with decision making.

How do you prefer to make medical decisions?

- ☐ I prefer to make medical decisions on my own without input from others.
- ☐ I prefer to make medical decisions only after input from others.
- ☐ I prefer to have other people make medical decisions for me.

If you want, you can write why you feel this way, and who you want input from.

What matters most in life? Quality of life differs for each person.

What is most important in your life? Check as many as you want.

- ☐ Your family or friends
- ☐ Your pets
- ☐ Hobbies, such as gardening, hiking, and cooking
- ☐ Your hobbies
- ☐ Working or volunteering
- ☐ Caring for yourself and being independent
- ☐ Not being a burden on your family
- ☐ Religion or spirituality: Your religion
- ☐ Something else

What brings your life joy? What are you most looking forward to in life?

Your Name

7

Copyright © The Regents of the University of California, 2011

Values & Space To Write “Why” & Other Wishes

Quality of life differs for each person at the end of life.**What would be most important to you?****AT THE END OF LIFE**

Some people are willing to live through a lot for a chance of living longer.

Other people know that certain things would be very hard on their quality of life.

- Those things may make them want to focus on comfort rather than trying to live as long as possible.

At the end of life, which of these things would be very hard on your quality of life?

Check as many as you want.

- ☐ Being in a coma and not able to wake up or talk to my family and friends
- ☐ Not being able to live without being hooked up to machines
- ☐ Not being able to think for myself, such as severe dementia
- ☐ Not being able to feed, bathe, or take care of myself
- ☐ Not being able to live on my own, such as in a nursing home
- ☐ Having constant, severe pain or discomfort
- ☐ Something else

- ☐ OR, I am willing to live through all of these things for a chance of living longer.

If you want, you can write why you feel this way.

What experiences have you had with serious illness or with someone close to you who was very sick or dying?

- If you want, you can write down what went well or did not go well, and why.

If you were dying, where would you want to be?

- ☐ at home ☐ in the hospital ☐ either ☐ I am not sure

What else would be important, such as food, music, pets, or people you want around you?

Your Name

9

What else should your medical providers and medical decision maker know about you and your choices for medical care?**OPTIONAL: How do you prefer to get medical information?**

Some people may want to know all of their medical information. Other people may not.

If you had a serious illness, would you want your doctors and medical providers to tell you how sick you are or how long you may have to live?

- ☐ Yes, I would want to know this information.
- ☐ No, I would not want to know. Please talk with my decision maker instead.

If you want, you can write why you feel this way.

* Talk to your medical providers so they know how you want to get information.

Your Name

12

Copyright © The Regents of the University of California, 2011

Pre-Populates Answers to Legal AD Forms

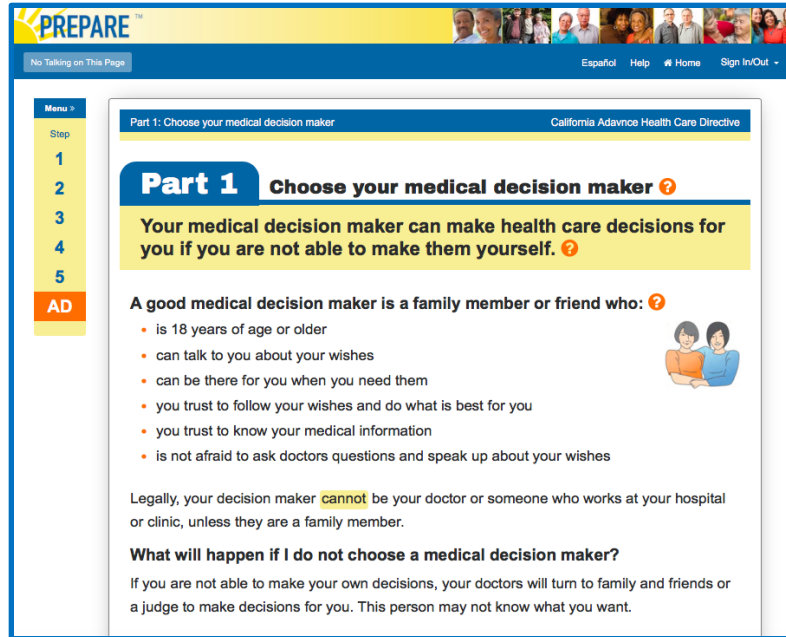
- Tailored answer automation

The screenshot shows the PREPARE website interface. At the top is a yellow header with the PREPARE logo and a row of diverse people's faces. Below the header is a blue navigation bar with links for 'Español', 'Help', 'Home', and 'Sign In/Out'. A green button labeled 'Play Talking' is on the left. A 'Menu' dropdown is open, showing steps 1 through 5, with 'AD' highlighted in blue. The main content area is titled 'QUESTION 11:' and contains the text: 'If you were so sick that you may die soon, what would you prefer?'. There are four radio button options: 1. 'Try all life support treatments that my doctors think might help. I want to stay on life support treatments even if there is little hope of getting better or living a life I value.' 2. 'Do a trial of life support treatments that my doctors think might help. But, I do not want to stay on life support treatments if the treatments do not work and there is little hope of getting better or living a life I value.' 3. 'I do not want life support treatments, and I want to focus on being comfortable. I prefer to have a natural death.' 4. 'I am not sure'. Below the options is a section labeled '11a.' with the text: 'What else should your medical providers and medical decision maker know about this choice? Or, why did you choose this option?'. A red double-headed arrow points from this section towards the right-hand screenshot.

The screenshot shows the PREPARE website interface for the 'California Advance Health Care Directive'. The header is yellow with the PREPARE logo and a row of diverse people's faces. The navigation bar is blue with links for 'Español', 'Help', 'Home', and 'Sign In/Out'. A green button labeled 'No Talking on This Page' is on the left. A 'Menu' dropdown is open, showing steps 1 through 5, with 'AD' highlighted in orange. The main content area is titled 'Part 2: Make your own health care choices' and 'California Advance Health Care Directive'. It contains the section 'How Do You Balance Quality of Life with Medical Care?' with the text: 'Sometimes illness and the treatments used to try to help people live longer can cause pain, side effects, and the inability to care for yourself.' Below this is a paragraph: 'Please read this whole page before making a choice.' followed by a bolded statement: 'AT THE END OF LIFE, some people are willing to live through a lot for a chance of living longer. Other people know that certain things would be very hard on their quality of life.' An illustration shows a person in a hospital bed being attended to by medical staff. Below the illustration is the text: 'Life support treatment can be CPR, a breathing machine, feeding tubes, dialysis, or transfusions.' The next section is 'Check the one choice you most agree with.' followed by the text: 'If you were so sick that you may die soon, what would you prefer?'. There are three radio button options: 1. 'Try all life support treatments that my doctors think might help. I want to stay on life support treatments even if there is little hope of getting better or living a life I value.' 2. 'Do a trial of life support treatments that my doctors think might help. But, I DO NOT want to stay on life support treatments if the treatments do not work and there is little hope of getting better or living a life I value.' 3. 'I do not want life support treatments, and I want to focus on being comfortable. I prefer to have a natural death.' Below the options is a section titled 'What else should your medical providers and decision maker know about this choice? Or, why did you choose this option?' with a large text input area. A status bar at the bottom indicates '150 characters left'.

Guides People in AD Completion

- Additional information and videos available if needed



The screenshot shows the PREPARE website interface. At the top, there's a header with the PREPARE logo and a navigation bar. Below the header, a sidebar on the left lists steps 1 through 5, with 'AD' highlighted. The main content area is titled 'Part 1: Choose your medical decision maker' and includes a sub-header 'Part 1 Choose your medical decision maker'. The text explains that a medical decision maker can make health care decisions for you if you are not able to make them yourself. It lists five criteria for a good medical decision maker: being 18 or older, being able to talk to you about wishes, being available when needed, being trusted to follow wishes and know medical information, and not being afraid to ask questions. It also states that legally, the decision maker cannot be a doctor or hospital staff unless they are a family member. A red arrow points from this section to the video player on the right.

Part 1 Choose your medical decision maker

Your medical decision maker can make health care decisions for you if you are not able to make them yourself.

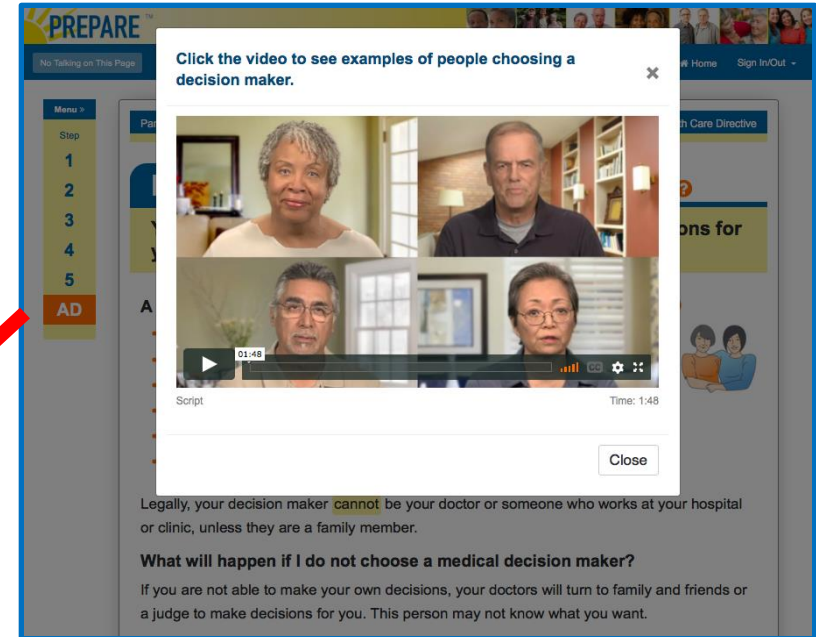
A good medical decision maker is a family member or friend who:

- is 18 years of age or older
- can talk to you about your wishes
- can be there for you when you need them
- you trust to follow your wishes and do what is best for you
- you trust to know your medical information
- is not afraid to ask doctors questions and speak up about your wishes

Legally, your decision maker **cannot** be your doctor or someone who works at your hospital or clinic, unless they are a family member.

What will happen if I do not choose a medical decision maker?

If you are not able to make your own decisions, your doctors will turn to family and friends or a judge to make decisions for you. This person may not know what you want.



The screenshot shows the same PREPARE website interface, but with a video player overlay. The overlay has a title 'Click the video to see examples of people choosing a decision maker.' and a video player showing four people (two men and two women) in a grid. The video player has a play button, a progress bar, and a 'Close' button. The text below the video player is the same as the left screenshot, but the 'cannot' is highlighted in yellow.

Click the video to see examples of people choosing a decision maker.

Legally, your decision maker **cannot** be your doctor or someone who works at your hospital or clinic, unless they are a family member.

What will happen if I do not choose a medical decision maker?

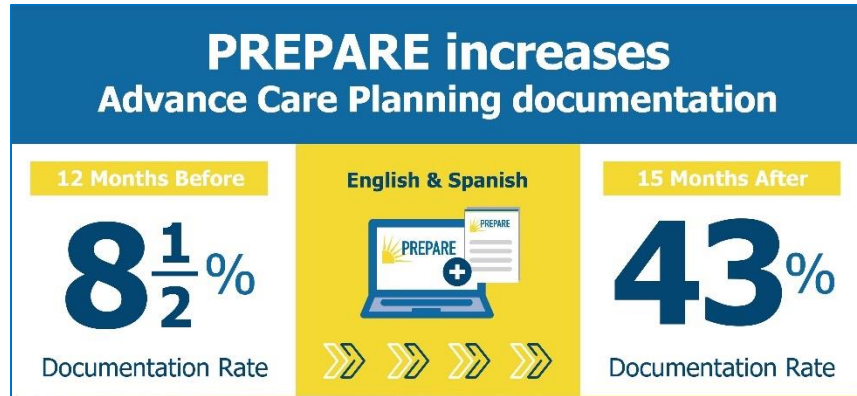
If you are not able to make your own decisions, your doctors will turn to family and friends or a judge to make decisions for you. This person may not know what you want.

Makes ACP Easier on Patients & Clinicians

Proven Outcomes in Randomized Trials



RCTs: 1400 English/Spanish-Speaking Older Adults: Patient-facing → **Primes Patients, Decreases Disparities**



Directly observed visits:

- ~50% greater patient empowerment, clinician responsiveness
- ~50% increased real-time goal concordant care: 33% → 59% 🍷

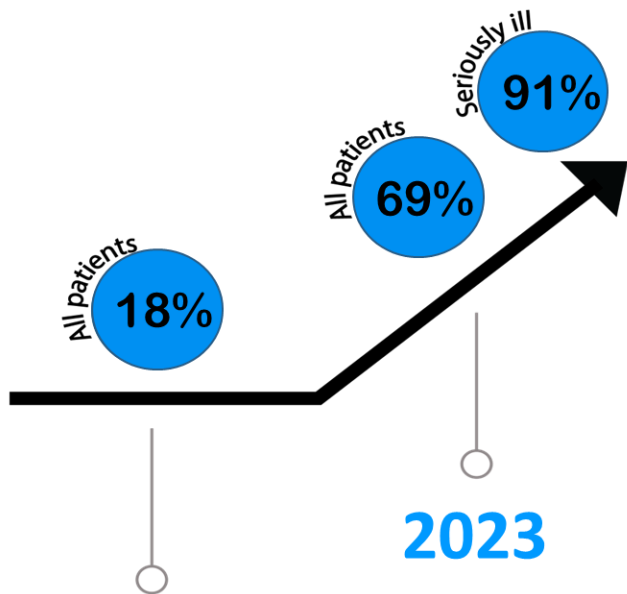
Decreases Health Disparities

PREPARE, co-created with communities to address:

- Outdated models of ACP (i.e., check boxes)
- Limited health and digital literacy
- Cultural and language diversity
- Visual, hearing, cognitive impairment



Proven Success in Health Systems



2019

2023

ACP Documentation

~ 10K UCSF Primary Care Patients



Automated Patient Portal Messages

PREPARE Tools for Clinicians



PREPARE Primes Patients



A program to help you make medical decisions for yourself and others



Step 1 Choose a medical decision maker.

Step 2 Decide what matters most in life.

Step 3 Choose flexibility for your decision maker.

Step 4 Tell others about your medical wishes.

Step 5 Ask doctors the right questions.

www.prepareforyourcare.org



California Advance Health Care Directive

This form lets you have a say about how you want to be cared for if you cannot speak for yourself.

This form has 3 parts:

Part 1: Choose a medical decision maker, Page 3

A medical decision maker is a person who can make health care decisions for you if you are not able to make them yourself. They are also called a health care agent, proxy, or surrogate.



Part 2: Make your own health care choices, Page 6

This form lets you choose the kind of health care you want. This way, those who care for you will not have to guess what you want if you are not able to tell them yourself.

Part 3: Sign the form, Page 11

The form must be signed before it can be used.




You can fill out Part 1, Part 2, or both.

Fill out **only** the parts you want. Always sign the form in Part 3.

2 witnesses need to sign on Page 12, or a notary on Page 13.

Your Name

Quick Start Guide for Patients


QUICK START GUIDE


Welcome to PREPARE! Learn helpful information in as little as **10 minutes**.

PREPARE is a step-by-step program with video stories to help you:

- Have a voice in YOUR medical care
- Talk with your doctors
- Fill out an advance directive form to put your wishes in writing

Type in this address into your internet browser: prepareforyourcare.org

This will bring you to the PREPARE home page.

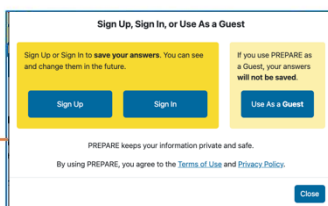


Click here to Start

You can click on this 1-minute video to learn more about PREPARE


You will then come to this login page.

To save your information, click on Create an Account. Or, use PREPARE as a guest.



PREPARE keeps your information private and safe.
By using PREPARE, you agree to the [Terms of Use](#) and [Privacy Policy](#).

Group Medical Visit Toolkit



PREPARE™

for your care


Toolkit for Group Movie Events

Part 1:	What to Expect & A Planning Checklist	4
Here you'll find a brief overview to get you started, and a list of things you will need.		
Part 2:	PREPARE Group Movie Event Guide & Questions	16
Anyone can run a group event. It is easy because the PREPARE videos have all the information. This guide also has example words you can say.		
The PREPARE Question Guide also follows along with the movie and allows people to write down their wishes for medical care.		
Part 3:	Tools to Promote the Event	21
This Toolkit includes example flyers, emails, and newsletter language to help you promote your event.		
Part 4:	Feedback Surveys	25
This is optional, but can help improve PREPARE and your events.		

For more information visit: www.prepareforyourcare.org

Copyright © The Regents of the University of California, 2012-18. All rights reserved. Revised 2018. No one may reproduce PREPARE materials by any means for commercial purposes or add to or modify PREPARE materials in any way without a licensing agreement and written permission from the Regents. All users of PREPARE materials agree to indemnify, defend and hold harmless The Regents of the University of California. To learn more about the terms of use, go to www.prepareforyourcare.org

Simple Scripts



PREPARE™

for your care

SIMPLE ADVANCE CARE PLANNING SCRIPTS FOR EVERYONE

Advance Care Planning Conversations in 3 Easy Steps

Any person, from any discipline, can start an advance care planning conversation. We made it easy with 3 simple steps, which can be done over time.

WHAT YOU CAN SAY

- 1 Ask About a Surrogate Decision Maker** (e.g., proxy, agent, representative, etc)

"I wanted to take a moment to talk to you about advance care planning. This involves choosing an emergency contact and the medical care that is important to you."

"First, I would like to ask if there is someone you trust to help make medical decisions for you if there ever came a time you could not speak for yourself?"

YES: "That's great. If not already, now is a good time to reach out and tell them that you chose them for this role and what is important to you. That way they can be the best advocate and speak up for you, if needed."

"I will make put this information in your medical record. It's also important to keep their name and phone number, in your phone or in your purse or wallet."

"It would also be important to write their name down on a legal form called an advance directive. I can help you with that." (see PREPAREforYourCare.org)

NO: "It is OK if you cannot think of someone right now. If someone comes to mind in the future, please let your medical providers know so we can put the information in your medical record."
- 2 Ask About Advance Directives**

See PREPAREforYourCare.org for easy-to-read advance directives for all US states in several languages.


"Have you ever completed an advance directive? This is a legal form that lets you write down the name of your medical decision maker and your wishes for medical care. Some people may also have a bright pink form called a POLST form."

YES: "That's great. Do you remember what you wrote down? Do you still feel the same way? Do you know where this form is? Do you need help to make copies?"

"Now it's most important to share the information in this form with your family and friends. It is also important to bring a copy of the form with you if you need to come to the clinic or hospital. That way your family, friends, and medical providers will know what is most important to you."


Increased ACP documentation 44% to 71%
Increased surrogate designation 75% to 93%

Caregiver Program

**PREPARE**TM for **THEIR** care

English | Español

Sign In

 Go Home

About

|

Advance Directives


|

Proven Research

[DONATE](#)


Advocate for Those You Care About

PREPARE for THEIR Care will support you as you help other people with their medical planning and medical decisions




Click on the Topics That Are Right for You

Scroll down to see the topics. Learn helpful information in as little as 10 minutes.


 [How To Use This Program and About Medical Planning](#) [Learn More >](#)

How To Help Other People With Their Medical Planning



When people can still speak for themselves

How To Make Medical Decisions for Other People



When people cannot, or do not want to, speak for themselves

What Our Partners Are Saying

"PREPARE is the gold stand of ACP."

~ Healthcare Leader

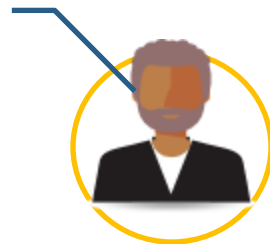


"It breaks it down into doable actions, instead of walking into a fog of what ACP is all about"
~ Patient



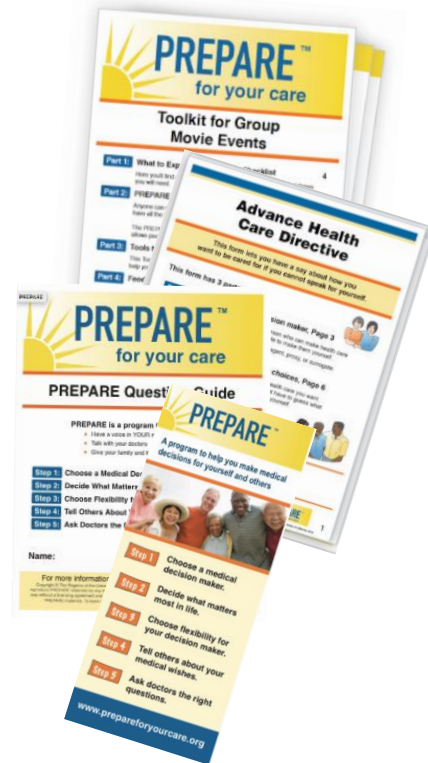
"Patients come to their visits prepared, making ACP easier and more efficient."
~ Clinician

"After seeing examples on the website, deciding on my own wishes is a lot easier for me now."
~ Patient



Summary of the PREPARE Innovation

- ✓ Evidence-based, NCOA endorsed
- ✓ Proven outcomes in health systems
- ✓ Primes patients → easier for clinicians
- ✓ Accessible & decreases disparities
- ✓ Customizable
- ✓ Ongoing legal & content updates



Licensing Opportunities



The UC Regents offers several [licensing opportunities](#):

- Customize and integrate our advance care planning materials
- Conduct research or quality improvement initiatives using our advance care planning materials.