

Cultural Readiness for Palliative Care

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Topic to be Presented:

Integration of Palliative Care Services in Cancer Centers

Need: Spring-boarded from the integrative team's collaborative discussions with administrators.

Facility Readiness: Completed initial gap analysis.

Ability to Create: Identified shared goals and outcomes.

Project Description

The Joint Commission & the National Consensus Project for Quality Palliative Care: Recommended development of palliative care as a supplementary service for patients.

Oncologists: Searched for practical solutions to holistically care for their seriously-ill patients.

Patients: Have latent needs to address. For instance, their continuum of care questions while transiting from curative to non-curative treatment planning.

Solution: Develop & integrate a Supportive and Palliative Care (S&PC) Service to engage the patients' supportive needs and regulatory recommendations.

Summary

- From 2012 until 2015 this Center adopted the business plan advocated by the Center to Advance Palliative Care.
- The dynamic result is the implementation of a S&PC Service.
- The outcomes from this past year include:
 - Full time Medical Director and Nurse Manager
 - Interdisciplinary Palliative Care Committee representation from Social Work, Pastoral Care, Outpatient Clinic and Finance
 - Weekly Interdisciplinary Team (IDT) meetings.
- A second gap analysis has highlighted the quality improvement need to identify outpatient triggers, a metric dashboard, and participation in the National Database Registry.
- From the service opening of September 2014 until October 2015, over 250 patients and their caregivers have been provided excellent palliative care.

Conclusions

The question for organizations interested in palliative care to consider is:

Does one understand the critical success factors and complex interdependencies before moving too far and too fast?

References

1. National Consensus Project for Quality Palliative Care. Clinical Practice Guidelines for Quality Palliative Care 3rd edition 2013. http://www.nationalconsensusproject.org/Guidelines_Download2.aspx. Accessed August 1, 2015.
2. The Joint Commission. <http://www.jointcommission.org/>. Accessed August 1, 2015.
3. Center to Advance Palliative Care. <https://www.capc.org/>. Accessed August 1, 2015.

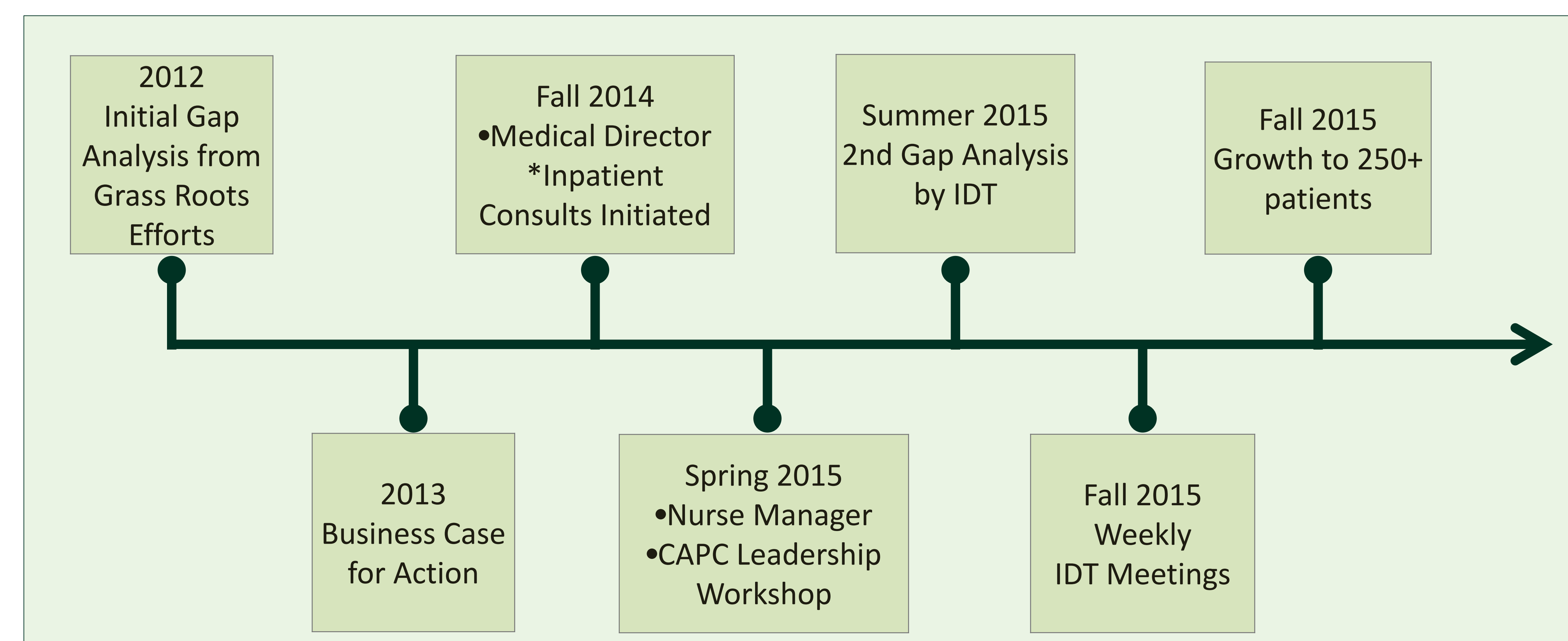


Figure 1: Timeline of Significant Developmental Events