

# Comprehensive Advance Care Planning from Start to Finish

Boost Patient & Physician Satisfaction | Improve Outcomes | Decrease Administrative Burden



Advance care planning (ACP) is beneficial to individuals and family, physicians and total cost of care. Oftentimes, PCPs struggle with performing ACP at scale and consistency because it is a time intensive conversation filled with strong emotions and potential conflict. Getting documents created and executed is timely, burdensome, and in most places - not legal without independent witnesses.

Aledade has a longstanding relationship with Iris, a leading provider of Comprehensive Advance Care Planning (CACP). Aledade and Iris implemented a three-year pilot study together, which demonstrated better outcomes, higher patient satisfaction and lower costs of care. Aledade acquired Iris in January 2022 in order to extend access to CACP services to our network of practices and their patients.

As a PCP, you will own the patient relationship throughout the entire process while Iris expert facilitators work as an extension of your care team to execute CACP on your behalf. Iris' CACP compliments the great work you are currently doing, allowing you to focus on delivering high quality care and enabling you to provide end-of-life care aligned with your patient's wishes.

## Iris Services



## Highlights

No cost to physician or patient

Iris is only for patients on your Aledade CACP worklist (MSSP-attributed, top 15% highest risk of mortality in next 12 months)

Referring patient in the App's CACP worklist triggers Iris to contact patient via letter/phone

Seamless integration with practice operations

Culturally sensitive program for non-English speaking patients

Tech-enabled referral and patient resources at the point of care

## Highlights

- No cost to PCP or your patient
- Iris is only for your patients on your Aledade ACP worklist (MSSP-attributed, top 15% highest risk of mortality in next 12 months and likely to be impacted by CACP)
- Referring your patient in the App's CACP worklist triggers Iris to outreach to them via letter/phone
- Seamless integration with practice operations and workflows
- Culturally responsive program including specific support for non-English speaking patients
- Tech-enabled referral and patient resources at the point of care

## About Iris



Iris provides CACP services to individuals dealing with serious illness by empowering them to make and document future goals of care decisions. Iris ensures that an individual's plan for future medical care is consistent with their values, goals and preferences. This facilitates PCPs in providing the right care, at the right time, in the appropriate setting and ensuring their wishes are followed.

Iris' CACP service allows PCPs to provide this meaningful and beneficial service to their patients while taking the burden off internal resources, driving appropriate care utilization, and delivering quality care. To date, Iris has served over 9,000 patients with their CACP service, including serving hundreds of Aledade patients who have provided positive feedback on their experience. With an average net promoter score of +93.7, patients and providers have shown satisfaction with their experience with this valuable service.

## Contact

To learn more about Aledade's CACP program, contact your Aledade ACO Executive Director, Practice Transformation Specialist or contact Iris directly at [aledade@irishealthcare.com](mailto:aledade@irishealthcare.com).

## In their own words

**"You've really been very efficient with explaining things. I was able to tell you the things that I would desire and you would let me know what was out there for me and some of the choices that I could make. You've made it very plain, simple and clear."**

**– Patient in Aledade Practice Network**

**"Patients embrace this wholeheartedly and are thankful they have been offered this service."**

**– Physician in Aledade Practice Network**

**"It works great. We just hand Iris a list of patients and they take care of everything. I definitely recommend their service."**

**– Physician in Aledade Practice Network**