

BACKGROUND

Clinical practice guidelines suggest that patients and families participate in the evaluation of palliative care services. Additionally, feedback from referring physicians can be particularly helpful for engaging key stakeholders within a hospital as well for general quality improvement.

PURPOSE/ DESCRIPTION

As part of a QI initiative, the UAMS Palliative Care Team surveyed 205 patients or families seen over an 18 month period between 2013 and 2015. The phone survey contained both qualitative and quantitative questions about the overall satisfaction with the palliative care team. In 2014, 67 referring physicians also completed a satisfaction survey about the palliative care consult service. This project focused on overall satisfaction and perception of timing of the palliative care consult.

CONCLUSIONS

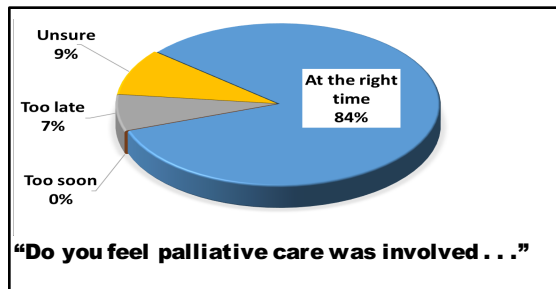
Referring physicians and patients and families rated high overall satisfaction with the Palliative Care Team. A high percentage of both physicians and patients/families perceived their palliative care consult occurred **"at the right time."** In regard to actual timing of PC consults, the UAMS Palliative Care Program has comparable LOS data to peer hospitals.

RESULTS

2014 CAPC Registry Data Average Length of Stay (LOS) in days			
	All Peer Groups	400-499 Hospital Bed Peer Group	UAMS PC Program
Pre-PC consult (hospital admission to consult)	5.0	5.1	5.1
Post-PC consult (consult to hospital discharge)	5.7	5.4	6.4
Overall (hospital admission to hospital discharge)	10.8	10.4	11.5

Survey: Referring Physicians

Would you consult the palliative care team again?
Yes: 100% No: 0%



RESULTS

Survey: Patients/Families

