



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

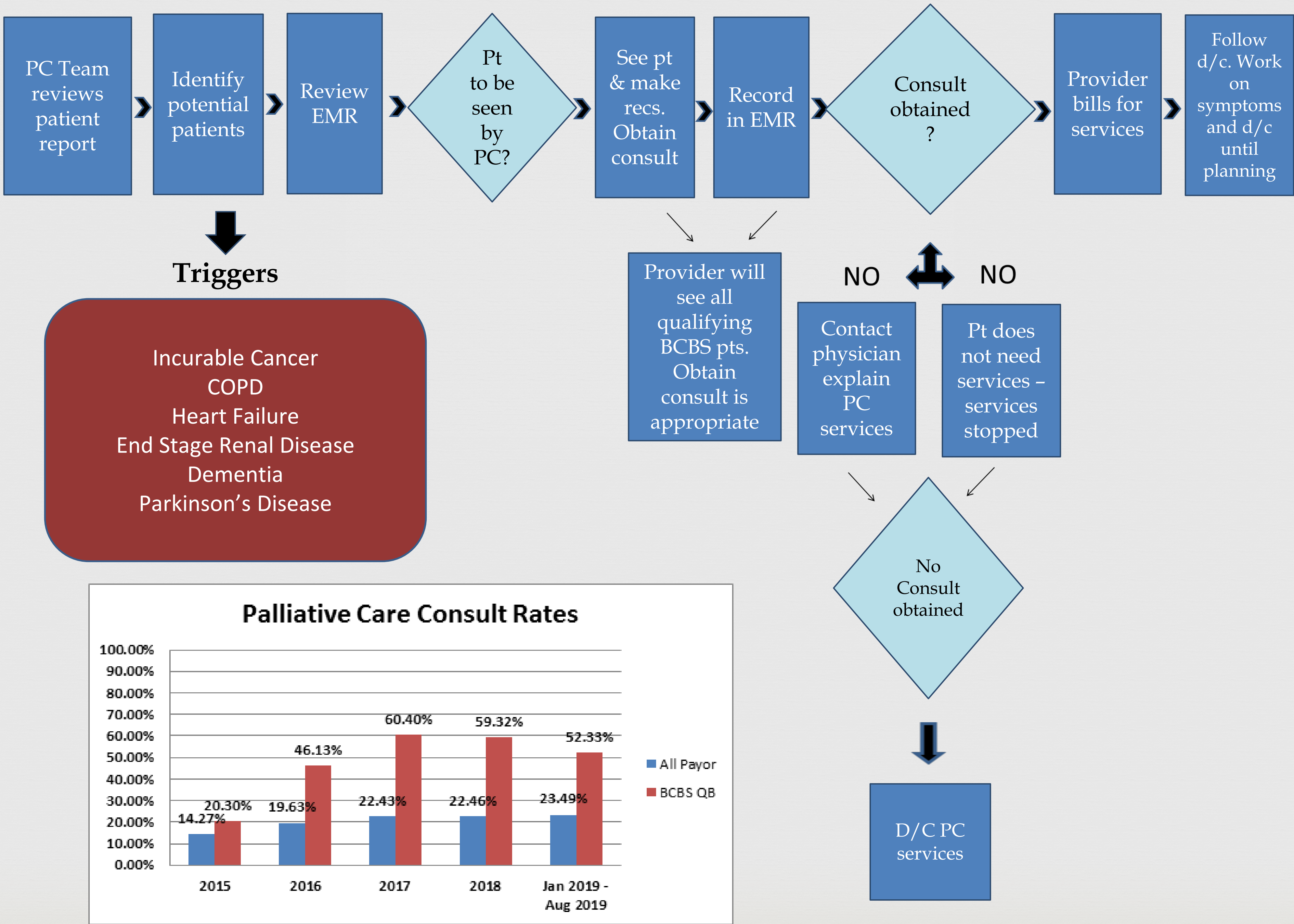
- Description**
- Assist with patient care needs
 - Establish goals of care
 - Discuss and develop Advanced Directives
 - Provide family education and support through decision making and symptom management

- 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.

FIN	Pt	DOB	AGE	Admit Date	Encounter type	Attend-ing	Primary Insurance	Second-ary	Admitting Diagnosis
X	X	X	40	9/22/19	Medical	X	UNMCD	Self	Acute Pancreatitis
X	X	X	57	9/22/19	Observation	X	ABHKY	Self	Pain, unspecified
X	X	X	78	9/22/19	Medical	X	Blue Cross	Self	Malignant neoplasm
X	X	X	54	9/22/19	Medical	X	HUM	Self	Bloodstream infection
X	X	X	57	9/22/19	Observation	X	Medicare	WV Medicaid	Altered mental status, unspecified
X	X	X	82	9/22/19	Observation	X	Blue Cross	Self	Heart failure, unspecified
X	X	X	80	9/22/19	Medical	X	HCPPO	Self	Hypokalemia
X	X	X	74	9/22/19	Medical	X	Medicare	Blue Cross	COPD with (acute) exacerbation
X	X	X	54	9/22/19	Observation	X	Medicare	Blue Cross	Acute myeloblastic leukemia, without remission

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 hospitals comprehensive cancer center.