**IMPROVING EARLY ACCESS TO PALLIATIVE CARE**

### Highmark Blue Cross Blue Shield Initiative

**Purpose**
Provide consistent Palliative Care services to those with:
- Advanced chronic or serious life-threatening illness
- Risk of death within one year
- Incurable cancer
- Organ system failure
- Severe progressive neurological disease

**Description**
- Assist with patient care needs
- Establish goals of care
- Discuss and develop Advanced Directives
- Provide family education and support through decision making and symptom management

**Highmark Goal**
Greater than or equal to 11% of BCBS patients discharged will have palliative care assessment

Goal was not initially met. A nurse practitioner was hired as a provider who could assess this patient population.

### At time of assessment, the provider would determine if the patient was a good candidate for continued palliative care

### Obstacles
- Identifying qualifying patients on admission.

### Intervention
- IT department developed a daily report that provides each patient admitted in the last 24 hours, that met our diagnosis criteria (Identified with ICD-10 codes)

### Results
- Percentage of patients assessed increased to >60%
- By implementing this program, CHH has successfully met the criteria yielding and extra $300,000 in reimbursement
- Enabled an additional NP and Palliative physician to be added inpatient as well as opening an outpatient clinic in the hospital’s comprehensive cancer center.

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**Palliative Care Consult Rates**

<table>
<thead>
<tr>
<th>Year</th>
<th>All Payer</th>
<th>BCBS DB</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>32.30%</td>
<td>14.72%</td>
</tr>
<tr>
<td>2016</td>
<td>46.53%</td>
<td>16.63%</td>
</tr>
<tr>
<td>2017</td>
<td>50.80%</td>
<td>22.43%</td>
</tr>
<tr>
<td>2018</td>
<td>59.33%</td>
<td>27.46%</td>
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<tr>
<td>Jan 2019 - Aug 2019</td>
<td>59.33%</td>
<td>25.49%</td>
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