



Carolinas Health Innovation Institute

Serious Illness 2020 Work Group Report

The Serious Illness Work Group launched in January 2020 with members of the North Carolina Healthcare Foundation (NCHF) and the South Carolina Hospital Association (SCHA) to begin to explore Serious Illness Care across the Carolinas.



Why did we convene in January 2020?

To identify partnerships that could help co-design innovative solutions to equitably improve serious illness care across the Carolinas.



Who did we work with?

Over 150 stakeholders including patients with a serious illness, providers, subject matter experts, caregivers, healthcare workers, and advocates.



What did we do?

- Listed and assessed key stakeholders.
- Completed an environmental scan.
- Defined what we consider serious illness to help orient our work.
- Created a logic model.
- Created problem statements.
- Co-designed a patient journey map with serious illness patients and caregivers.
- Drafted a serious illness framework to inform the development of a CHI² innovation sprint.
- Hosted three subject matter expert input sessions, including members of the NC Serious Illness Coalition and SC Coalition for the Care of the Seriously Ill.



How did we get the work done?

- Listened to patients, caregivers, providers, and advocates.
- Held virtual input sessions.
- Met biweekly as a work group for 11 months.
- Consulted subject matter experts.



What did we learn?

- Patient voices must be at the center of serious illness innovation.
- Serious Illness is a complex topic area. Many stakeholders are and want to be part of future innovation.
- There is an opportunity to increase awareness and collaboration, among all serious illness stakeholders.
- Future efforts must focus on improving outcomes, lowering costs, and reducing disparities.



What's next?

The Carolinas Health Innovation Institute (CHI²) launches in 2021. Stay tuned as the CHI² Central Infrastructure will design and test a serious illness care innovation sprint pilot. Questions? Contact Madison Ward Willis at mward@ncha.org.