LifeCourse – Implementing Serious Illness Care
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THE NEED
The number of baby boomers with complex care needs is rising rapidly...
...causing healthcare costs to climb.
Patients with declining health lack nonmedical support...
...and it hard to navigate the system.
Though existing medical services are shifting to person centered care...
...they are fragmented, reliant on overburdened clinical workforce, and lack scalability.

THE GAP
As health declines, hospitalizations increase and care becomes fragmented. That’s where LifeCourse comes in.

LIFECOURSE
Monthly home visits with a trained lay healthcare worker called a care guide who is a formal part of the medical care team.
Person centered care via a structured visit framework to guide discussion of physical, psychosocial, and financial concerns.
Help articulate preferences, goals, and what matters, including completion of advance directives and documentation in the electronic health record.
A family and community oriented approach to help patients meet their needs and prepare for what is coming next.

OUTCOMES
MEDIAN HOSPICE LENGTH OF STAY
with LifeCourse: 28 days
with usual care: 17 days
better quality of life
higher patient care experience
more patients with advance care plans

16% fewer ED visits
27% fewer inpatient days
57% fewer ICU stays

$959 PMPM savings 8:1 return on investment

LIFECOURSE IMPLEMENTATION
LifeCourse designed the following process to successfully implement the intervention in new settings:

1. SITE TEAM ENGAGEMENT
   • Identify site champions and team
   • Gain buy-in from site manager and lead physician

2. SITE READINESS & DEPLOYMENT
   • Develop reporting structure for care guides
   • Hire care guides
   • Conduct implementation meetings with site staff
   • Review LifeCourse model, training, and documentation standards
   • Tailor EHR support and customize workflows

3. CARE GUIDE TRAINING
   • Train care guides, supervisor, and other team members as desired
   • Assess competency of care guides
   • Precepting

4. LIFECOURSE INTERVENTION
   • Identify and enroll eligible patients
   • Meet with patients monthly
   • Assist with articulating preferences, goals, and what matters
   • Provide whole person care via a structured visit framework
   • Connect patients and families to healthcare services and community resources

5. SUPPORT AND EVALUATION
   • Care guide performance tracking
   • Consultative care guide support
   • Consultative site team support
   • Process and outcomes measurement

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