

Focus + Community Collaboration = Explosive Growth

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Opportunities

➤ To understand the unique community needs we used active listening sessions to gather the following feedback¹.

- Low Current Census
- Infrequent MD/NP visits
- Inconsistent follow-through
- No Community Outreach
- Intense Market Competition

Process Initiatives

➤ Establish New Staffing Model:

- Palliative/Telehealth RN
- Patient Care Consultants
- Volunteers

➤ Daily Huddle

- Palliative team meets daily
- Video meeting
- Tracking system for all patients

➤ Community Outreach

- Patient Care Consultants
- Telehealth/Telemedicine Services
- Volunteer Recruitment
- Updated Marketing Materials



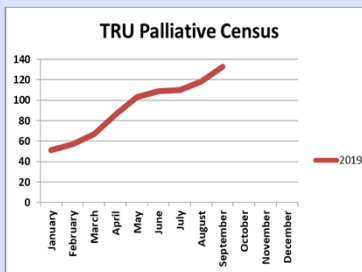
Abstract

TRU Community Care began assessing its existing small, somewhat traditional, palliative care program for redesign. The journey to build a community focused palliative care program began with exploration of the following four areas:

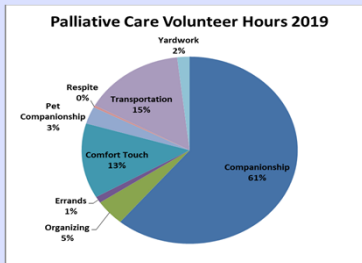
1. Listening session with all community referral sources
2. Review of the literature for best practices
3. Market assessment of existing palliative care options
4. Completion of a technology assessment

The results of our new community focused palliative program have exceeded the most optimistic expectations. Overall palliative census has exceeded 211% of the old program. Existing provider relationships have improved while opening up new partnerships.

Results



- **211 % Census Increase**
- **Increase Census for 10 Consecutive Months**
- **19% Increase in new referral sources**



- **Palliative Volunteer Program has been a tremendous patient satisfier**
- **Wide variety of volunteer offerings**

Discussion and Conclusions

Success: The TRU Palliative Care program exceeded all goals established at the beginning of the project. Team members identified the following items as critical to achieving identified outcomes:

- **Virtual Daily Huddles**- Interdisciplinary meeting to review referrals.
- **Patient Care Consultants**- Establishment of this key resources to coordinate referrals.
- **Volunteer Program**-Availability of volunteers provided a unique resource to our patients.
- **Telehealth Capability**- Video technology increased the ability of the team to efficiently connect patients, providers and resources.

Conclusion: Incorporating feedback from patients and referral sources allowed the team to identify key opportunities for change. The result is a new program that is providing evidence based palliative care.

References

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