

Increasing Team Efficiency with Nurse Coordinators

Stephanie Richardson, BSN MA(Bioethics) RN CHPN; Paul McCarragher, MSN RN CCRN CHPN; Bailey Patterson BSN RN
Greenville Memorial Hospital – Division of Adult Palliative Care



Palliative Care at Greenville Memorial Hospital

- 710 Bed Facility / 117 ICU beds
- Separate Adult Palliative and Pediatric Supportive Care teams
- Inpatient Adult Palliative Team launched in 2014
- Outpatient services include: a palliative oncology clinic, a general palliative care clinic, and home based palliative care



Structure of Adult Inpatient Palliative Care Team

- 7 Physicians, 2 Nurse Practitioners
- 4 Social Workers
- 3 Chaplains
- 3 Nurse Coordinators
- 3 Administrative Professionals

The Nurse Coordinator Role

- Provide work-up and triage of new consults
 - Call the referring provider
 - Determine primary reason for consult
 - Basic chart review
 - Determine who patient's surrogate decision maker is, if necessary
 - Triage urgency of palliative medical, psychosocial, and spiritual care needs
- Act as the first point-of-contact between the palliative care team and patient's family
 - Explain what palliative care is and the services that are offered
 - Help patients and their families become comfortable with receiving care from palliative team
 - Set up family meetings for palliative team
 - Provide phone-based palliative care for families – this gives patients and their families a consistent advocate and resource to help them navigate the hospital/healthcare environment

Patient name:	Age/Gender:	Room #	Admit Date:
Palliative Care Consult Worksheet			
1) Reason for Consult			
Medical/Ends of Care	Consulting MD Team		
Symptom Management	Primary MD Team		
Psychosocial support	Specialist MDs		
2) Primary Diagnosis for Palliative Care			
3) Symptoms			
4) Code Status			
5) Family Contact/Decision Maker			

Worksheet used by Nurse Coordinators to gather information on new palliative consults

- Attend medical rounds to update referring providers and identify patients who would benefit from palliative consult. Also gives an opportunity to provide educations about palliative care and build relationships.
- Provide follow-up visits/phone calls with patients and families, freeing providers to focus on new consults as needed
 - Assess symptom management
 - Follow-up goals-of-care discussions
 - Patient and family support
- Keep the team organized by maintaining census and patient assignment spreadsheets
 - Also help manage provider schedules by placing family meetings on their calendars

Keeping the Team Organized

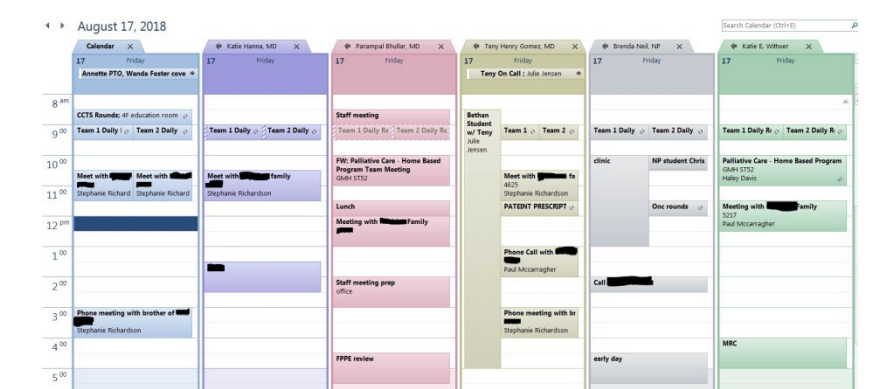
Pt. Name/Age/Sex	MRN	Room	Provider/Team	Diagnosis	Symptoms	Psychosocial/Spiritual	Medical/Discharge Plan	Clinic F/U?	Code Status
Skywalker, Luke 66M	12345678	4518	Anson/CB/RM	CHF, acute respiratory failure	Dyspnea, weakness	Sister Leila - 555-7890; daughter? Rey 555-3216. Jedi practitioner.	Patient refusing BIPAP states "I'm tired of all of this"	Y	Full
Vader, Darth 74M	65498732	5428	Peggy/JuD/JB	Metastatic lung cancer- s/p VATS and pleurex	Vent, pain (total pain?), agitated/combatative	Wife Padme - 555-9873	Trach?		Full
Solo, Han 60M	98765412	2315	Parampal/AS/MH	Severe subdural hematoma	Lethargic, confused, dysphagia	Wife Leila - 555-7890 (also has brother inpatient); estranged son Kyo Ren 555-8521	Hospice vs PEG and nursing home. Family meeting Wednesday @ 2:00		DNR

Palliative Care Census Sheet used during interdisciplinary rounds and kept up-to-date by nurse coordinators

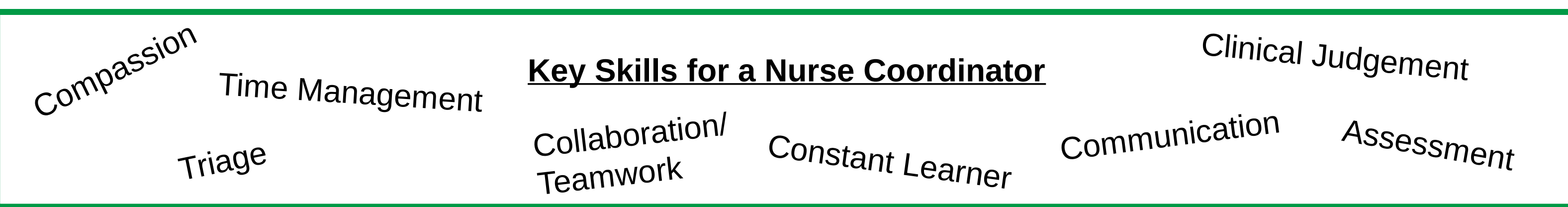
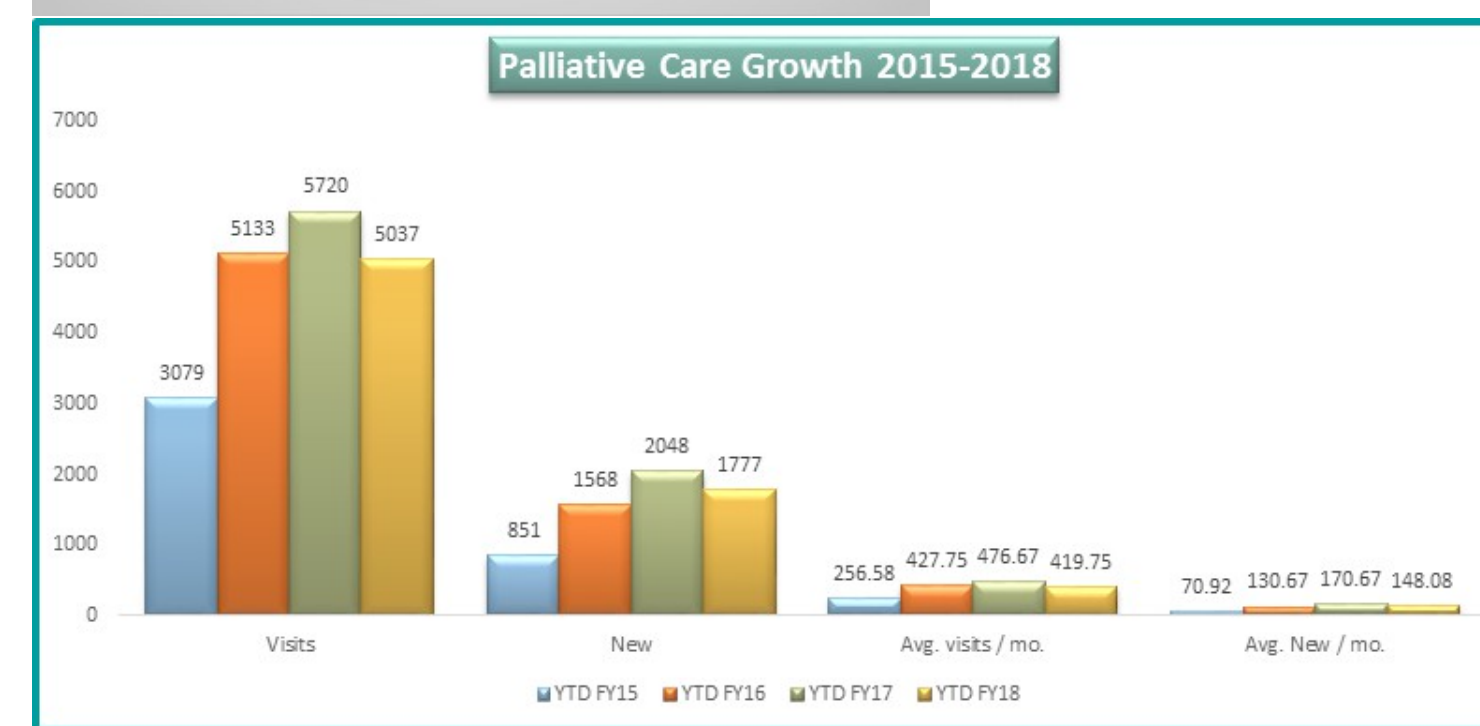
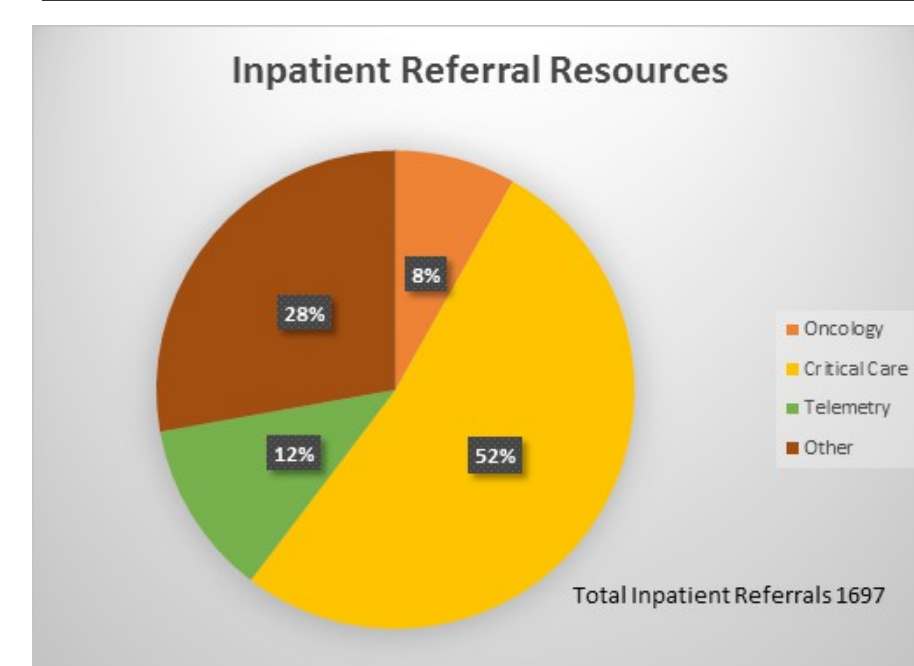
Parampal	Peggy	Katie H.	Teny	Katie W.
Ridinghood	Hamel	Stonewright	Aladdin	Suepy
Wolfe	Gretel	Bizarrose	Jasmine	Sweeney
Grant	Woodswitch	Rapunzel	Genie	Bashful
Woodcutter		Cinderella	Jafar	Doc
		Ariel		Grumpy
				Happi
				Docpy
Anson	Brenda	Xiomara	Josh	
Vader	Dory	Sinba	Robinhood	
Skywalker	Nemo	Nala	Littelpohn	
Solo	Marlin	Mulan	Truck	
	Bruce	Rafiki	Marian	
		Zani		

Provider assignment sheet used to manage provider workload and provide a one-glance look at who is seeing which patient

Example of calendar used by nurse coordinators to schedule family meetings



Palliative Care Consults at GMH



Resources for Training Nurse Coordinators

- ELNEC (End of Life Nursing Education Consortium)
- Palliative Care Immersion Courses
- Certification in Hospice and Palliative Care available through HPNA

