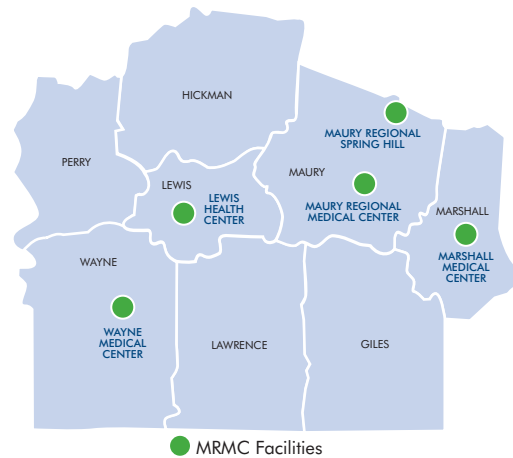


## CONTACT:

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## PURPOSE:

Provide a consistent, aligned approach to deliver palliative care services to patients living in rural Middle Tennessee through the integrated efforts of Maury Regional Medical Center's (MRMC's) palliative care team and health care leaders within the communities served.



## BACKGROUND:

Maury Regional Medical Center is located in Columbia, Tennessee and is licensed for 255 acute care beds. MRMC is the largest hospital between Nashville, Tennessee and Huntsville, Alabama. MRMC serves greater than 6 counties in Tennessee with a population of more than 250,000 people who live in rural settings. With the support of senior leadership and under the administrative direction of Carey Albright, a palliative care team was established in October 2014. The team included two palliative care certified physicians, Maura Lipp, M.D. and Ben Gardner, M.D., as well as registered nurse Tammy Stokes. The team's goal was to obtain 130 consults by referring physicians by the end of the fiscal year ending June 30, 2015.

## TIMELINE:

In 2013, MRMC applied for palliative care grant funding from the Health Resources and Services Administration (HRSA) and MRMC health care leaders began discussions regarding the development of a palliative care consult service.

**July 2014:** MRMC notified of grant funding from HRSA

**September 2014:** MRMC hires Palliative Care Nurse Navigator (PCNN)

**October 2014:** PCNN at MRMC begins receiving inpatient palliative care consults from physicians

**November 2014:** Palliative Care Provider Network (PCPN) Steering Committee formed and meets for the first time

**November 2014:** PCNN attends Center to Advance Palliative Care National Conference in Orlando, Florida

**December 2014:** PCPN Steering Committee invites health care community leaders in underserved areas to join the PCPN

**January 2015:** Knowledge gap assessed among PCPN providers regarding current understanding of palliative care

**January 2015:** Chaplain Lyndall Propst joins MRMC's palliative care team

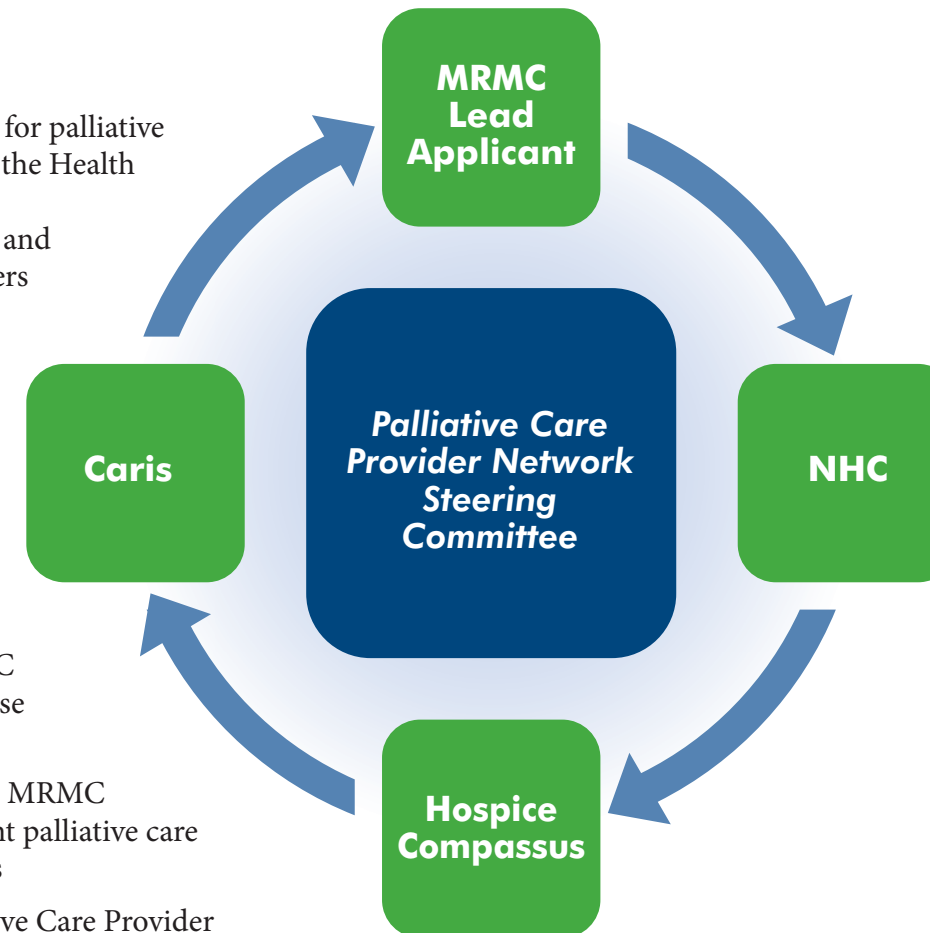
**January 2015:** Outpatient palliative care services made available through community provider partnerships

**March 2015:** MRMC palliative care team receives palliative care leadership training at Mt. Carmel Health System in Columbus, Ohio

**June 2015:** Fiscal year 2015 ends with 494 consult

**July 2015:** Cassie Bowling, Social Services, joins palliative care team

**August 2015:** Focus groups conducted in MRMC service area to help identify gaps and opportunities related to palliative care needs



## RESULTS:

### Consults

- Conducted 494 consults, 280% more than the projected 130 (Oct 1, 2014- June 30, 2015)
- Actions: 300 received code status updates  
> 50% received emotional and spiritual support  
46% received palliative care outpatient services upon discharge  
43% received some form of hospice care

### Cost Savings

- Decreased ventilator days by 0.4 days saving over \$368,000 in a little more than one year

### New Community Collaborative

- Outpatient palliative care referrals with community partners Hospice Compassus (Columbia, TN) and Willowbrook Hospice (Franklin, TN) began on January 1, 2015

### Outreach Education

- MRMC Palliative Care team conducted outreach education for local long-term care centers, assisted living facilities and other community organizations to bridge the gap to provide consistent palliative care effectively across the continuum



Pictured are (l-r) Albright, Dr. Lipp, Stokes and Propst

## FUTURE PLANS:

- Additional funding: MRMC palliative care team plans to seek out additional grant funding to continue to provide palliative care services and education to the underserved in rural Middle Tennessee.
- Build Community Resources: Team members to continue to reach out within the community to build a stronger network of providers and resources for the communities served.
- Advance Care Plan Initiative: Start Local and Go Global!
- All MRMC employees educated to complete an individual advance care plan.