

Lakeland Care, Inc.	
Advance Directives Procedure	
Affected LCI Units: Care Management	
Effective Date: January 1, 2017	Last Review Date: November 2014

Procedure(s):

1. During the initial comprehensive strength based assessment, IDT staff must inform all enrolled members of their right, under Wisconsin law, to make decisions concerning their medical care, including the right to accept or refuse medical or surgical treatment and the right to formulate advance directives. IDT staff will provide a copy of LCI *Member Handbook* (if they no longer have copy provided at enrollment).
2. IDT staff will provide members with a packet of information on durable power of attorney for health care if one is not established and refer to appropriate community resources or assist, if requested, in the preparation of advance directives.
3. IDT staff will inform members of their right to file a complaint with the Department of Health and Family Services, Bureau of Quality Assurance, regarding noncompliance with advance directive requirements.
4. IDT staff will assist members, if requested, to file a complaint with the Bureau of Quality Assurance regarding noncompliance with advance directive requirements. IDT staff will consult with CM Supervisor and Member Rights Specialist to assist addressing the member's complaint which may include assisting the member to file a complaint.
5. IDT staff will complete the care management Advance Directives worksheet in the electronic member record (MIDAS) and document the presence or absence of an Advance Directive and document in the Member Centered Plan.
6. If a member has executed an advance directive, IDT staff will review the document to ensure completeness and adherence to Wisconsin Law. IDT staff will also make a copy of the document for the member record.
7. If a member has not executed an advance directive, IDT staff will reaffirm their right to make decisions concerning medical care, including the right to accept or refuse medical treatment and the right to formulate advance directives, and review this right with members periodically.
8. If a member is interested in completing an advance directive, IDT staff will provide the phone number of the resource center (ADRC), and/or offer to provide blank copy of Wisconsin *Power of Attorney for Health Care*.
9. If a member specifically requests assistance in completing an advance directive for health care; IDT staff will provide blank copy of *Power of Attorney for Health Care*, (found at www.dhs.wisconsin.gov/forms/advdirectives)
IDT staff will explain: Selection of health care agent
Need for two (2) witnesses
Incapacitation process
IDT staff may explain/assist in identifying a health care agent/assist in completing form, but may not act as witnesses.
10. IDT staff must reference discussions on Advance Directives with a member and/or legal representative in a case note.
11. If at the time of the initial enrollment, the member is incapacitated and is unable to receive information (due to the incapacitating condition or a mental disorder) or articulate whether or not he or she has executed an advance directive, the IDT staff will provide advance directive information to the member's family or supports.

12. If during the course of the member's enrollment, they are no longer deemed incapacitated, IDT staff will consult with CM Supervisor and Member Rights Specialist to assist the member in the deactivation process.
13. IDT staff will provide the member or their informal supports with information regarding Advance Directives upon the removal of the incapacitation regardless of the presence of previous Advance Directives.