

EVIDENCE

**LEARN ABOUT HPOA**

Repeat exposure

**EXPLORE ABOUT HPOA**

EMPLOYEE ACTIONS

Automated MyChart message

PSR asks routine questions about HPOA

PSR hands out HPOA brochure

TECHNOLOGY

Separate web-page dedicated to HPOA

BACKSTAGE ACTIONS

HPOA communication banner is integrated into UCM website

HPOA prompt message is integrated into My Chart

Training & orientation session to have a set protocol for asking questions about HPOA

Communication materials are distributed in and out UCM campus

HPOA site is integrated into UCM website

Guidance materials are distributed in UCM campus

SUPPORT PROCESSES

Design of communication materials

Legal and marketing approvals

Printing of physical materials

Create staff training plan

Design of HPOA website page

Design of guidance materials

Legal and marketing approvals

Printing of physical materials

USER NEEDS

What is a HPOA? Why do I need it?

Patients need to know what an HPOA is, where is it needed, and the potential benefits of signing one.

Ahh I am still young! Why should I think about this right now?!

Patients need scenarios they can relate with to understand where an HPOA might be needed.

They also need clarity around the process, the people involved and the various requirements to successfully have an HPOA on file.

STAGES

DISCOVER

FILL

SUBMIT

USE

PHYSICAL PROCESS

DIGITAL PROCESS

GET AN PRINTED HPOA FORM

- Digital version of the form on UCM website is available to download
- Redesigned HPOA form is integrated into UCM website
- Legal approvals
- Printing of physical materials
- MA hands out redesigned HPOA form
- New HPOA forms are distributed in UCM clinics

PICK AN AGENT

- Agent conversation guide available on UCM website
- Agent conversation guide is integrated into UCM website
- Design of the conversation guide
- Legal and marketing approvals

GET SIGNATURES

GIVE THE FORM TO THE PROVIDER

- MA receives completed HPOA form
- MA in charge of submission process uploads form to My Chart
- Training & orientation session to have a set protocol for uploading HPOA forms

GET A DIGITAL HPOA FORM

- UCM website directs patients to Docu Sign form
- Instructions on how to use Docu Sign are available on website
- DocuSign link is integrated into website
- Redesigned HPOA form is made available in DocuSign
- Legal approvals
- IT gets a DocuSign business plan

PICK AN AGENT

- Agent conversation guide available on UCM website
- Agent conversation guide is integrated into UCM website
- Design of the conversation guide
- Legal and marketing approvals

GET SIGNATURES

UPLOAD FORM TO MY CHART

- Upload to MyChart guide available on UCM website
- Upload to MyChart guide is integrated into UCM website
- Design of the guide
- Legal and marketing approvals

COMPLETION FEEDBACK

- Employee actions
- Technology
- Automated SMS message
- Backstage actions
- Redesigned HPOA form is integrated into UCM website
- Support processes
- Legal approvals
  - Printing of physical materials
  - Development of a Dashboard to monitor the KPIs of the process

USE THE FORM IN AN EMERGENCY

- Doctor accesses the patient's form through MyChart
- MyChart patient's profile