Specialty Palliative Care Registry: Outreach



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Project Description

In 2016 Kaiser Permanente Northern California in collaboration with Kaiser Palliative Care physicians, and Sub Specialists developed a Specialty Palliative Care Registry which identifies patients who would likely benefit from Specialty Palliative Care. There are 500+ patients on the registry.

- ♦ Stage IV lung, esophageal, gallbladder, liver, biliary, pancreatic, and stomach tumors
- ♦ Advanced brain cancer,
- ♦ Multiple myeloma on dialysis > 6 months
- ♦ CKD with selected comorbidities
- ♦ Systolic, diastolic, combined heart failure with high utilization, interstitial or restrictive lung disease
- ♦ AICD with EF<20
- ♦ Interstitial or restrictive lung disease with high utilization
- ♦ COPD with high utilization



Prioritize
patients based
on 2+ ED visits
or 2+ acute
hospitalizations.

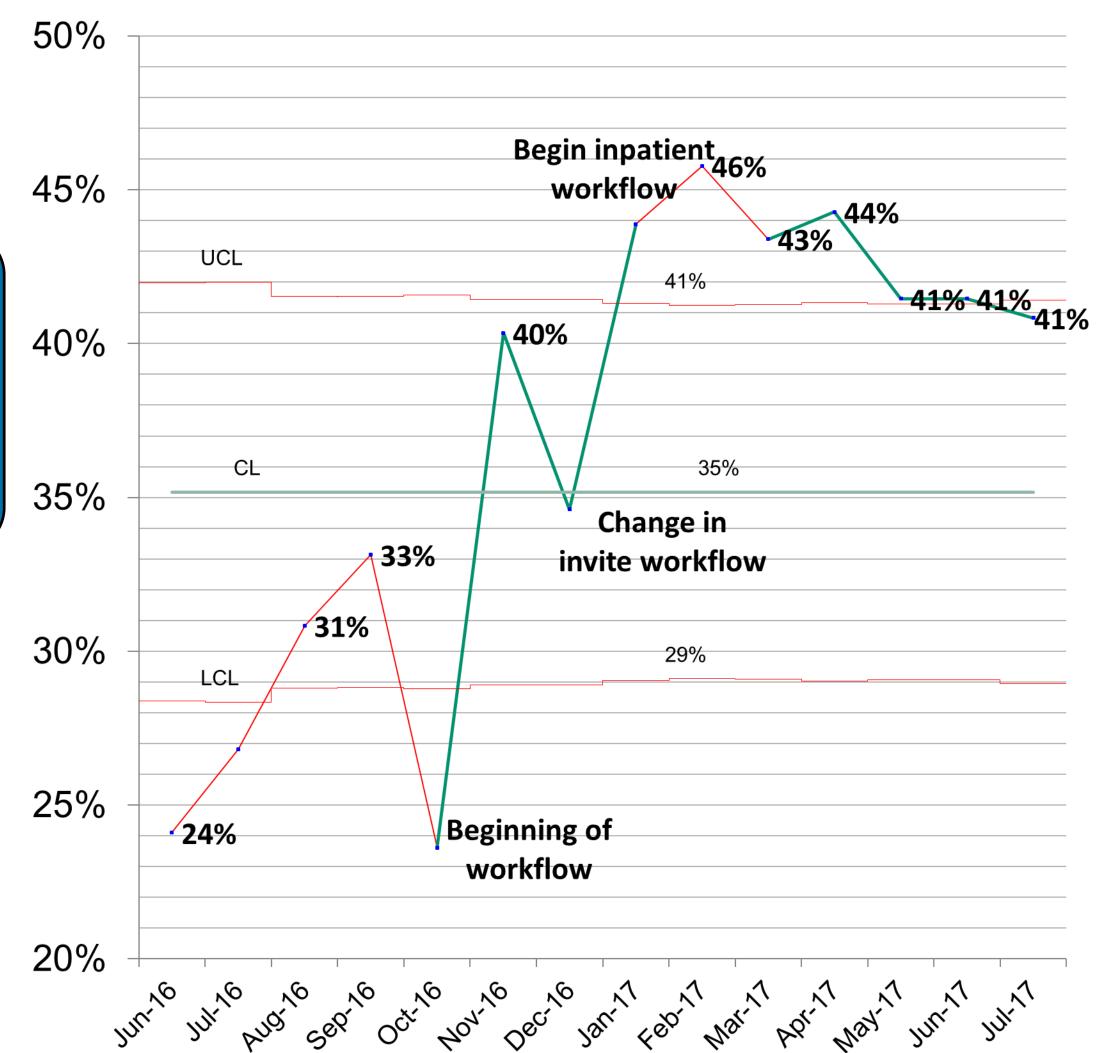
Mail letter to patient from physician. Include palliative care flier.

call from
patient
within 2
weeks, RN
calls patient
to invite to
consult.

If no return

Book consult.
Patient seen.
Route
consult note
to physician.

% of Palliative Care Registry Patients with Palliative Care Encounter in Last 12 Months



<u>Summary</u>

Education related to the Palliative Care Registry was provided to Primary Care Physicians and Sub-specialists and agreement was reached for outreach to patients. Workflows were created and refined over time. An improvement was seen from 24% in June 2016 to 46% in February 2017. The improvement has sustained in the first year of the effort.