

# Making the Case: Data Collection Made Easy

Allen J., Ray, D., Stevens D., Schira R.

Section of Palliative Medicine and Hospice, Lehigh Valley Health Network, Allentown, Pennsylvania

## Background:

Palliative Care consultation improves quality and decreases hospital costs. However, demonstrating the contribution of palliative care to stakeholders and administrators is challenging.

## Methods:

Based on published quality metrics, we developed a web-based tracking tool to improve adherence to standard consult components and quantify interventions. It was accessible through a link in our electronic medical record. Providers prospectively completed the tool for each consult. Specific metrics were analyzed via Excel spreadsheet.

## Results:

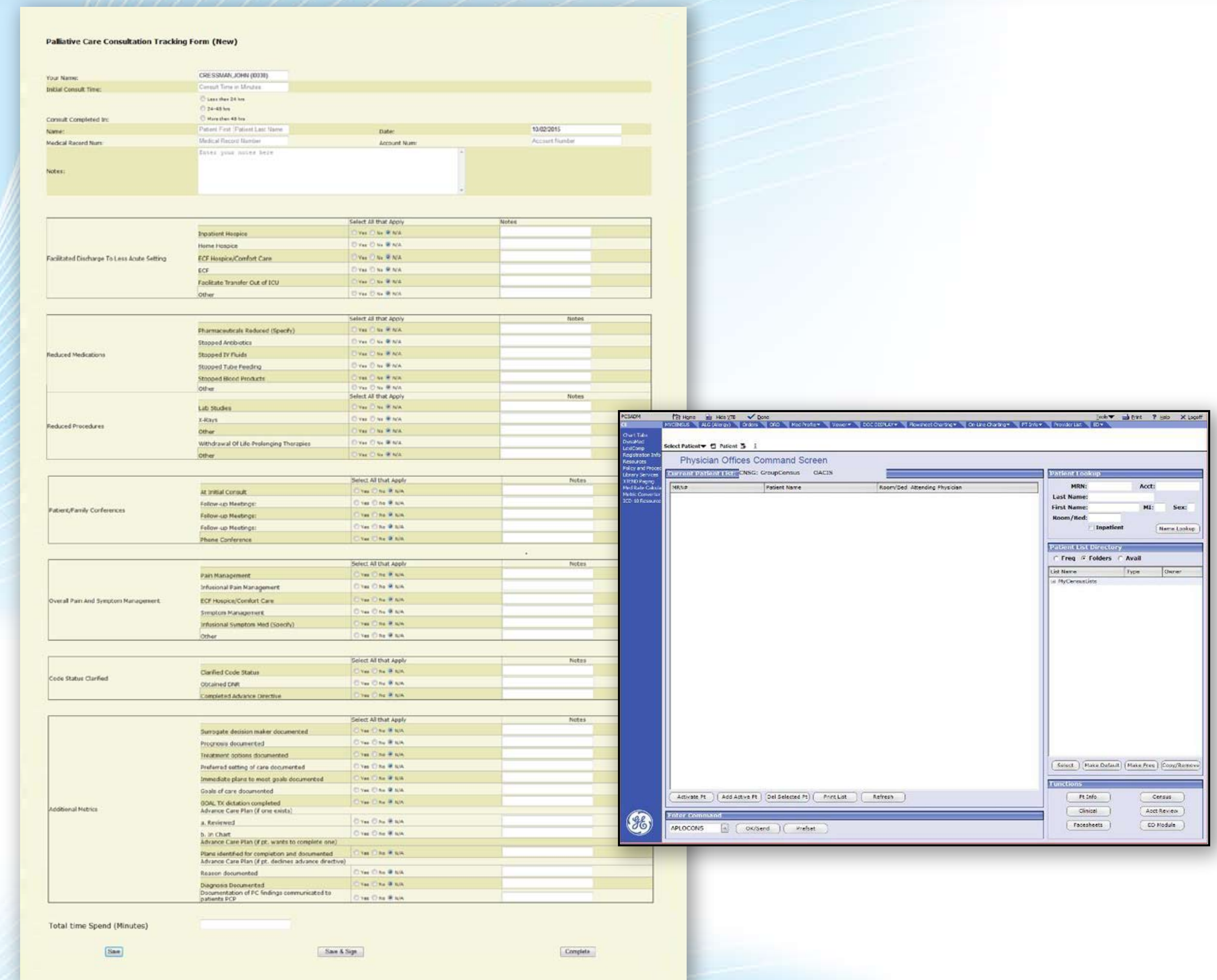
Between July, 2014 and June, 2015, 2949 consults were performed with 2286 having completed tools (77.5% completion rate). Although <10% of consults requested were for symptom management, uncontrolled symptoms were identified and treated in 26% of cases. Eliciting patient/family values resulted in less aggressive medical care at the end of life. Forty-eight percent of patient/families chose “no CPR” status; 23% of patients seen were referred to hospice services; 10% were transferred out of a critical care setting; and in 18% there was decrease in resource utilization.

## Conclusion:

Use of the tool was efficient to quantify interventions commonly performed in palliative care consultation.

## Implications:

The data tracking tool may be adapted to specific stakeholder interests, whether it is cost based or quality based.



## References:

1. Dy S et al. Measuring What Matters: Top-Ranked Quality Indicators for Hospice and Palliative Care From the American Academy of Hospice and Palliative Medicine and Hospice and Palliative Nurses Association. *J Pain Symptom Manage* 2015;49:773-781.
2. Weissman D et al. Center to Advance Palliative Care Palliative Care Consultation Service Metrics: Consensus Recommendations. *J Palliat Med* 2008;11:1294-1298.

© 2015 Lehigh Valley Health Network

A PASSION FOR BETTER MEDICINE.™

610-402-CARE LVHN.org

