

PP24.002 **UNDERSTANDING MORAL DISTRESS AND ADAPTIVE RESPONSES OF HEALTHCARE PROFESSIONALS IN ADVANCE CARE PLANNING**

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**Background** Advance Care Planning (ACP) allows for communication of patient's preferred care plans in the future with family members and healthcare professionals (HCPs) in the event if patient falls seriously ill. Oftentimes, HCPs and ACP facilitators may face moral distress in honouring and facilitating the ACP. The aims of this current study are to examine factors of moral distress and ethical conundrums faced, differentiate those who cope well with moral distress, their coping strategies, and derive information usable for developing future training programmes.

**Methods** This abstract will present the findings of the qualitative phase of a two phase mixed-methods study. In-depth interviews using the phenomenological approach will be conducted with a sample of ACP facilitators and frontline healthcare providers (n=30). Views on moral distress faced and their coping strategies, as well as their recommendations for future ACP-related moral distress will be explored. Framework analysis will be used to interpret the results and these findings will likely help to calibrate the questions for the survey in the subsequent phase.

**Results** We expect to identify common scenarios that might cause moral distress during ACP. These include (i) family making choices that are not in the patient's best interests, (ii) proceeding with expressed preferences knowing that it is difficult to honour and (iii) making decision based on ACP documentation that lack clarity. Findings will highlight the coping strategies, problem solving techniques, sources of resilience and support, as well as training needs of ACP facilitators.

**Conclusion** This study hopes to unveil factors of moral distress and ethical conundrums during the process of ACP implementation, coping strategies, and to derive potential recommendations in ameliorating such distress as well as gaps in knowledge and systems. The findings will hopefully help in the development of future training programmes and policies to aid ACP implementation.

## PP26: Health Literacy and ACP

PP26.001 **DEVELOPMENT OF A WEBSITE USING A CO-DESIGN APPROACH TO PROMOTE UPTAKE OF ADVANCE CARE PLANNING**

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**Background** In Alberta, the advance care planning (ACP) digital space would benefit from improvement in ease of navigation, simplified messaging, and use of lay language. Current literature supports encouraging individuals to begin ACP early in their life. There are opportunities to encourage this by bundling ACP with other life planning activities, such as financial and estate planning. Our objective was to develop an innovative and comprehensive Alberta-specific website that houses ACP and related life planning content and resources for the public.

**Methods** The principles of co-design guided the development and implementation of our website. To develop ACP content, we assembled a multidisciplinary working group consisting of members of the public; professionals from the healthcare, legal, and financial sectors; policymakers; researchers; and representatives of community organizations. The structure of the website was co-designed by software developers, a marketing strategist, a communication advisor, and a graphic designer. Usability testing was conducted by a public panel of 13 individuals, representing end-users of diverse age, gender, race/ethnicity, and lived experience with ACP. Content analysis was used to thematize the feedback.

**Results** CompassionateAlberta.ca was launched on October 1, 2022 to equip and empower the public to plan for their future care and take care of one another through aging, illness, and death. Topic areas of the website include health, financial and estate planning, accompanied by a curated list of resources relevant to Albertans. Storytelling was used throughout the website to reflect diverse situations where life planning is important. Usability testing resulted in a series of recommendation to improve understandability, navigation, actionability and inclusive language.

**Conclusion** CompassionateAlberta.ca and the accompanying resources were co-designed to be a primary digital space for Albertans to access advance care planning and related content. Next steps include developing creative content and implementing this website broadly in collaboration with local community organizations.

## E Poster Abstracts

EP01.001 **A CASE REPORT: MY FIRST JOURNEY OF TELE-ACP WITH A PATIENT AND FAMILY DURING THE ERA OF COVID-19 PANDEMIC**

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**Background** Advance Care Planning (ACP) is an ongoing discussion between patients, their Nominated Healthcare Spokespersons (NHS), and the health care team about future care preferences. This discussion is important as most of us have never planned or talked about our wishes before crisis happens. Covid-19 has led the whole world into a crisis and immense human fear. To combat with public fear of being infected with COVID, Tele-ACP was implemented to supplement face-to-face discussion.

**Method** A Case report is presented to share my experience of doing the first Tele-ACP during COVID pandemic in a restructured hospital.