

# Better Outcomes with Supportive Medicine Staff Education

## MHMD

Memorial Hermann Physician Network  
Supportive Medicine Program  
Houston, Texas

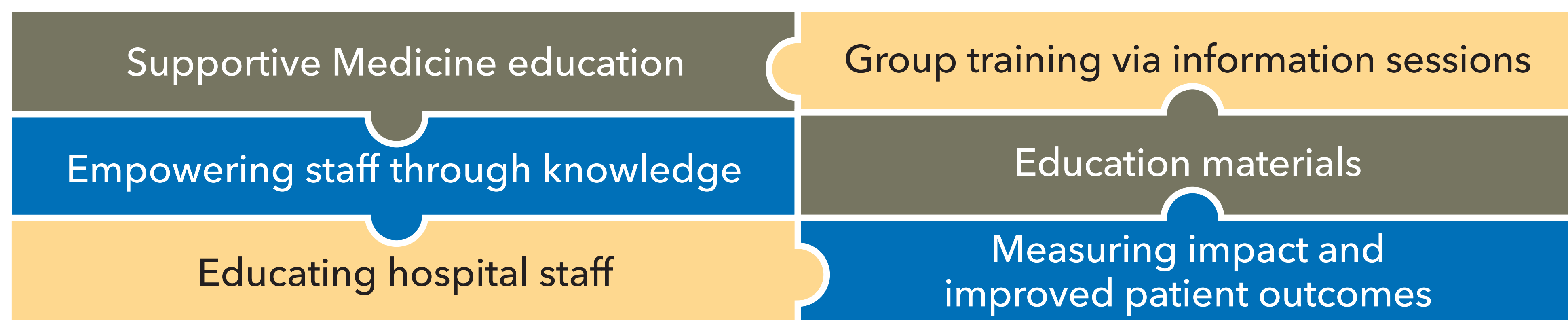
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## Project Description

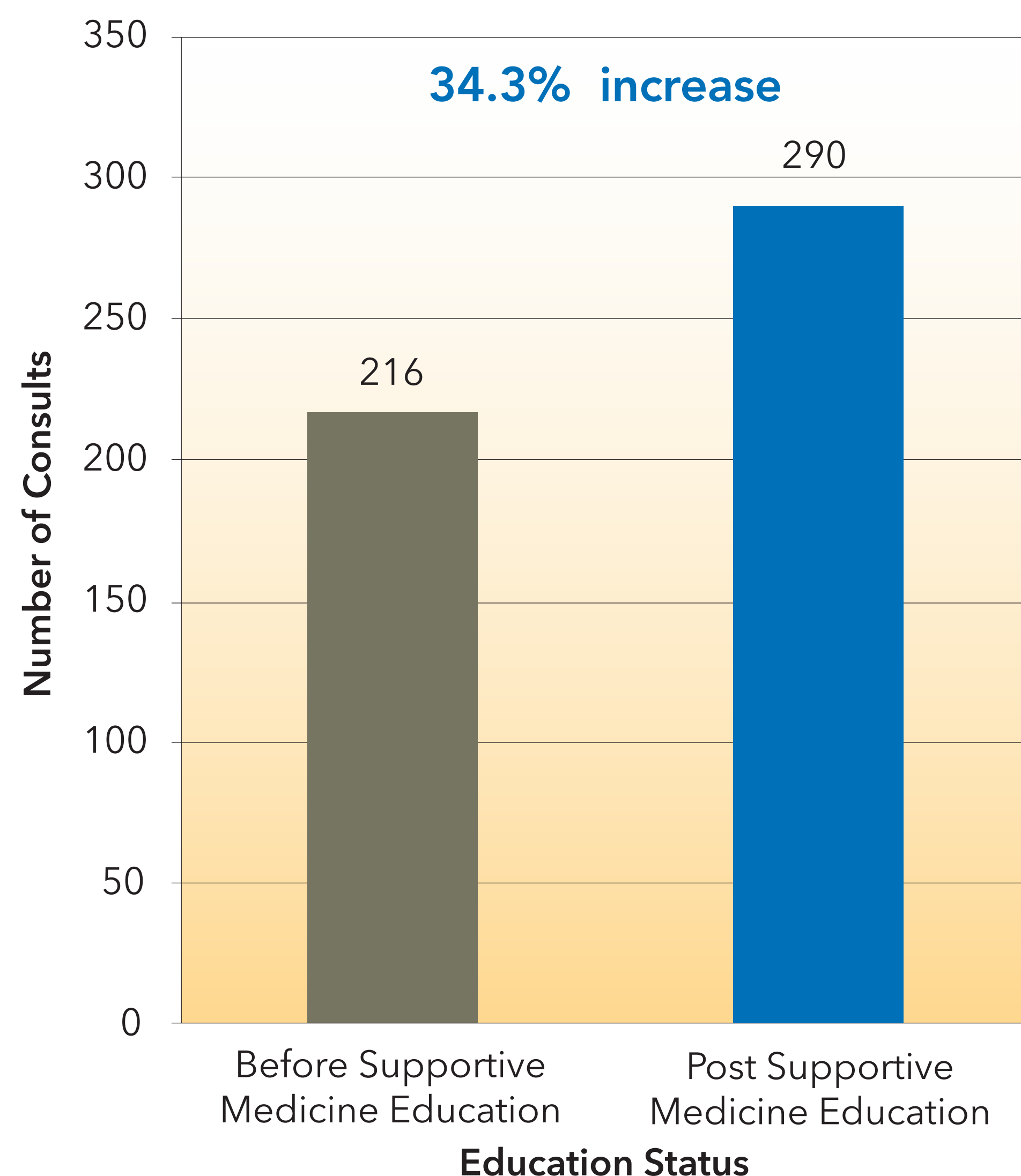
Palliative and Supportive Medicine programs are rapidly growing in U.S. hospitals, assisting the hospitals in achieving high-quality and well-coordinated medical care. Supportive Medicine is an interdisciplinary, specialized team designed to provide an additional level of support for seriously ill patients and their families. Providing education for hospital staff yields improved patient outcomes for the Supportive Medicine patient.

Individual and group training with printed informational resources are effective platforms in Supportive Medicine education. Individualized training at the bedside creates an educational opportunity, which allows staff to directly ask questions. Group training with nursing units, health management, physicians and therapy staff allows the Supportive Medicine team to provide an informative session. Presentations, pocket guides and brochures are used to market the Supportive Medicine team's services.

## Presentation Topics



## Education Benefits Patient Outcomes



## Summary

Hospital physicians and other disciplines are empowered through education to assess and identify patients that meet criteria for a consult. In 2015, the Supportive Medicine team initiated a program at Memorial Hermann Northeast Hospital and received 216 consultations in the first six months of operations. Minimal education was provided to staff regarding Supportive Medicine services. In an effort to expand consults, Supportive Medicine began offering hospital staff robust education on Supportive Medicine services. As a result, 290 consults were received in the following six months of operations. Providing effective educational opportunities resulted in a 34.3 percent increase of orders for Supportive Medicine consultations.

## Result

**Providing staff with educational opportunities significantly and positively impacts patient outcomes.**