



The Heart of Care

Helping members
feel heard, supported
and empowered

Empower
members
to find their
voice and
communicate



In the absence of **advance care planning**, family members, caregivers and physicians can sometimes only guess what a loved one prefers as they near the end of life. Those final weeks that should be cherished can be overshadowed by uncertainty, paralyzing decisions and overly aggressive care.

The consequences reverberate within families, care teams and health plans, at great emotional and financial costs.

When your members enter their season of lasts – a last Thanksgiving, a last birthday, a last vacation – **there is a path to better endings** that is anchored in the heart of what matters most to the individual.

Get to the
heart of what
members
want at the
end of life



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I will never forget the surrogate who answered my call and shared that the member had passed. She told me that she had placed the glass heart on his headstone because in Jewish tradition, leaving stones at the gravesite shows that the person is remembered. 'Every time I see the glass heart, I'm reminded that he is comfortable now and that **he was ready to go after all the work you did together.**'

- Nicole, Specialist since 2013

Connect
heart-to-heart
and create a
lasting impact





When members enter our advance care planning program, they are paired with a dedicated master's level clinician. These specialists bring their sense of compassion and expertise in navigating nuanced discussions about end of life to arrive at a care plan that reflects the members' values and preferences.

Towards the end of the program, specialists often send members handwritten notes and a small glass heart. This token of encouragement signifies strength and courage and serves as a reminder that they are not alone in this season of life. This small gesture has a profound impact for specialists and members alike.

We share this heart with you as a reminder of your members facing these final moments and final decisions.

Listen to Connie's Story



Connie DuCaine, PhD
Senior Vice President
Strategic Solutions

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It is not unusual for individuals facing a life-limiting condition to feel alone on their journey despite being surrounded by family, friends and caregivers.

During my time as a specialist, there were many instances when I sent glass hearts with a handwritten note, and during subsequent sessions I was greeted with words of gratitude. **One instance left an imprint on my heart, and as a result I will always remember this client.**

[Scan the QR code on the left to hear Connie's full story]



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In addition to struggling with her health, my client was grappling with estrangement from her family. I sent her a heart and letter affirming the amazing work she did. She told me she was taking the heart to a jeweler to drill a hole in it so she could put it on a chain. **‘Nobody will know how important our conversations were to me except me and you.’**

- Cheryl, Specialist since 2018

About Us



Vital Decisions is the advance care planning arm of Evolent. We help health plans support their members through a range of advance care planning programs. Through our telehealth and web-based solutions, we help members and their families clarify decision making, and we communicate and document their preferences to ensure the member's care experience matches what is most important to them now and in the future. We also work closely with health plans to refer individuals to palliative care, hospice and other available services.

Give your members a voice in their end-of-life care.

Let's discuss how | evolent.com