

Who's Your Agent?® Program

Getting Started Tool Kit

Next Steps Tool Kit

Adult and Supportive Person Care Planning Tool Kit

Adults and their supportive person can make a personal care plan.



Starting at 18 years old, you have the right to make choices about your health care.

You can write down your care choices in a personal health care plan. Your care plan tells your family, important people and health care providers about the kind of care you want today and over your lifetime.

The Adult and Supportive Person Tool Kit has an easy 3-step guide to help adults make a care plan with a supportive person. A supportive person can be a family member, a friend, a caregiver, a guardian, a care professional or anyone the adult chooses.

The supportive person can-

- Give you information about your health condition in ways you can understand;
- Help you complete a **Personal Directive (Living Will)** included in this tool kit, using both words and pictures to communicate your care choices and preferences;
- Help you talk with your health care providers and assist you in getting care and services.

The tool kit can be used by any adult who would like to make a care plan with the help of a supportive person. It is designed for adults with a range of abilities to help ensure their health care professionals understand and honor the adult's care choices.

You can make your own care plan. It's as easy as 1-2-3!

You and your supportive person can use this 3-step guide to start to make your personal care plan. Read the guide below. When you are ready, go to the next page and start with Step 1 or start anywhere you like.



Step 1. Get health care information to make care choices.

A supportive person can help you-

- Understand information about your health condition;
- Learn the good things and hard things about your medical care choices;
- Express what's important to you and your care preferences.



Step 2. Write down your care choices and preferences.

A supportive person can help you-

- **Complete a Personal Directive (PD) or Living Will**, using both words and pictures to show your likes and dislikes and care preferences;
- Help you explore other planning documents to communicate your care choices as your health needs change over your lifetime.



Step 3. Talk with your health care providers to get good care.

A supportive person can help you-

- Tell your care providers about your care choices and preferences;
- Help to add your documents to your medical record and update your plan;
- Assist you in getting care and services that match your care preferences.



Step 1. Get Health Care Information to Make Care Choices

In Step 1, your supportive person can help give you information about your health condition in ways you can understand, and explain treatment options and services. It's important to have clear information so you can make care choices that are right for you.

Here's a checklist for you and your supportive person. Check the boxes that are right for you and add your own ideas. You can make changes anytime.

I'd like my supportive person to:

- Talk with me about my health and the kind of care I want and do not want;
- Give me information about my health condition in a way I can understand;
- Tell me the good things and hard things about my care choices and treatments;
- Help me tell others what's important to me or what I'm worried about;
- Help me tell others about my likes and dislikes and how I want to be cared for;
- Assist me with my choices and getting the care and services I need;
- Help me with personal things like: _____

_____.

Other ways my supportive person can help:



Step 2. Write down your care choices and preferences.

Start with a Personal Directive

You can start to make a plan with a document called Personal Directive, also known as a Living Will. It's a good way to tell others about your likes and dislikes and your care preferences. Your supportive person can help you write down or show your care preferences using words and pictures in your Personal Directive.

I'd like my supportive person to help me:

- Complete a Personal Directive. This document is included in this tool kit.
- Complete a HIPAA form

A HIPAA form (Health Insurance Portability and Accountability Act) allows your supportive person to see your medical information and talk with your care providers. [Learn more](#) and download form.

I'd like my supportive person to help me explore other planning documents:

- 1. Health Care Proxy

A Health Care Proxy is a legal document where you choose a trusted person called a Health Care Agent to make health care decisions if you are not able to make decisions yourself. An adult with decision-making ability can complete a [Health Care Proxy, available in 15 languages](#).

- 2. Durable Power of Attorney

A Durable Power of Attorney is a legal document where you choose a trusted person be your financial decision-maker. [Learn more](#) and download an informational fact sheet.

- 3. MOLST, Medical Orders for Life Sustaining Treatment, and a CC/DNR, Comfort Care/Do Not Resuscitate

These are medical orders completed by a clinician and an adult who is diagnosed with a serious illness or advanced frailty. The clinician will write down the adult's choices for life sustaining treatment and end of life care in the medical order. [Learn more](#) and download sample forms.



Step 3. Talk with your health care professionals to get good care today and over your lifetime.

You and your supportive person can share your care plan with your care providers to get care that matches your care choices. Your supportive person can talk with you about your care choices and preferences as your health needs change, help update your care plan, and assist you in getting good care today and over your lifetime.

Here's a checklist for you and your supportive person. Check the boxes that are right for you and add your own ideas. You can make changes anytime.

I'd like my supportive person to:

- Go with me to a doctor's visit or a hospital stay;
- Talk with my care providers about the support and services I want;
- Ask my care providers to place my documents in my medical record and attach to my care plan;
- Give me information as my health condition changes and talk with me about-
 - what happens if I get sick and have to go to the hospital
 - the good things and hard things about choosing medical treatments
 - the kind of care I want if I get sick or become seriously ill
 - how I want to be cared for when I reach the end of my life
 - how Palliative Care and Hospice Care can help make me comfortable
- Update my planning documents so my doctor always knows how to care for me;
- Assist me in getting the care I need today, and every day as my health changes.

Other ways my supportive person can help:

My Personal Directive

Instructions for the Adult and Supportive Person

The Personal Directive is a personal document, not a legal document. It's a personal statement about what's important to you and the kind of care you want and do not want. The adult and supportive person can fill out the Personal Directive to start to make a care plan. The Personal Directive asks that family, caregivers and health care providers and anyone who cares for you follow your care choices and preferences.

The Personal Directive has two parts, Part 1 and Part 2.

You and your supportive person can write in your care preferences OR attach drawings, photos, graphics or anything that helps others understand your care preferences.

Part 1 focuses on:

- what you want others to know about you;
- your likes and dislikes;
- how you want to be cared for at a doctor or hospital visit.

Part 2 focuses on:

- thinking ahead about the care you want if your health condition gets worse;
- your likes and dislikes as your health care changes;
- what is most important to you when you start to reach the end of your life.

The Personal Directive, Part 1 and Part 2 has a hard copy version, and an on-line version to make it easy to cut & paste graphics and photos. Both versions can be printed and a copy given to your supportive person and health care providers to place in your medical record or attach to your care plan.

You can go at your own pace.

It may take a few conversations to complete the Personal Directive. That's OK. You can go at your own pace and take the next step when you are ready.

You can change your mind and update your plan anytime.

You can change your mind about the care and services you want. This often happens as you get older and your health needs change. You and your supportive person can-

- Write down the changes in your Personal Directive.
- Tell your health care providers to make sure your current care matches your choices.

My Personal Directive, Part 1

Instructions: This Personal Directive belongs to you! The adult and supportive person can fill out this Personal Directive using words, drawings, graphics and photos. You can include anything you like to help others know about your likes and dislikes and how to care for you. Add additional pages if needed. The adult can choose more than one supportive person to help.

My name is _____.

I live at _____

My supportive person's name _____.

Relationship and Contact Information: _____

_____.

My supportive person's name _____.

Relationship and Contact Information: _____

_____.

My Personal Directive, Part 1

1. Here's what I want others to know about me.

A. These are the things I like and make me happy.

Supportive person: You can help the adult add pictures and text below. For example, ask about personal preferences for food, clothes, living arrangement, free times, daily activities, special things, music, art, and things that make the adult feel happy, safe & comfortable. Please note any accommodations or supports needed.

My Personal Directive, Part 1

1. Here's what I want others to know about me.

B. These are the things I do not like

Supportive person: You can help the adult add pictures and text below. For example, ask about daily activities, situations or examples of things the adult does not like or that make the adult feel worried, unhappy, uncomfortable or unsafe. Note any accommodations or supports needed.

My Personal Directive, Part 1

2. Here's how I want to be cared for.

A. When I get sick or need to see my doctor, this is the kind of care I like-

Supportive person: You can help the adult add pictures and text below. For example, ask about preferences for doctor and hospital visits regarding medical examinations, procedures, injections, taking medications, medical personnel. Ask what an individual is able to do and not do during a doctor's visit or hospital stay. Note any accommodations or supports needed.

My Personal Directive, Part 1

2. Here's how I want to be cared for.

B. When I get sick or need to see my doctor, this is the care I do not like-

Supportive person: You can help the adult add pictures and text below. For example, ask about preferences for doctor and hospital visits regarding medical examinations, procedures, injections, taking medications, medical personnel. Ask about what an individual is able to do and not do during a doctor's visit or hospital stay; and things that make them feel worried, uncomfortable or unsafe. Note any accommodations or supports needed.

My Personal Directive, Part 1

3. Here is other important information I want to share.

Supportive person: You can help the adult add pictures and text below. For example, ask about family or cultural traditions, spiritual or religious beliefs, or personal values and care priorities the adult wants others to consider. Add any personal messages or people to contact to help manage the adult's personal affairs.

4. My Planning Documents

Please check a box if you have completed the planning documents below.

- I have a Health Care Proxy. My Health Care Agent's name and phone number is:

- I have a HIPAA form.
- I have a Durable Power of Attorney.
- I have a MOLST form or CC/DNR form.

5. Your Signature and Date

This is My Personal Directive, Part 1. I ask my family and everyone who cares for me to follow my care choices and preferences.

Today's Date is

My SIGNATURE or Mark.

- I direct another person to sign on my behalf. If so, please print name and sign below.

Print name: _____ Signature _____

Reviewed & Updated: _____ Date: _____

Reviewed & Updated: _____ Date: _____

Reviewed & Updated: _____ Date: _____

Summary and Update Page

- You can use this page if you'd like to summarize information from Steps 1, 2 and 3; and,
- Review and update this tool kit as health care needs change and note changes below. Be sure to date any revisions. Add additional pages as needed.

Date:

Summary:

Date:

Summary:

Date:

Summary:

Frequently Asked Questions

1. What is the Adult and Supportive Person Care Planning Tool Kit?

The Adult and Supportive Person Care Planning Tool Kit is part of the Honoring Choices MA *Who's Your Agent?® Program* and our structured approach to health care planning. The adult makes their own care choices. A supportive person can help to-

- Give information about care and treatments in a way the adult can understand;
- Write down or show the adult's care preferences in MA planning documents;
- Talk with care providers to ensure current care aligns with the adult's care preferences.
- Assist with decision making and arranging for appropriate care and services.

2. Who can use this tool kit?

This tool kit can be used by any adult, starting at 18 years old, who would like to make their own care plan with the help of a supportive person. The tool kit is designed for adults with a range of abilities, including adults with dementia, adults with intellectual and developmental disabilities, adults under guardianship, and adults who need help to understand and navigate the health care system.

3. What's the role of the supportive person?

A supportive person can be one person or many- anyone the adult chooses including family members, friends, caregivers, Health Care Agents, Guardians, and health care and community professionals. The supportive person's role can have specific responsibilities if the person is also a Health Care Agent, Guardian or other designated provider, but generally includes-

- Giving the adult information about their health condition and explaining the benefits and risks of treatment options in a way the person can understand;
- Talking with the adult about things they like and dislike, things they are worried about and what's most important, to understand how the person prefers to receive care;
- Helping the adult express their care decisions and preferences using Massachusetts care planning documents, including the Personal Directive, and keeping their choices and goals updated as health needs and choices change overtime;
- Talking with the adult's health care providers and care teams about the individual's care preferences and needed supports to align with current treatment and services;
- Assisting in making decisions and carrying out specific personal or health related tasks.

4. What's in the tool kit? How is it different from the other Honoring Choices tool kits?

This tool kit follows the proven *Honoring Choices MA Who's Your Agent?® Program's* structured approach to care planning. The tool kit uniquely starts with the Personal Directive (Living Will) to use as a conversation guide and offers alternative ways to express personal and health care preferences for adults with a range of abilities and needed assistance. The adult and supportive person can work through the no cost Personal Directive at their own pace and add other care planning documents that are right for the adult.

5. Is this tool kit compatible with all the Honoring Choices MA tools?

Yes. In addition to this tool kit, adults and their supportive persons and their care teams can access the Honoring Choices MA Resource library to download no cost informational fact sheets, multi-lingual documents, and conversations guides and much more. All our resources are compatible with the Adult and Supportive Person Care Planning Tool Kit.

For more information and tools, visit the Honoring Choices MA website

www.honoringchoicesmass.com