Continuity of Care Across our Community

King's Daughters Health System | 2201 Lexington Avenue, Ashland, Kentucky | Palliative Care (606) 408-1643 | Annette Steele, R.N., BSN, and Shannon Runnels, APRN

Our Family Respite Room

A “Take What You Need” wall for our families to share and post messages

Every member of our team is featured where patients and families can read about the team, and what inspires them as a person and a caregiver.

Obstacles to Growth

<table>
<thead>
<tr>
<th>Obstacle</th>
<th>Solution</th>
</tr>
</thead>
</table>
| Physician apprehension | • Education through:  
|                    |   - Conferences  
|                    |   - Quarterly Medical Staff meetings  
|                    |   - Outpatient clinic visits  
| Nursing education   | • Residencies  
|                    |   • ICU fellowships  
|                    |   • Screening tool  
| Administrative support | • More clinical approach to leadership  
| Outpatient support  | • Collaboration with outpatient programs:  
|                    |   - Outpatient palliative care  
|                    |   - Home Health  
|                    |   - Hospice  
| Volume              | • PC staff ratio:  
|                    |   - Unit allows for more patients to be seen  

Utilization of Community Resources
FY 2017

Palliative Care Consults vs. AIMS Encounters
FY 2017
1,603 total consults

*Projected numbers due to incomplete reports

Volume

PC staff ratio: Unit allows for more patients to be seen

Obstacle Solution

- Physician apprehension
  - Education through:
    - Conferences
    - Quarterly Medical Staff meetings
    - Outpatient clinic visits

- Nursing education
  - Residencies
  - ICU fellowships
  - Screening tool

- Administrative support
  - More clinical approach to leadership

- Outpatient support
  - Collaboration with outpatient programs:
    - Outpatient palliative care
    - Home Health
    - Hospice

- Volume
  - PC staff ratio:
    - Unit allows for more patients to be seen