



Metrics Matter: Use of Operational Metrics to Evaluate a Growing Inpatient Palliative Consultation Service

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BACKGROUND

- **North Shore University Hospital (NSUH)** is an 806-bed community teaching hospital with a robust palliative care consultation service.
- **Center to Advance Palliative Care (CAPC)** have developed strategies to help palliative care programs to best utilize resources for their growth, including **defining metrics for palliative care** programs to outline strategic data.
- To better understand and improve our services at NSUH we conducted a review of the operational metrics recommended by CAPC

Methods

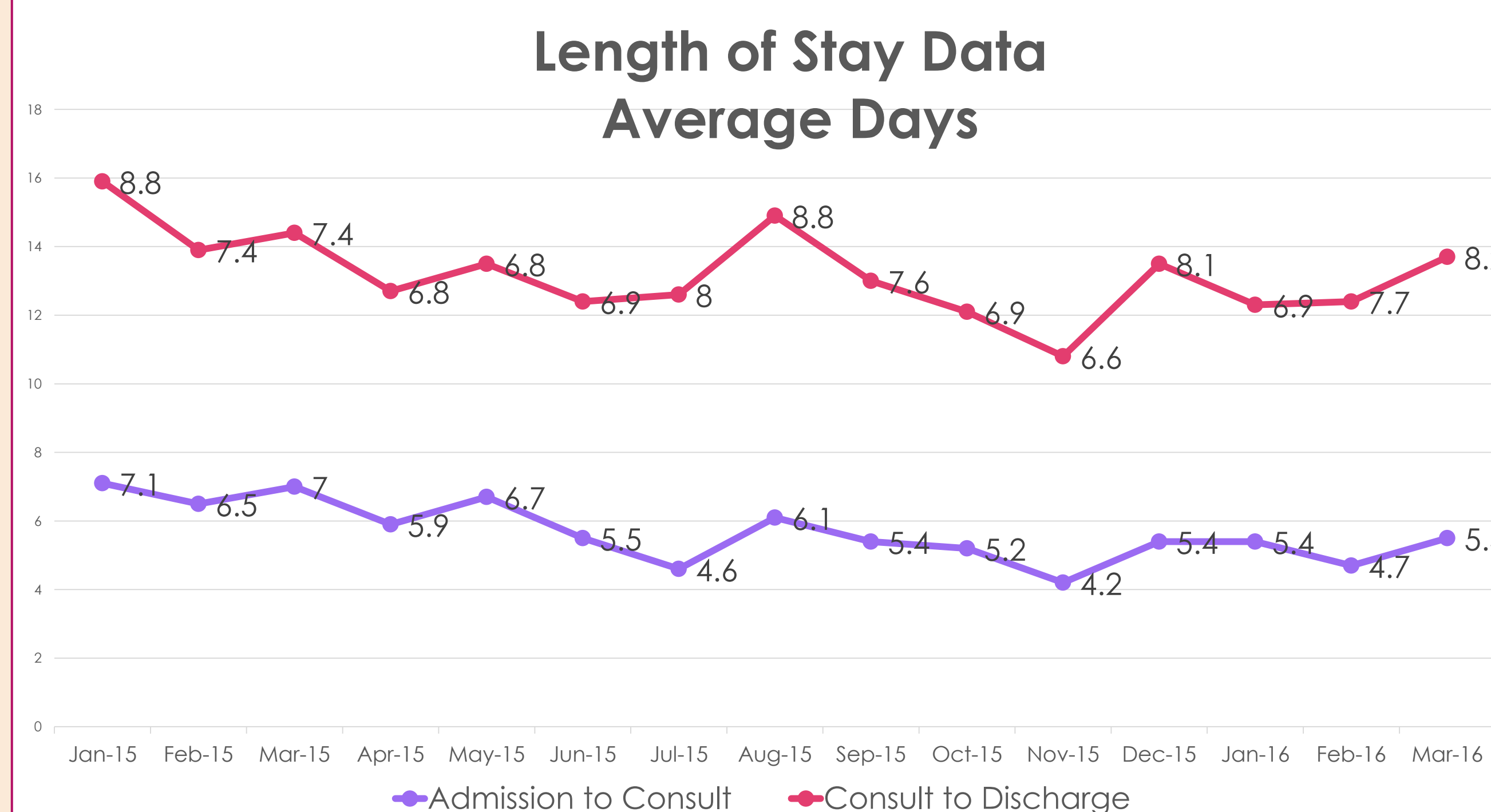
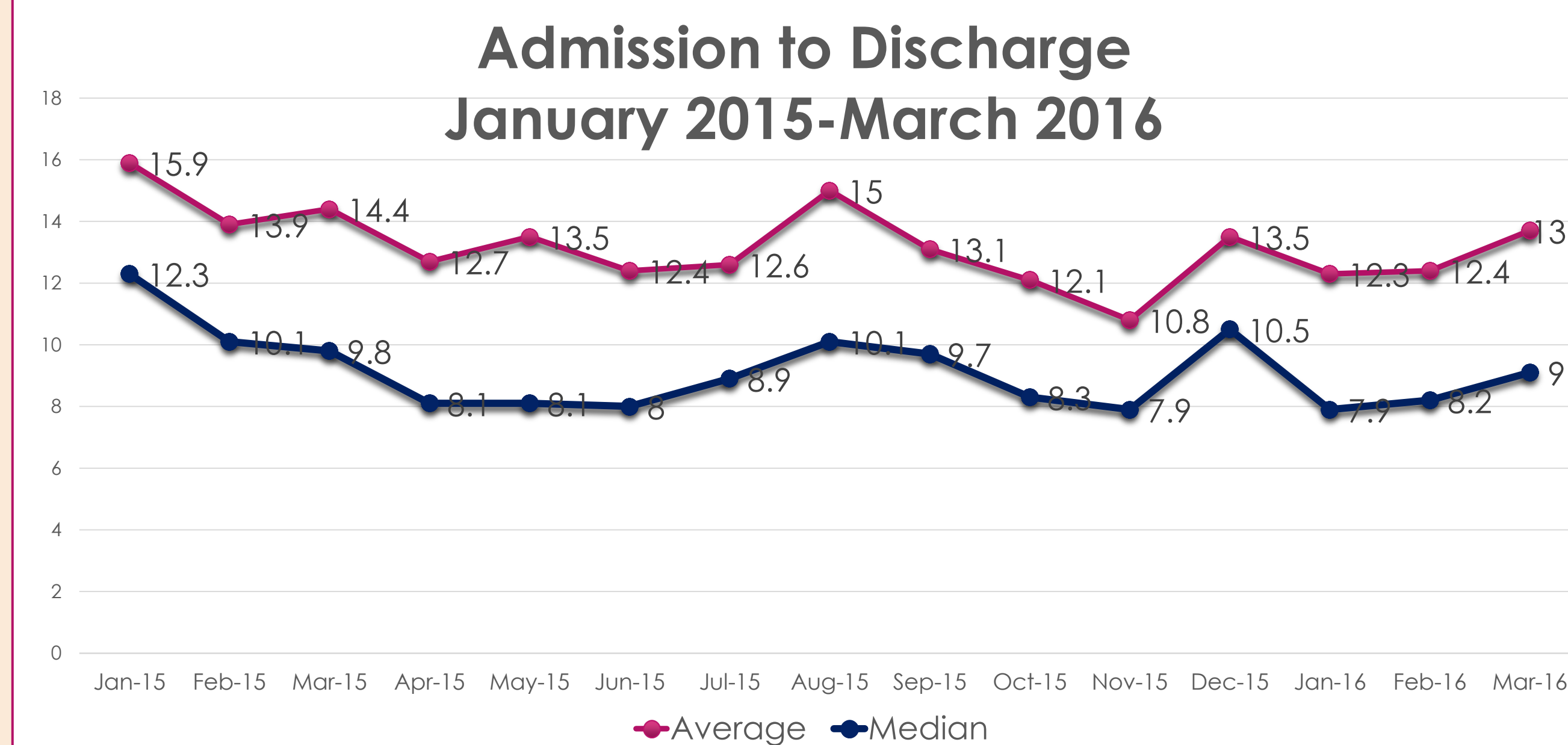
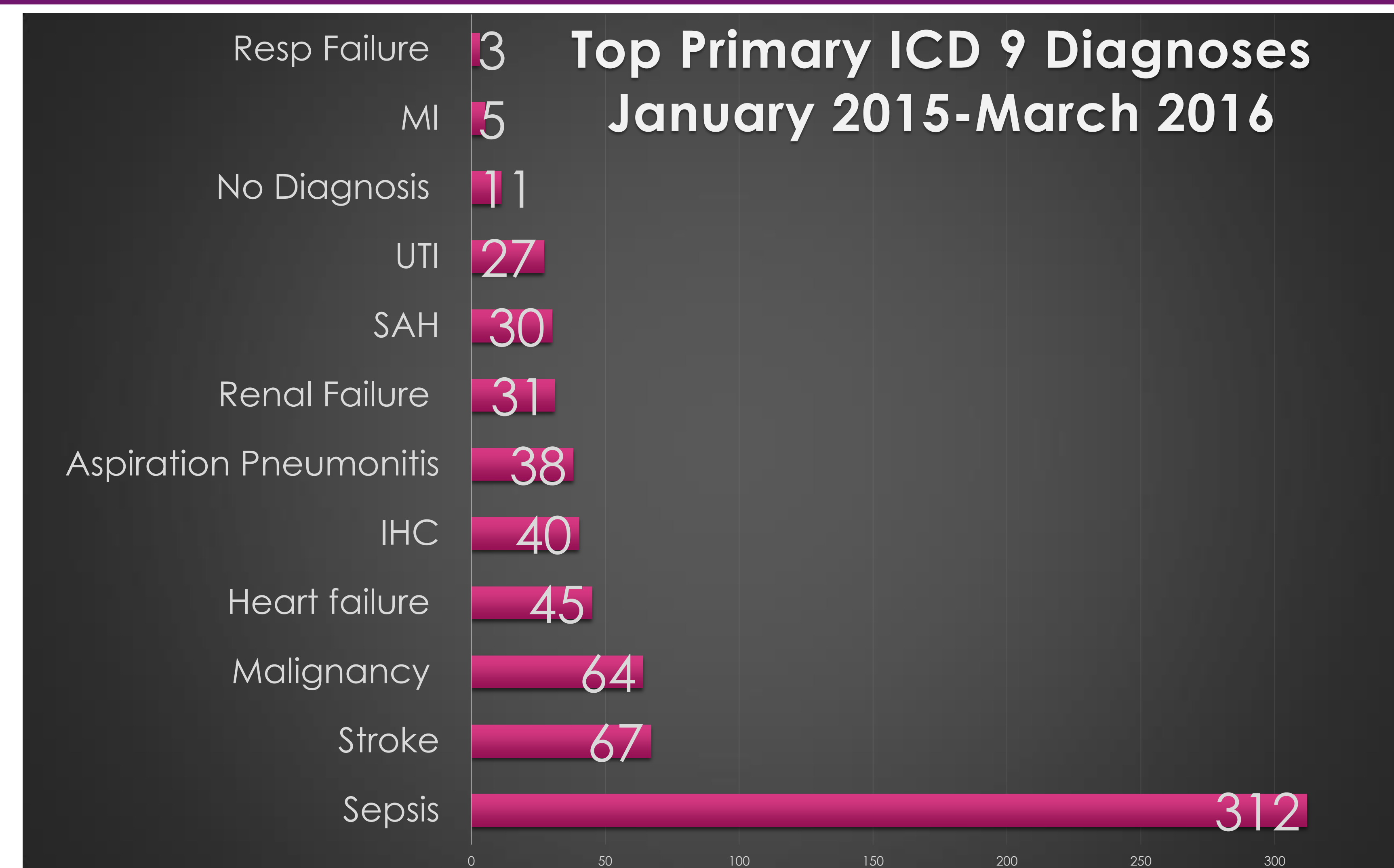
- A retrospective review was conducted for all initial consultations between **January 2015 and March 2016**
- Data collected included demographics, top 10 ICD 9 (International Classification of Diseases) diagnoses, referring physician, service/ unit disposition, and length of hospital stay (LOS)
- All data was collected from Electronic Medical Records (EMRs).

Patient Characteristics

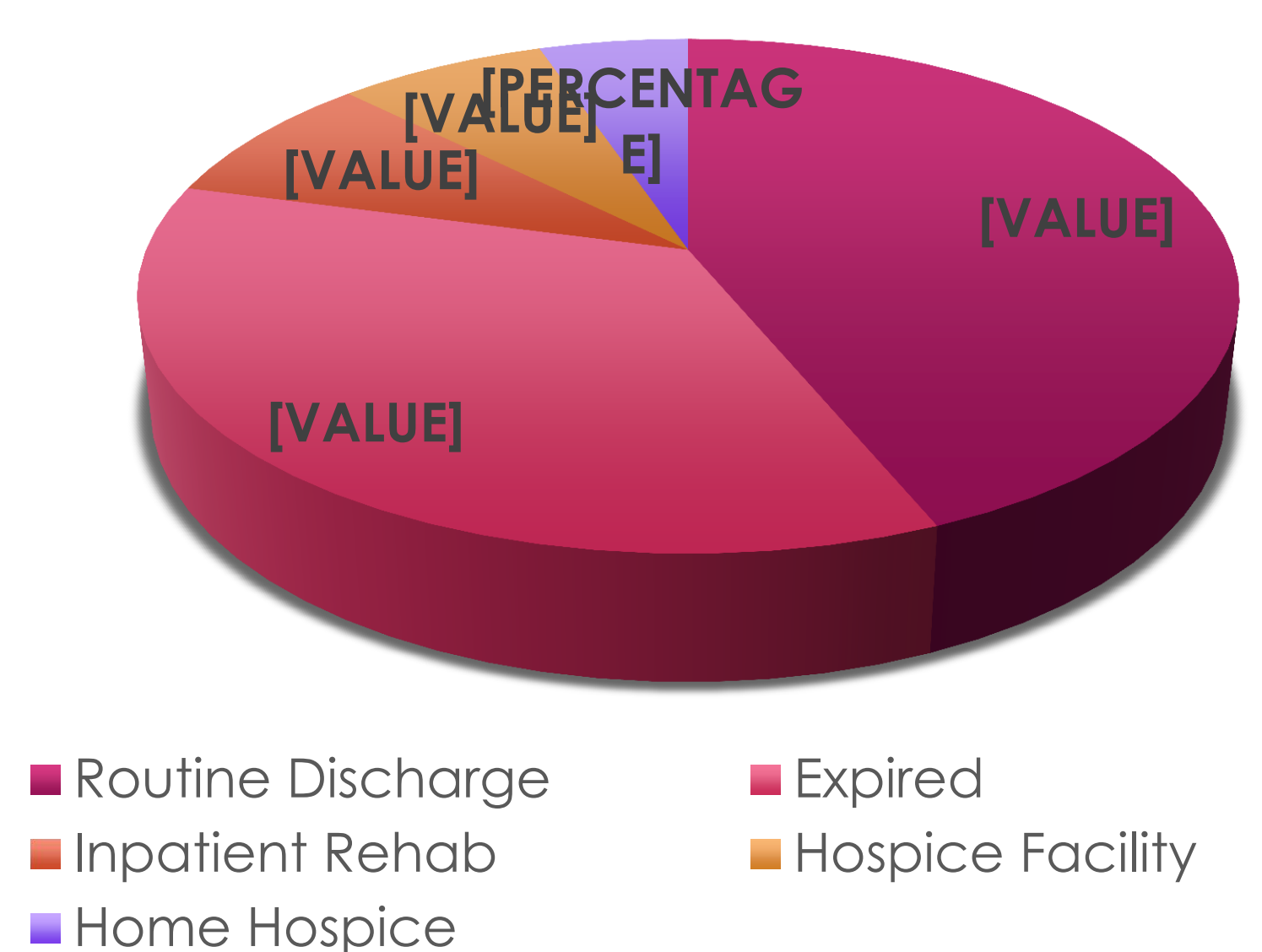
	Mean
Age >65	78%
Admit to Consult >15 days	9%
Consult to Disch >15 days	12%

About Northwell Health
 The nation's third-largest non-profit secular healthcare system, Northwell Health delivers world-class clinical care throughout the New York metropolitan area, pioneering research at the Feinstein Institute for Medical Research and a visionary approach to medical education, highlighted by the Hofstra Northwell School of Medicine. The winner of the National Quality Forum's 2010 National Quality Healthcare Award, Northwell Health cares for people at every stage of life at 21 hospitals, long-term care facilities and 450 ambulatory care centers throughout the region. Northwell Health's owned hospitals and long-term care facilities house about 6,400 beds, employ more than 10,000 nurses and have affiliations with more than 12,000 physicians. Its workforce of over 61,000 is the largest on Long Island and the third-largest in New York City. For more information, go to northwell.edu.

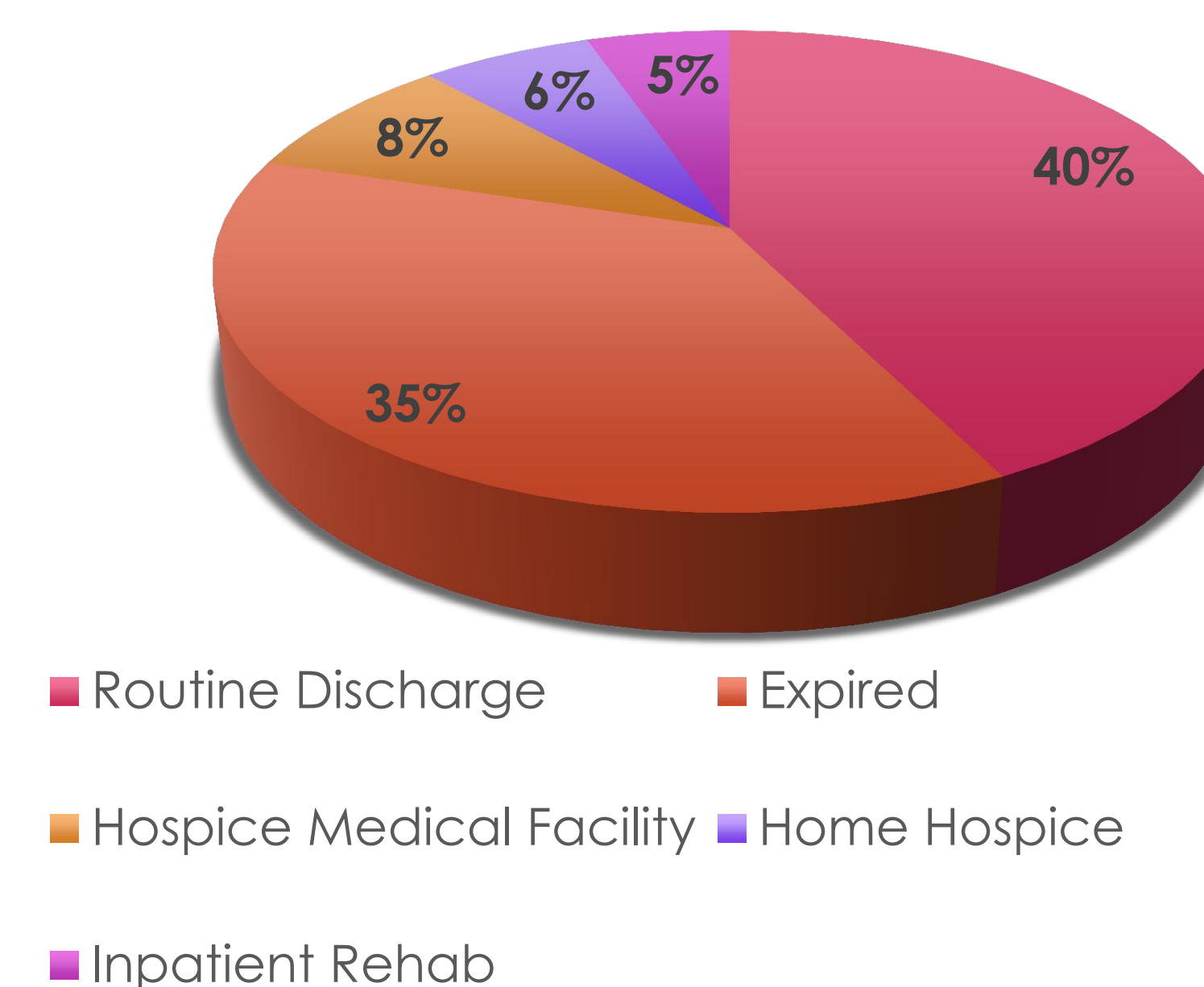
Data



Discharge Disposition % (Top 5) 2015



Discharge Disposition % (Top 5) 2016



Results

- From Dec 2015- March 2016 there were a total of **3077** patients requiring consults
- The most common diagnoses were **infection, cerebrovascular disease, malignancy, and heart failure.**
- The average days from admission to consult were **2.9**, while the average length of stay was **8.6** days
- 42% of patients had a routine discharge, 34% expired during the admission, 8% went to inpatient rehabilitation facilities, 7% to inpatient hospice, and 5% to home hospice

Conclusion

- The palliative care consult service at NSUH serves **a vulnerable elderly population.** Attention should be given to **infections** if they are a primary diagnosis on consults called after 15 and 30 days.
- **Hematologic malignancies** and encounters related to chemotherapy are the primary diagnoses on consults called **45 days** after admission. Only **12%** of patients were enrolled into hospice care. **66%** of patients consulted survived the admission
- Operational metrics have helped with **developing educational programs** encouraging utilization of palliative care earlier in admissions. This data is also helping in planning projects to compare the **impact of palliative care on LOS** and ongoing work into helping providers identify hospice-eligible patients and connecting for enrollment.

REFERENCES

Nelson J, Bassett R, Boss R, Brassel K, et al: Models for structuring a clinical initiative to enhance palliative care in the intensive care unit: A report from the IPAL-ICU Project