

# PALLIATIVE CARE WHEREVER THE PATIENT IS....EVERYWHERE!

*Providing Palliative Care in Multiple Patient Care Settings from ER to Home*

Mercy Regional Medical Center, Durango, CO

## Overview

The concept of providing Palliative Care in multiple patient care settings from ER to ICU to Med Surg, then to Rehab and Skilled Care, Specialty Clinics and Finally Home. A small in-patient program grew quickly to a robust community based non-profit Palliative Care Program in Rural SW Colorado.

## Purpose & Objectives

**The Ultimate Goal: Bringing Palliative Care to Patients Wherever They Are**

### Flexibility in Sites of Care Delivery

**The Patient Experience is Enhanced by Providing the Palliative Consult Where the Patient is Residing.**



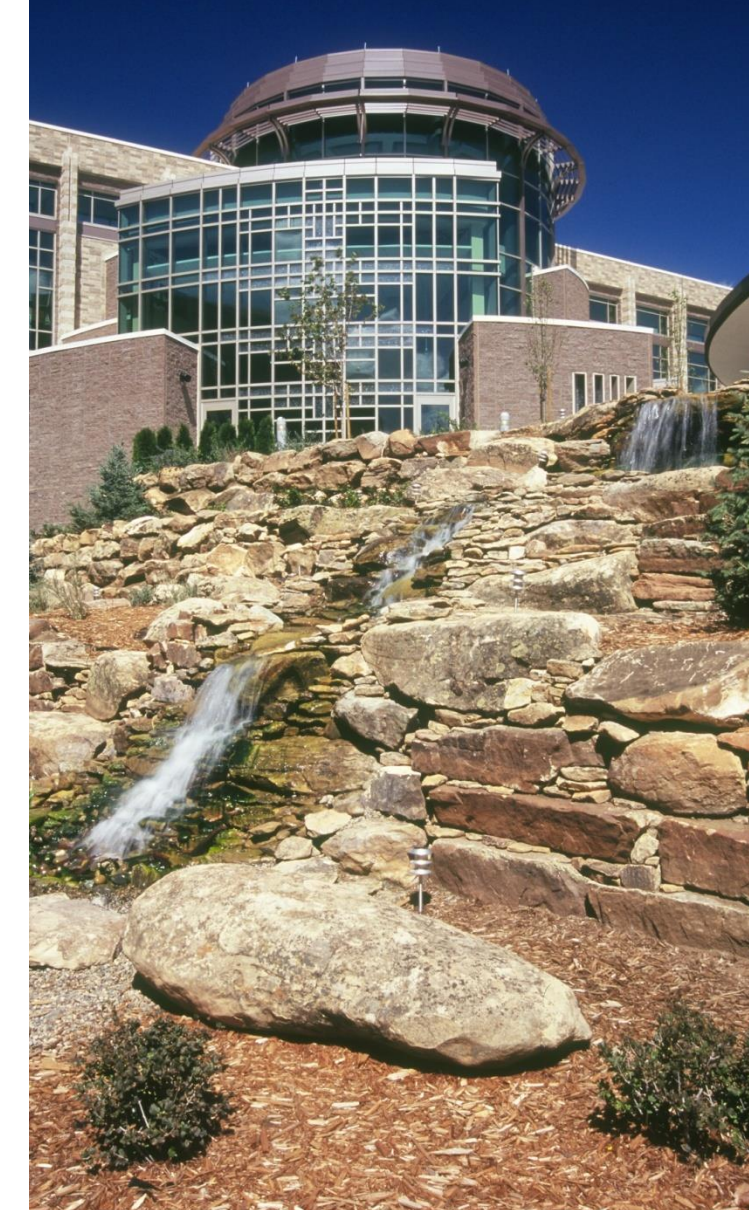
## Critical Success Factors

- Local staff with strong community connections to sites of care
- Leadership actions that support the Palliative Care Program
- Building relationships with internal and external providers. How?
  - Influence decisions made within the hospital
  - Foster a culture change in end of life care
  - Challenge providers to be Palliative Care Providers
  - Utilize the strengths of existing provider roles in End of Life Care
  - Clinical competence of the Palliative Care Team
  - Ensure that every provider knows they make a difference and contribute to the mission of the organization
- Flexibility of staff is key to delivery of care at multiple sites.
- Shared costs of the program between the hospital and home care
- Team building with MSW, Case Managers, and Chaplain staff
- Integrating Palliative Care with the Providers at the Regional Sites

## Facility Profile & Facts

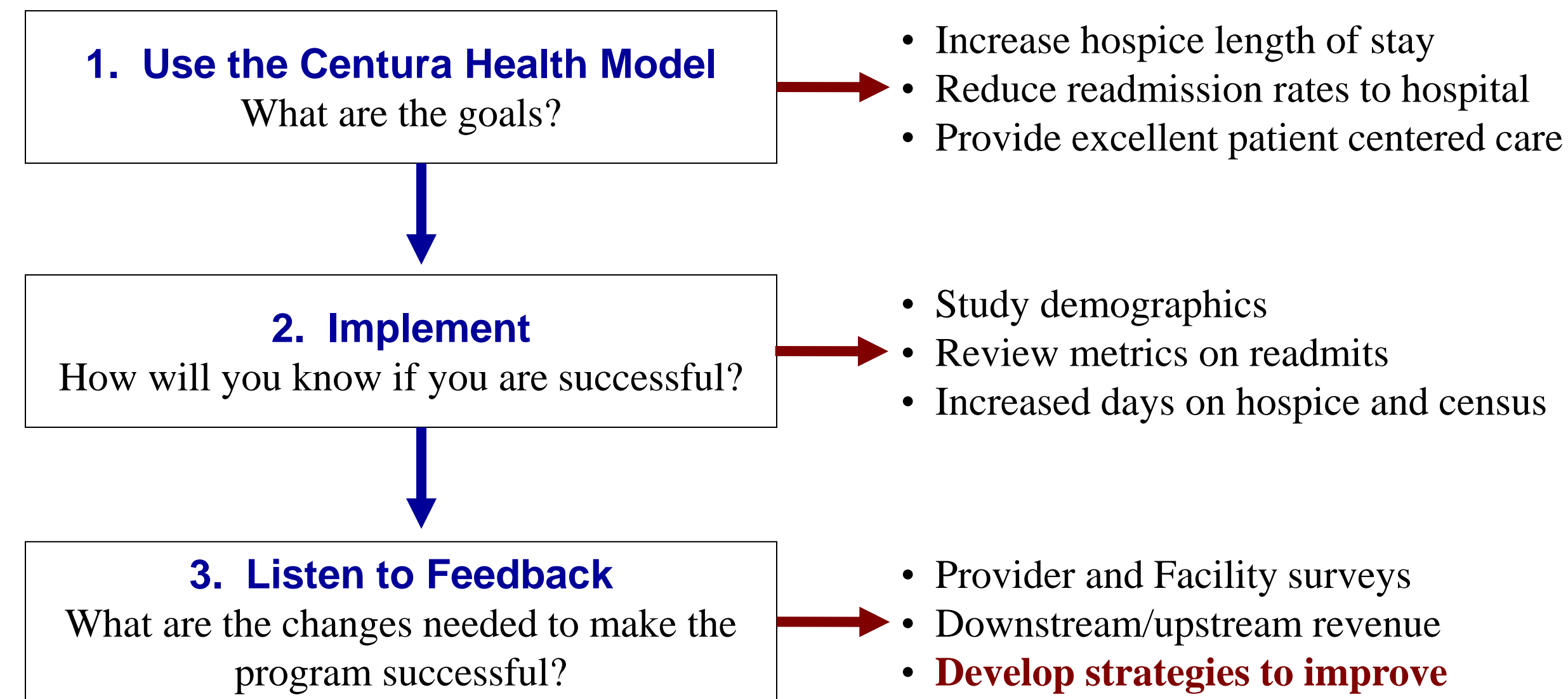
Founded in 1882 by the Sisters of Mercy, Mercy Regional Medical Center has grown to be Southwest Colorado's largest and most technologically advanced Hospital.

- 82-beds
- Level III trauma center
- 151 board-certified physicians
- 44 medical specialties and sub-specialties
- 800+ full and part-time employees (one the largest employers in the area)



## How We Did It

### 1. Developed a plan to expand Palliative Care to Rural SW Colorado



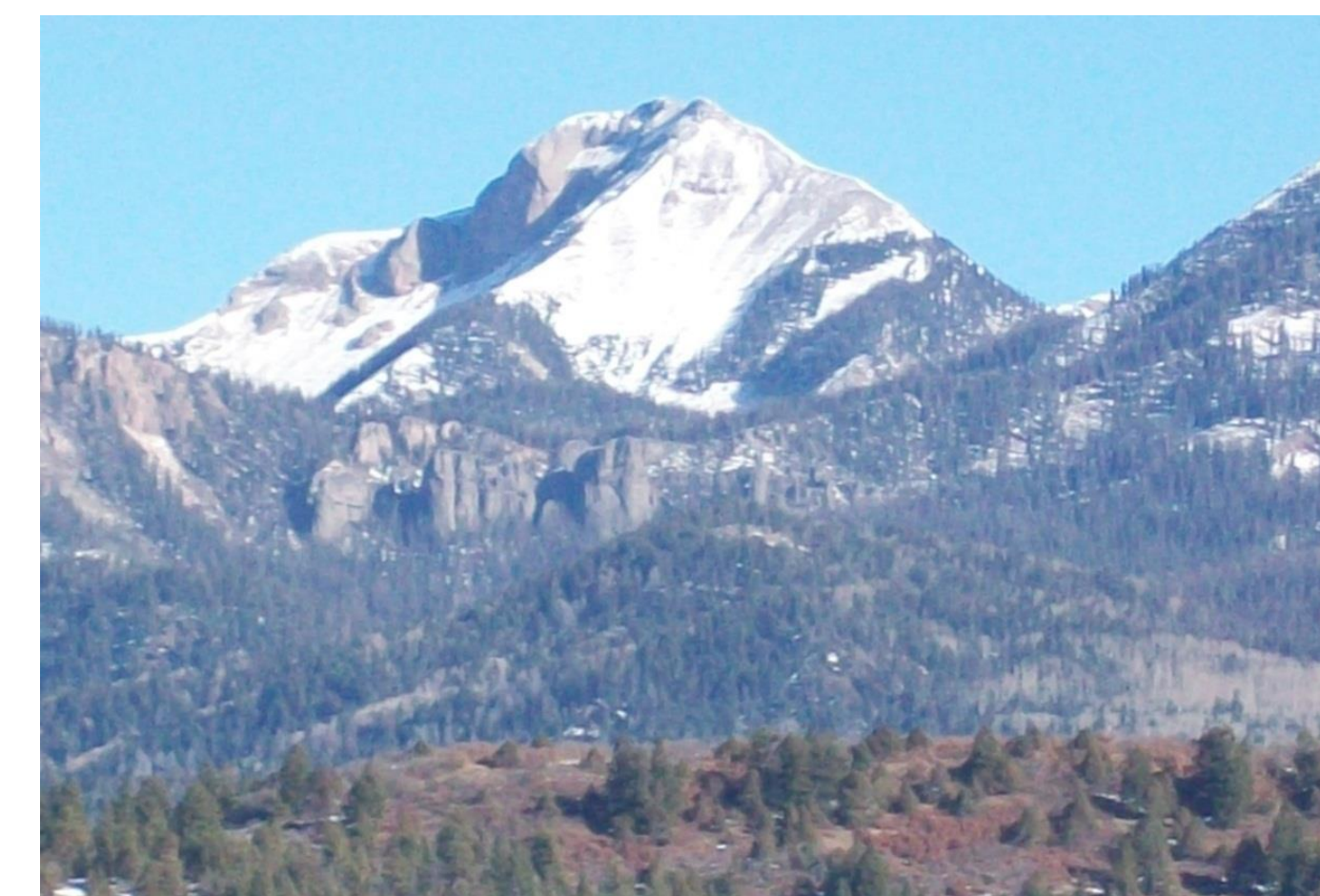
### 2. Strategies

**Engage the Doctors-** Consistent availability in the hospital to review appropriate cases and attend team meetings. Site visits to Community with education on Palliative Care.

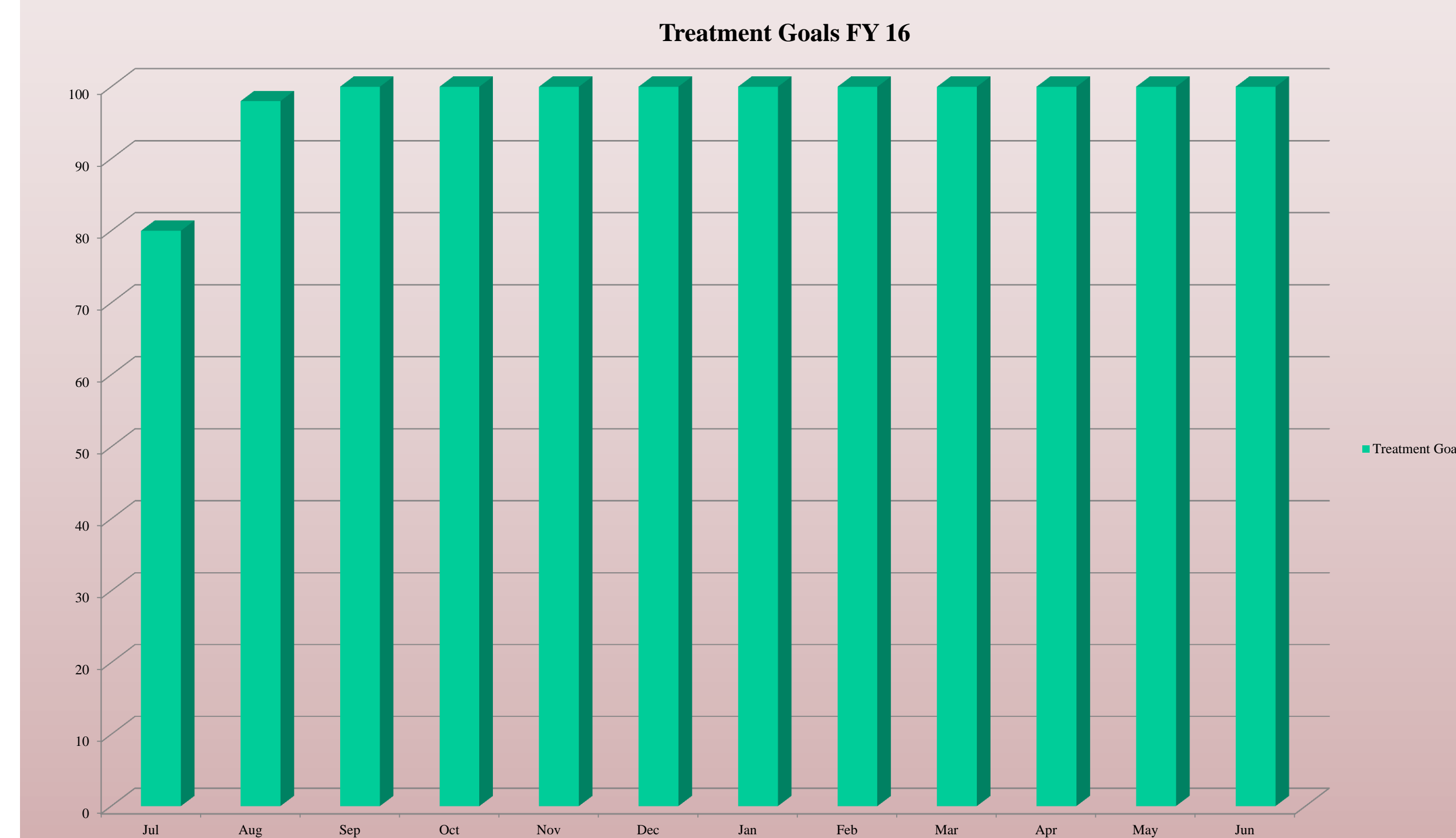
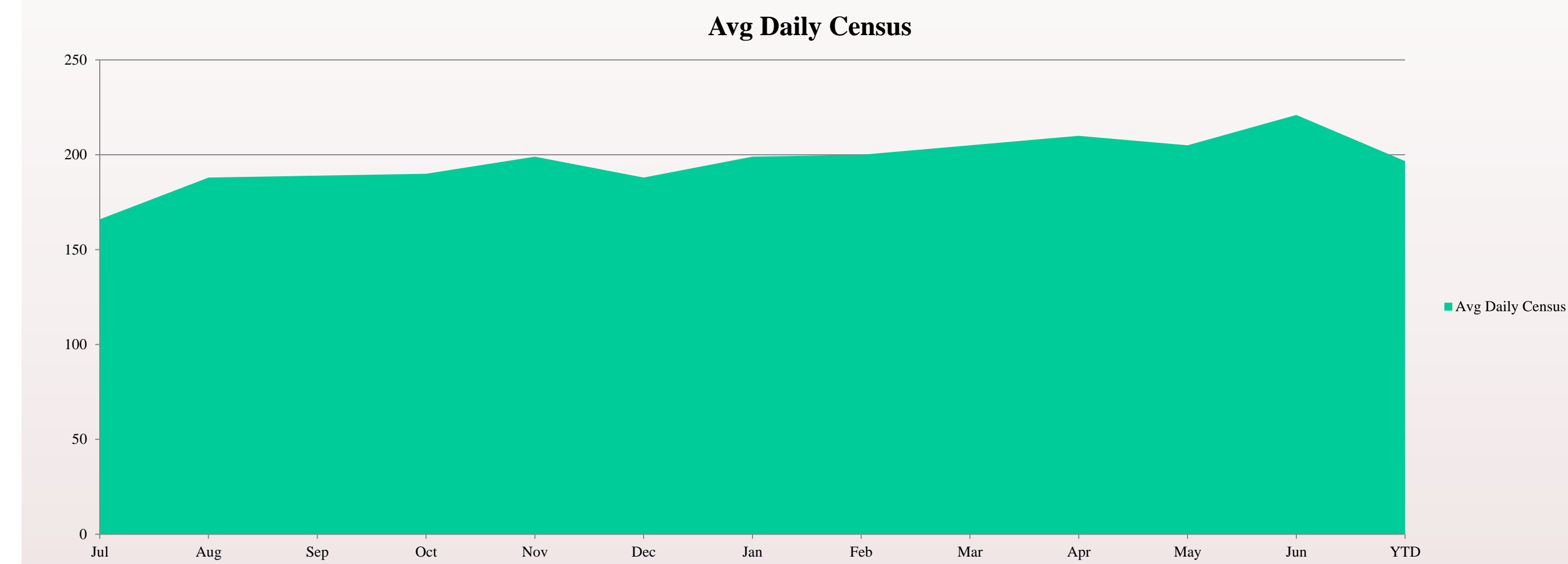
**Provide excellent follow-up-** Focus on increased referrals while giving feedback to referral sources

### 2. Actions

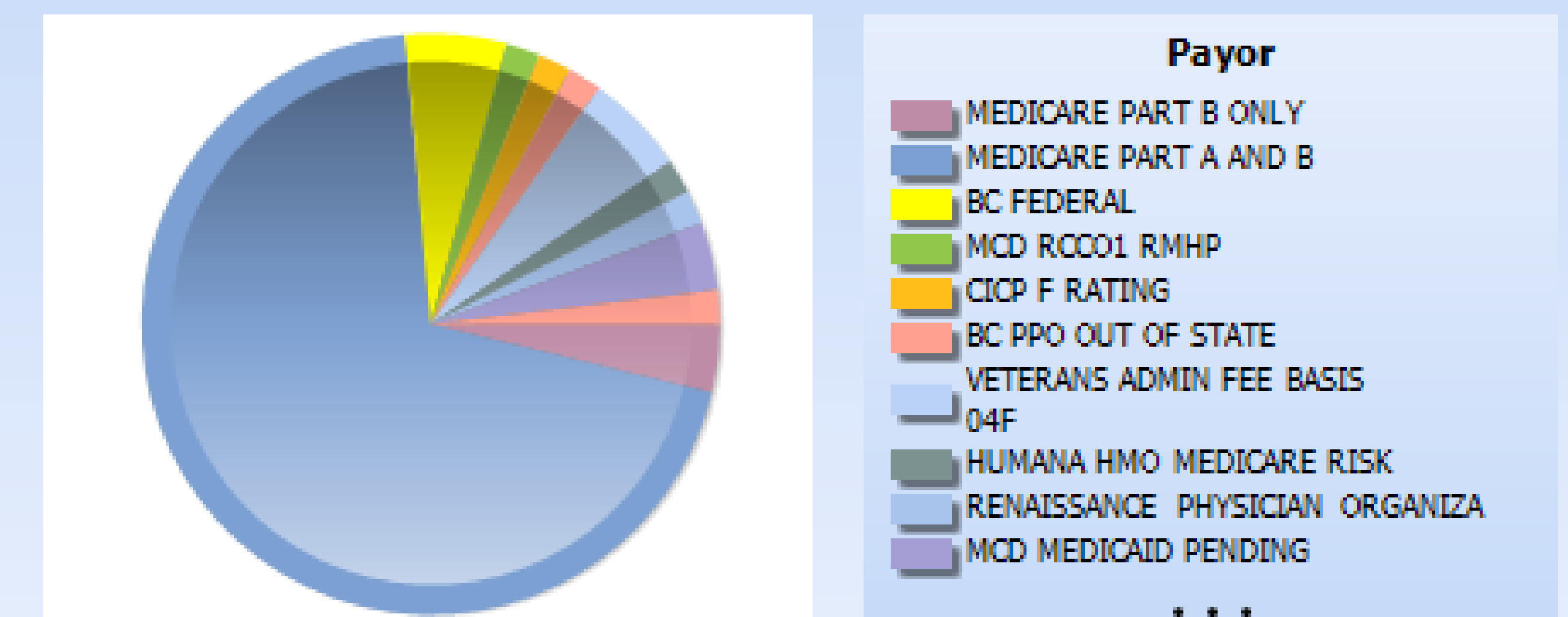
- Create "Mission Opportunities"** Reflect on the mission of the organization while making patient care decisions
- Increase Visibility of Palliative Care Providers** Hospital meetings, rounding, employee education, attend department meetings, community education
- Recognize Physician Champions** Celebrate successes and achievements with those that make you successful
- Clearly Communicate "What is Palliative Care?"** Define the scope of care provided and emphasize it is more than "end of life" care
- Resolve Conflicts with Positive Solutions** Implement problem solving at the time of conflict
- Improve Communication** increase frequency of employee education, just-in-time training opportunities, don't take for granted that employees know what Palliative Care is



## Outcomes



## Payor Mix



## Lessons Learned

### Palliative Care... Bringing care to "Everywhere"

- Cultural change from "end of life care" to palliative care is possible but it takes thoughtful effort
- Plug-and-play programs may not work. Every organization is different
- Need to modify goals as challenges develop
- Communication and participation of all staff is essential
- It takes hard work and long hours
- Taking ownership of the growth and success of the program
- Making changes based on employee/provider feedback is crucial
- Listen to what the patients are saying, follow their goals
- Acute Care Rehospitalization rate less than 2% FY 16

## Our Team

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**Tina Gallegos**, Director Mercy Home Health, Hospice of Mercy  
**Dr. William Plauth MD**, Chief Medical Officer, Mercy Regional Medical Center  
**Josh Magyar**, Chaplain Mission & Spiritual Care at Mercy  
**Dr. Anne Rossignol, MD**, Hospitalist, Mercy Regional Medical Center  
**Lauren Loftis, MD**, Medical Director, Hospice of Mercy  
**Tom Gessell**, CEO, Mercy Regional Medical Center  
**Will McConnel**, COO, Mercy Regional Medical Center  
**Carrie Mc Dermott NP**, Palliative Care Program Director, Centura Health  
**The Physicians, Nurse Practitioners, and Physician Assistants, Nurses and staff at Mercy Regional Medical Center, Mercy Home Health and Hospice of Mercy**