

# A Visual Guide of a Palliative Care Workflow in a Hospital Setting

Geraldine Cruz MSN CHPN CCRN, Diane Reehil MSN RN GNP CCN, Carmen Mercado MSN RN APN-C, Clare Cruz MSN RN BC  
Trinitas Regional Medical Center, Elizabeth, NJ

## Introduction:

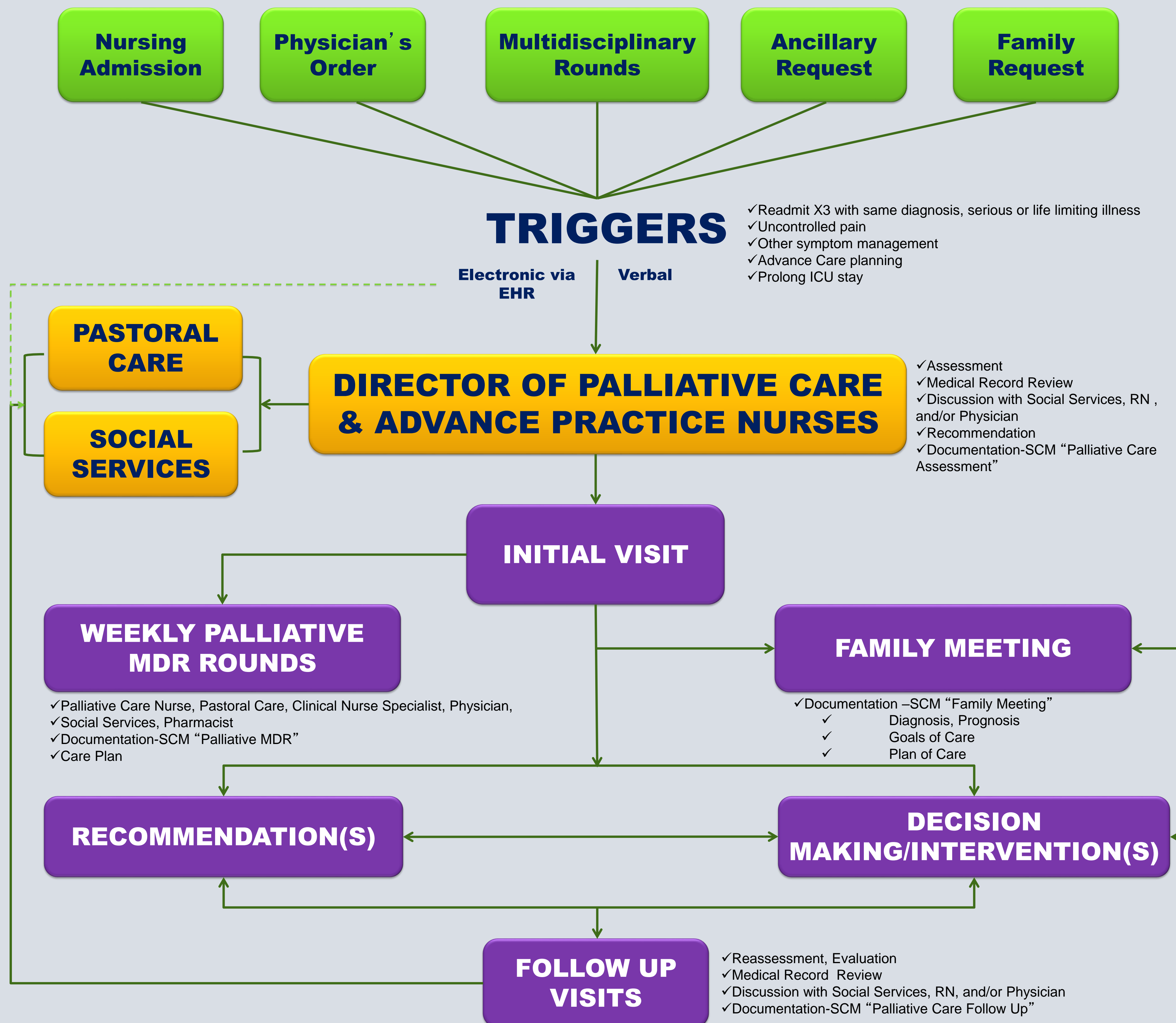
Trinitas Regional Medical Center's Goals, Mission, Vision, and Values of Compassion, Community, Reverence for Life, Responsible Stewardship, Charity and Courage.

The initial Joint Commission Certification application process provided us the opportunity to challenge and reexamine Palliative Care (PC) workflow processes in the hospital.

Trinitas Regional Medical Center (TRMC) received the initial Joint Commission Certification in Advanced Palliative Care in 2013 and redesignation in 2015.

### CONTACT PERSON:

Geraldine "Magie" Cruz MSN, CHPN, CCRN  
Director, Palliative Care Department  
[gcruz@trinitas.org](mailto:gcruz@trinitas.org)  
<http://www.trinitasrhc.org/>



## Purpose:

Provides a visual guide of the Palliative Care Consultation process.

Displays the communication practice among the interdisciplinary team members.

Serves as a tool for orientation, education, and training

## Description:

Development of a workflow diagram that provided us overview of the continuum of Palliative Care program at TRMC.

Mapping displays the integration and interdisciplinary collaboration that occurs within the organization.

A Palliative Care consult is triggered from five different sources;

- o nursing admission assessment,
- o physician's order,
- o multidisciplinary discharge rounds,
- o ancillary request, and
- o family request.

The consult reaches the PC nurse either verbally or via the electronic health record (EHR).

PC consult order entered in the EHR sends an email notification to the PC team, and automatically populates the patient in the PC list.

PC team activities include

- o initial assessment,
- o family meeting,
- o weekly Palliative multidisciplinary rounds and
- o follow up visits.