



# Partner with us



## **Support people in receiving the care that matters most to them**

Partnering with us will help you to empower people and their families to make informed medical decisions, ensure their preferences are honored, and ease burdens on families and clinicians.

Whether you work at a health system, health plan, society, association, or community-based organization, we can provide the tools you need.

For more information, please contact [Ellen Ingebritsen](#).

**[PREPAREforYourCare.org](https://PREPAREforYourCare.org)**

# | What is PREPARE?

The [PREPARE program](#) is one of the nation's leading multilingual, evidence-based, advance care planning (ACP) programs. Founded in 2013, it provides resources to prepare patients and caregivers for medical decision making. It also includes easy-to-read advance directives and tools to help clinicians and health plans provide care aligned with patients' goals.

PREPARE helps patients and caregivers make informed decisions, increases the likelihood that their values and wishes will be honored, reduces decision making burden on families, and decreases moral distress among clinicians.

## PREPARE for YOUR care

Have a voice in **YOUR** health care with medical planning.

## PREPARE for THEIR care

Help **OTHER PEOPLE** with their medical planning and decisions.



# | PREPARE's Benefits



## Meets evolving ACP needs

The field of ACP is evolving to holistic care planning across the life course with a focus on preparation of patients and caregivers for communication and medical decision making.<sup>1,2</sup> Our programs meet this evolving need.



## Evidence-based

PREPARE is the only patient-directed ACP program that has been tested through multiple randomized trials and gone through the rigorous process to be designated as an evidence-based program by the National Council on Aging. It is based on over 20 years of research by Dr. Rebecca Sudore at the University of California, San Francisco (UCSF).<sup>3-7</sup>



## Reduces disparities

PREPARE was created with input from culturally diverse populations. Across multiple studies, our materials have been proven to decrease health disparities in ACP and empower patients and caregivers/surrogate decision-makers to speak up about their and their loved one's medical wishes.<sup>3-8</sup>



## Multilingual

Our easy-to-read advance directives are legally compliant in U.S. states and Washington, D.C. They are available in English and have all been translated and culturally adapted in Spanish, with a growing number of state compliant documents in Chinese and other languages.<sup>3,8</sup> The PREPARE for YOUR Care online program is available in English and Spanish.



## Accessible

PREPARE directly addresses limited health and digital literacy, language concordance, and visual, hearing, and cognitive impairment.<sup>8</sup>



## Easier for clinicians

PREPARE primes patients and their family members to have high-quality conversations with clinicians.<sup>9</sup> It also includes talking points to help clinicians navigate conversations effectively in less time. In randomized trials, PREPARE for YOUR Care resulted in 41% greater patient empowerment and 51% greater clinician responsiveness. Patients were also more likely to bring their own easy-to-read advance directives to appointments and initiate ACP conversations, reducing burden on clinical care teams.<sup>6,9</sup>



## Supports caregivers

PREPARE for THEIR Care is designed to decrease the distress of surrogate decision making.<sup>10,11</sup> The program helps caregivers start ACP conversations with loved ones, advocate for their loved one's values and wishes, and make medical decisions for other people.



# | Offerings

PREPARE has a growing number of offerings for patients, caregivers, interdisciplinary clinicians, and community-based organizations. For more details, please see the [Materials page](#).

## PREPARE for YOUR Care



Our interactive online, step-by-step program is designed to prepare people for goals of care conversations throughout their lives, adapting as circumstances change. It guides participants through the five essential steps necessary for high-quality ACP: choose a decision maker, decide what matters most in life, choose flexibility for your decision maker, tell others about your wishes, and ask medical providers the right questions.

The program includes “how to” video examples, question guides, and program pamphlets. In randomized trials with over 1400 English and Spanish-speaking older adults, PREPARE helped 98% of participants engage in ACP (such as having a conversation, designating a surrogate, or completing an advance directive) and increased ACP documentation in the medical record from 8% to 43% over a 1-year period.<sup>4,5</sup> PREPARE has also been shown to prime patients for clinical visits and increase self-reported goal concordant care.<sup>6,7,9</sup>

## PREPARE for THEIR Care



Our online, step-by-step caregiver program is designed to help caregivers start ACP conversations with family and friends and support caregivers in making medical decisions for others. It guides participants on how to help other people with their medical planning, when people can still speak for themselves. It also guides participants on how to make medical decisions for other people, when people cannot, or do not want to, speak for themselves. The program was launched in 2023 and includes “how to” video examples and program pamphlets.

## PREPARE Nationwide Advance Directives



Our legally compliant, easy-to-read, advance directive forms are available in English and Spanish for U.S. states, with a growing number in Chinese. For California, PREPARE advance directives are available in the following languages with more forthcoming: English, Spanish, Chinese, Arabic, Armenian, Farsi, Khmer, Korean, Russian, Tagalog, and Vietnamese. In a randomized trial, the PREPARE advance directives were rated as easier to use and more useful than a standard advance directive, especially by participants with limited literacy. After six months, the advance directive completion rate was more than double among participants randomized to the PREPARE version.<sup>3</sup>

## Provider and Community Tools



We offer a range of tools, including PREPARE Group Movie Events Toolkits, pamphlets, and clinician scripts designed to assist providers and community organizations in initiating ACP discussions and preparing people for goals of care conversations.



# | Licensing Options

Licensing PREPARE offers a cost-effective, time-saving solution that provides access to evidence-based ACP materials from the University of California, San Francisco, one of the most respected institutions in the country.

## Standard PREPARE License

Co-brand and integrate a subset of our ACP materials into your workflow and technology platforms.

## Powered by PREPARE License

Customize, white label, and integrate a complete suite of our ACP materials into your workflow and technology platforms.

Interested in conducting research or quality improvement initiatives? Visit [our website](#) for information on our research and quality improvement licenses.














License Permissions	Standard PREPARE License*	Powered by PREPARE License*
<b>SHARE:</b> Allows you to print materials directly from our website and share the URL with individuals through email. <a href="#">Terms of Use &gt;</a>	✓	✓
<b>CO-BRAND:</b> Allows the display of your brand alongside the PREPARE brand.	✓	✓
<b>INTEGRATE:</b> Allows the integration of our ACP materials into your workflow and technology platforms, including the use of the URL for population health messaging in your electronic health record.	✓	✓
<b>WHITE-LABEL:</b> Allows the use of your brand without featuring our brand.		✓
<b>CUSTOMIZE:</b> Allows the customization of certain PREPARE materials. <ul style="list-style-type: none"> <li>■ Leverage components to enhance your ACP program</li> <li>■ Create a look and feel that resonates your users</li> <li>■ Align language with your terminology</li> </ul>		✓

*\*Cost can vary depending on your organization and its needs. All licensing revenue is reinvested to keep our UCSF ACP programs accessible to the public and support ongoing innovation. We strive to offer heavily discounted rates to safety net hospitals and health systems, federally qualified health centers, and nonprofit community-based organizations serving seniors.*





# | What Materials Each License Includes

	Standard PREPARE License*	Powered by PREPARE License*
<b>PREPARE™ for YOUR care</b>		
Pamphlet outlining five steps to help you make medical decisions.		
Movies corresponding to the five steps to help you make medical decisions.		
Question guide that follows along with the movies and helps you complete an easy-to-read advance directive.		
Specific video clips to help you complete an easy-to-read advance directive.		
<b>PREPARE™ for THEIR care</b>		
"How to Help Other People with Their Medical Planning" pamphlet.		
"How to Make Medical Decisions for Other People" pamphlet.		
Videos on how to help other people with their medical planning and how to make decisions for other people.		
<b>Easy-To-Read Advance Directives</b>		
<p>Easy-to-read advance directives for every state and Washington, D.C., except Oregon.* Available in the following languages with more forthcoming:</p> <ul style="list-style-type: none"> <li>English</li> <li>Spanish</li> <li>Chinese in CA, DC, FL, HI, IL, MD, MA, NJ, NY, PA, TX, VA, and WA</li> <li>Arabic, Armenian, Farsi, Khmer, Korean, Russian, Tagalog, Vietnamese in CA</li> </ul>		
<b>Provider and Community Tools</b>		
ACP resources to support providers and organizations, including guides to start a conversation and toolkits to host group events using PREPARE.		



# | What Our Partners Are Saying



PREPARE is the gold standard of advance care planning."

— SUSAN EDGMAN-LEVITAN  
*Executive Director of Primary Care Innovations*  
Massachusetts General Hospital



After seeing examples on the website, deciding on my own wishes is a lot easier for me now."

— PATIENT  
San Francisco General Hospital



PREPARE is an outstanding resource for patients, families, and practitioners."

— REBECCA KIRCH  
*Executive Vice President of Policy and Programs*  
National Patient Advocate Foundation



PREPARE breaks advance care planning down into doable actions, instead of walking into a fog of what it is all about."

— PATIENT  
San Francisco General Hospital



I can see my 85-year-old mother using this program [PREPARE for YOUR Care] on her own."

— CAREGIVER



Patients come to their visits prepared, making advance care planning easier and more efficient."

— PRIMARY CARE CLINICIAN  
*safety net setting*



PREPARE is my #1 source for patient-centered online materials to help individuals with serious illness better communicate with their families and healthcare providers."

— DR. NATHAN GOLDSTEIN  
*Palliative Care Physician and Chair of the Department of Medicine*  
Dartmouth Health and the Geisel School of Medicine



Using the PREPARE for YOUR Care questions as prompts for discussion helps patients tell me about their goals and values. I rely on PREPARE documents knowing they are reviewed yearly to remain in compliance with state laws."

— DR. DANIEL POUND  
*Medical Director, Center for Geriatric Care*  
University of California, San Francisco



# | Why Now?

Millions of older adults and their caregivers will face medically and emotionally complex decisions as they manage chronic and serious illness over the life course, yet over 80% are unprepared.<sup>12</sup> This lack of preparation often leads to uninformed decisions and care that is inconsistent with personal goals, especially for individuals with limited health literacy and English proficiency. Consequently, patients and caregivers may endure needless clinically and emotionally traumatic experiences. Furthermore, the situation fuels dissatisfaction with medical care and exacerbates caregiver distress, burden, and post-traumatic stress disorder.<sup>12</sup> However, this norm does not have to remain the status quo. There has never been a greater need, and greater opportunity, to scale high-quality ACP.



## New regulatory requirements

New regulatory requirements require that health systems and health plans offer ACP services. PREPARE ensures compliance with these regulations and provides the assurance of offering the highest quality, evidence-based advance directives and ACP tools to patients and members.



## Caregiver burden

Caregivers are experiencing high levels of anxiety, depression, and burden. Advocating for loved ones' values and wishes and surrogate decision-making can be a significant source of hardship. The PREPARE program reduces this burden for caregivers.



## Health disparities

Communities of color, individuals with limited health literacy, and those who are non-English speaking are often treated with less dignity and respect and are not provided cultural-, literacy-, and language-appropriate ACP information. This has resulted in lower ACP rates among these individuals. PREPARE has proven to reach and reduce disparities for these communities.



## Clinician burnout

Clinicians are experiencing burnout at a high rate, accelerated by the COVID pandemic. As of 2021, 63% of physicians reported symptoms of burnout, up from 38% in 2020. Few clinicians are trained in having conversations about patients' wishes and values and incorporating these wishes into medical decisions. PREPARE makes it easier for clinicians to have these conversations by priming patients for conversations.





# About Dr. Rebecca Sudore, PREPARE Founder

**Dr. Rebecca Sudore**

Geriatrician, Palliative Medicine Physician,  
Clinician Investigator, and PREPARE Founder

Dr. Rebecca Sudore is a geriatrician, palliative medicine physician, and clinician investigator. She is a Professor of Medicine at the University of California, San Francisco, directs the Innovation and Implementation Center in Aging and Palliative Care as well as the Vulnerable Populations Aging Research Core of the National Institute on Aging-funded Pepper Center, and holds a National Institutes of Health mentoring grant to help mentor the next generation of interdisciplinary aging and palliative care researchers and experts.

Dr. Sudore conducts research to improve ACP and medical decision making for culturally and ethnically diverse older adults. Dr. Sudore has dedicated her research program to making medical information easier for patients and their families to understand. She published the first prospective study demonstrating the association of limited literacy with mortality in the elderly and has shown that older adults with limited literacy have greater difficulty making medical decisions for informed consent and ACP.

Although the PREPARE easy-to-read advance directives have been translated and widely disseminated, her further research demonstrated that advance directives alone are not enough—patients and families need better preparation for communication and medical decision making. She published a paper in the *Annals of Internal Medicine* and in the *Journal of the American Geriatrics Society* calling for a shift in ACP from “Do Not Resuscitate”/ “Do Not Intubate” checklists to preparing patients and their loved ones for communication and medical decision making. Her work has shown that “new and improved” ACP focused on preparing patients and caregivers enables people to receive medical care that is consistent with their values, goals, and preferences; increases satisfaction with medical care and medical decision making; and decreases caregiver distress and burden.





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