

Inside CAPC Central™

THE ONLINE HUB FOR CAPC MEMBERS



The Center to Advance Palliative Care (CAPC) is a national, member-based organization dedicated to increasing access to quality palliative care services for people facing serious illness.

As the leading resource for palliative care development and growth, we provide hospitals, health systems, hospices, payers and other healthcare organizations with the tools, training, technical assistance and metrics needed to support the successful implementation and integration of palliative care.

Visit us, and become an institutional member at capc.org.

Welcome to CAPC

And welcome to CAPC Central!

By becoming a CAPC member, your institution has made the smart, forward-looking decision to invest in palliative care services for your patients. Now it's time to maximize both your investment and your membership.

CAPC Central is the members-only, online portal to all the tools, training, technical assistance and convening opportunities CAPC has to offer, including:

- » Online Clinical and Operational Training
- » Technical Assistance, Tools and Resources
- » Virtual Office Hours
- » Webinars
- » CAPC's NOW Discussion Forum
- » CAPC Designation
- » The IPAL Project

CAPC Central brings the benefits of **CAPC membership** directly to your desk, telephone or mobile device. Log in today at capc.org.

Learn & Teach

Online Clinical and Operational Courses

Reinforce clinical expertise. Build and support leadership skills. Onboard new team members. Share knowledge of pain management and communication skills with frontline clinicians across your organization. Receive CAPC Designation and free CME/CEUs.

CAPC's interactive, case-based curriculum provides support for palliative care specialists and brings clinical training to all frontline clinicians who work with seriously ill patients. CAPC courses let you earn free CEU/CME credits for medicine, nursing, social work and case management.

Courses roll out on a continuing basis.

CLINICAL COURSES

UNIT PAIN MANAGEMENT

- Comprehensive Pain Assessment
- Matching the Drug Class to the Pain
- Patient Factors that Influence Prescribing Decisions
- Assessing Risk for Opioid Substance Use Disorder
- Opioid Trials: Determining Design, Efficacy and Safety
- Prescribing an Opioid
- Prescribing Short-Acting Opioids: Four Case Studies
- Monitoring for Opioid Efficacy, Side Effects and Substance Use Disorder
- Converting from Short-Acting to Long-Acting Opioids
- Prescribing Practice and Opioid Conversions
- Advanced Conversions and Opioid Side Effects
- Special Populations and Patient-Controlled Analgesia
- Managing Pain in Patients at Risk for Substance Use Disorder
- Pain Management: Putting it All Together

UNIT COMMUNICATION SKILLS

- Delivering Serious News
- Discussing Prognosis
- Clarifying Goals of Care
- Conducting a Family Meeting
- Advance Care Planning Conversations
- Nausea and Vomiting
- Dyspnea
- Constipation
- Depression
- Anxiety

UNIT SYMPTOM MANAGEMENT

UNIT RELIEF OF SUFFERING ACROSS THE DISEASE TRAJECTORY (COMING SOON)

- Congestive Heart Failure (CHF)
- Dementia
- Chronic Obstructive Pulmonary Disease (COPD)

UNIT PREVENTING CRISES THROUGH WHOLE-PERSON CARE

- Care Coordination
- Supporting the Family Caregiver: The Burden of Serious Illness

OPERATIONAL COURSES

UNIT LEADERSHIP SUPPORT

- Needs Assessment: Hospital and Community Palliative Care
- An In-Depth Look at Palliative Care and Its Services
- Program Design: Hospital and Office Settings (Coming Spring 2016: Home-Based Program Design)
- Business Planning: Hospital and Community Palliative Care
- Improving Team Performance
- Consult Etiquette: Communicating with Referring Providers

Increase Efficiency

Technical Assistance, Tools & Resources

Why reinvent the wheel? CAPC Central is the place to go for downloading tools, tutorials and templates that enhance your palliative care program. CAPC Central contains more than 500 downloadable technical assistance resources for palliative care programs. Whether you're looking to start a program, undertake quality improvement projects, screen for palliative care patients or manage a team, CAPC has the tools you need to help you move forward.

Download **tools** for:

- » Home-Based Palliative Care
- » Hospital Palliative Care
- » Nursing Home Palliative Care
- » Office-Based Palliative Care
- » Advance Care Planning
- » Triggers and Screening Tools
- » Team Management
- » Pediatric Palliative Care
- » National Standards and Quality Guidelines
- » The Joint Commission Advanced Certification
- » Billing for Palliative Care Services
- » Program Design and Startup Tools
- » Metrics and Measurement
- » Marketing and Outreach
- » Team Management
- » Payer-Provider Partnerships
- » And much more!

Consult an Expert

Virtual Office Hours

Some questions just can't be answered through self-study. Join real-time discussions with CAPC faculty and peers from across the country via our Virtual Office Hours. These small-group conference calls are your "just in time" resource for complex questions. Calls occur monthly.

Selected Virtual Office Hours are listed below. For a full schedule, go to capc.org.

BILLING AND RVUS

Julie Pipke, CPC

CLINICAL PROTOCOLS

Andrew E. Esch, MD, MBA

DEVELOPING AND COORDINATING PALLIATIVE CARE SERVICES ACROSS SETTINGS

John Morris, MD, FAAHPM

IMPROVING PALLIATIVE CARE IN THE EMERGENCY DEPARTMENT: IPAL-EM

Tammie E. Quest, MD

IMPROVING TEAM EFFECTIVENESS

Andrew E. Esch, MD, MBA

LONG TERM CARE

Katy Lanz, DNP

MANAGING TO METRICS: EFFECTIVENESS VS. PRODUCTIVITY

Lynn Hill Spragens, MBA

MARKETING, MESSAGING AND MEDIA

Lisa Morgan, MA

METRICS THAT MATTER FOR HOSPICES RUNNING PALLIATIVE CARE SERVICES

Lynn Hill Spragens, MBA

OFFICE-BASED PALLIATIVE CARE

Constance Dahlin, ANP-BC, ACHPN, FPCN, FAAN

PALLIATIVE CARE IN THE HEALTH SYSTEM: STRATEGIES AND CHALLENGES

Lynn Hill Spragens, MBA

PALLIATIVE CARE IN THE HOME

Donna W. Stevens, BS

PEDIATRIC PALLIATIVE CARE

Sarah Frieber, MD

PLANNING FOR COMMUNITY-BASED CARE

Jeanne Sheils Twohig, MPA

PROGRAM MANAGEMENT

Andrew E. Esch, MD, MBA

OPEN TOPICS

Diane E. Meier, MD, FACP

THE JOINT COMMISSION

Constance Dahlin, ANP-BC, ACHPN, FPCN, FAAN

WORKING WITH PAYERS

Tom Gualtieri-Reed, MBA

Remain Relevant, Engaged, and Informed

Webinars

CAPC webinars help you stay on top of palliative care's best practices and hot topics—everything from palliative care in community settings to payer relationships. Twice-monthly events, including presentations and live Q&A, provide roadmaps for palliative care innovation, operational models, changing payment models and health care policy.

Selected **webinar** topics include:

- » Developing partnerships between payers and providers
- » Innovative models for palliative care delivery in the hospital, home, office and long term care settings
- » Integration of palliative care services in the ICU and Emergency Medicine Department
- » Leadership support for team wellness, quality improvement, program growth and more

Build a Community of Experts

NOW Discussion Forum

Share information, exchange ideas and get real-time answers and advice from both colleagues and faculty on CAPC's NOW Discussion Forum. To join in on the discussion just log in to CAPC Central, where you can post questions, documents or photos to the Discussion Forum and receive thoughtful, educated responses from the palliative care community.

The forum focuses on a wide range of important topics, including but not limited to:

- » Billing and Finance
- » Staffing
- » Measurement and Use of Data
- » Home-Based Palliative Care
- » Office-Based Palliative Care
- » Program Management

Standardize Training

CAPC Designation

CAPC provides Designation status to standardize training for all frontline clinicians. Earn CAPC Designation in Pain Management, Symptom Management and/or Communication Skills by completing all courses in these units.

Facilitate Improvement

The IPAL Project

An initiative of the Center to Advance Palliative Care, the IPAL Project is designed to facilitate the integration and improvement of palliative care in specific health care settings. Each IPAL Project is led by an Advisory Board of field leaders who create tools, curate resources and provide a toolkit for implementation of palliative care services across health care settings.

IPAL projects include:

- » IPAL-ICU — Improving Palliative Care in the ICU
- » IPAL-EM — Improving Palliative Care in Emergency Medicine
- » IPAL-OP — Improving Outpatient Palliative Care

See capc.org/ipal for more information.

CAPC membership is available to hospitals, health systems, hospices, payers and other health care organizations. With membership, your organization will become part of a vibrant, collaborative community of health care professionals who are working collectively at the front lines to improve care for our sickest and most complex patients.

Just one membership fee covers the cost of training, tools, hands-on technical assistance and expert resources for the entire staff of your member institution.

LEARN MORE

ON THE WEB
capc.org/membership

OVER THE PHONE
212-201-2674

VIA E-MAIL
membership@capc.org

**CAPC Central has the tools
you need to ensure quality
and build palliative care capacity
throughout your organization.**

Members, log in today!

Center to Advance Palliative Care
55 West 125th Street
New York, NY 10027

capc.org
