

Training Your Colleagues: Three Case Studies for Building Palliative Care Skills Across the Organization

September 21, 2016

Lessons from:

- Sta-Home Health (Jackson, MS)
- St. Francis Hospital (Wilmington, DE)
- Rainbow Hospice and Palliative Care (Mt. Prospect, IL)


Join us for upcoming CAPC webinars and virtual office hours

→ Webinar:

- **Building an Integrated Team-Based Community Palliative Program:**
Tuesday, October 11, 2016 | 1:30 - 2:30 pm ET

→ Virtual Office Hours:

- **Billing for Community-Based Palliative Care with Anne Monroe, MHA:**
TODAY | 4:00 pm ET
- **How to use CAPC Membership with Elizabeth Jurczak, MSW:** Friday,
September 23, 2016 | 1:00 pm ET
- **Billing and RVUs for Hospital Palliative Care with Julie Pipke, CPC:**
Friday, September 23, 2016 3:00 pm ET
- **Master Clinician Series with Andrew Esch, MD, MBA, Diane Meier, MD,
Bridget Tracy, MD, & Diane Weg Farquhar, LCSW, ACSW:** Monday,
September 26, 2016 | 2:00 pm ET
- **Palliative Care Models in the Community with John Morris, MD,
FAAHPM:** Tuesday, September 27, 2016 | 3:00 pm ET



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Who are CAPC educators?

- A. I work in a hospital.
- B. I work in a hospice or home health agency.
- C. I work for a group practice.
- D. I work in a nursing home.
- E. I work for a payer, ACO, or other risk-bearing entity.

Status check: Where is your training initiative?

- A. I haven't started but want to.
- B. I do palliative care education now but want to expand training.
- C. I've hit a road block and need ideas.
- D. I got lost and ended up in this webinar.

Why do palliative care training?

Vision:

→ *Palliative care everywhere.*

How will we get there?

- Help health organizations to deliver high quality palliative care to patients and families in need
- Increase public understanding of palliative care so that all patients and families will know to ask for it when faced with a serious illness
- Improve the knowledge and skills of all clinicians who serve seriously ill patients and their families

CAPC Clinical Curriculum

capcCAMPUS

≡ MENU

Structured Protocol for Choosing the Right Pain Medication

- I. Complete the **pain assessment**
- II. **Match** the appropriate drug to the pain type
- III. Consider potential risks and side effects
- IV. Assess the safest **route of delivery**
- V. Consider **who** will administer the meds and in what **setting**
- VI. Determine whether the patient can **find and afford** the medication
- VII. Assess the cultural, spiritual, and social context for the pain



Patient:
Mike



My name is Mike. I turned 42 years old last Thursday. I was just told I have cancer.

About 6 months ago, I felt a lump in the back of my mouth. At first it didn't bother me, and I ignored it. Then, about 3 months ago, my back tooth started throbbing badly, and the lump seemed bigger. I figured I had an infection. What else could it be? I saw my dentist, who gave me an antibiotic. The pain went away, but the lump was still there. The dentist thought I should see a specialist.

That's when things started going badly...

I saw a doctor who took a sample of the lump. One week later, I got the news: "It's cancer." I couldn't believe it. Me?!

My kids do not know yet. My wife is freaking out.

What to expect in this webinar

1. Practical ideas for how to design an education program and roll it out to clinical teams.
2. Acknowledgment of challenges and ideas for getting past them.
3. **Opportunity to participate in a discussion.**

Carole Ward, BSN, RN
Director of Clinical Development
Sta-Home Health and Hospice
Jackson, MS



Goals for Training

- Introduce CAPC to Sta-Home
- Develop palliative team
- Provide specific training to all nurses, social workers and home health aides

Introduction to CAPC site as a member

→How?

- Engage leaders
- Incorporate CAPC registration into orientation
- Implement technical training at the start

Education plan for palliative team

→ Who?

- Visiting nurse, aide and social workers
- Transitional care coordinators
- Home care coordinators
- Nurse leaders

Please email your preference for the afternoon class scheduled for Mondays 3-4 or the morning class on Wednesdays from 9-10. Delma Mitchell will be teaching a third class on the days and times listed below. If you have a conflict, you will be responsible to call or email me or Delma and schedule a make-up session. The schedule will be :

DATE OF CLASS	TIME OF CLASS via LifeSize Video	CLASS CONTENT
Monday, February 22nd or Wed, February 24 th Delma: Mon Feb 22nd	3:00-4:00 9:00-10:00 3 PM	Pre-work CAPC Communication Skills curriculum Introduction to Palliative Care in the Community; Delivering Serious News
Monday, February 29th OR Wed, March 2nd Delma: Wed March 2nd	3:00-4:00 9:00-10:00 3 PM	Pre-work CAPC Communication/Symptom curriculum Discussing Prognosis; Anxiety
Monday, March 7th OR Wed, March 9 th Delma: Wed March 9th	3:00-4:00 9:00-10:00 3 PM	Pre-work CAPC Communication/Symptom curriculum Clarifying Goals of Care; Depression
Monday, March 14 th OR Wed, March 16 th Delma: March 16th	3:00-4:00 9:00-10:00 3 PM	Pre-work CAPC Communication/Symptom curriculum Conducting a Family Meeting; Nausea and Vomiting
Monday, March 21st OR Wed, March 23 rd Delma: Wed March 23 rd	3:00-4:00 9:00-10:00 3 PM	Pre-work CAPC CAPC Communication/Symptom curriculum Advance Care Planning Conversations; Constipation
Monday, March 28 th OR Wed, March 30 th Delma: Wed. March 30th	NO CLASSES for Carole or Delma 3 PM	NO CLASSES for Carole or Delma
Monday, April 4 th OR Wed, April 6 th Delma: Wed. April 6th	3:00-4:00 9:00-10:00 3 PM	Pre-work CAPC Pain /Symptom curriculum Comprehensive Pain Assessment; Dyspnea
Monday, April 11 th OR Wed, April 13 th Delma: NO CLASS	3:00-4:00 9:00-10:00	Pre-work CAPC Pain curriculum and Symptom Resources Matching Drug Class to the Pain; Opioid Trials-determining Design, Efficacy and Safety Confusion/Delirium resources
Monday, April 18 th OR Wed, April 20 th Delma: Wed. April 20 th	3:00-4:00 9:00-10:00 3 PM	Pre-work CAPC Pain curriculum and Symptom Resources Prescribing An Opioid; Prescribing Short Acting Opioids; Dysphagia/dry mouth resources Fatigue/Insomnia resources
Monday, April 25th OR Wed, April 27 th	3:00-4:00 9:00-10:00 3 PM	Pre-work CAPC Pain curriculum and Symptom Resources Monitoring for Efficacy, Side Effects, and Substance use Disorder Edema/Lymphedema resources
Delma: Wed, May 4th	3 PM	Pre-work CAPC Pain curriculum and Symptom Resources Matching Drug Class to the Pain; Opioid Trials-determining Design, Efficacy and Safety

Palliative training for mobile workforce

- Developed annual in-service training
- Plan for on-going annual palliative training



Goal to improve pain outcomes and star ratings

Training integration with HealthStream platform



Click Logo to Log on

CAROLE A WARD | Sta-Home Health & Hc

People

Courses

Education

Reports

Tools

Services

capcCENTRAL

Course Details

Palliative Care: Comprehensive Pain Assessment

Estimated Course Length: 120 minutes



You have successfully completed this course. [View Certificate](#)

Course Learning Activities

You are enrolled in this course. Click the "Course Overview" link above to activities below. (For CE Credit Information, scroll down.)

Learning Activity



Palliative Care: Comprehensive Pain Assessment*



Palliative Care: Comprehensive Pain Assessment Acknowledgement*

Course Continuing Education Credit

PAIN MANAGEMENT COURSES

COURSE 1
Pain Management
COURSE 1

COURSE 1: COMPREHENSIVE PAIN ASSESSMENT

REQUIRED CONTENT: 1 OF 1 COMPLETE

TESTS: 2 OF 2 COMPLETE

The numbers

1311

Total # course
completions

437

Total # active users

3

Average # course
completions per user

CAPC users

- RNs (majority)
- Home Health Aids
- CNAs
- CNPs, NPs, and PAs
- Physical therapists
- Social Workers
- LPN/HCC
- Chaplains
- Sales & Marketing staff

Challenges/Solutions

- Communication
- Technology integration

Future training plans

- On-going palliative education for staff
- Develop current palliative team
- Train new palliative team members

Questions?

Sta-Home Health and Hospice, Inc.

Carole Ward, BSN, RN

Director of Clinical Development

Cell phone 769-232-6509

cward@sta-home.com

Allison Gonzalez, DSW, MSW
Palliative Care Liaison
St. Francis Hospital
Wilmington, DE

St. Francis Healthcare Wilmington, DE: Training Goals

- Change culture of palliative care throughout St. Francis Community
- Improve our HCAHPS Pain Score
- Corporate encouragement

Colleague Involvement

1st Identified key stakeholders:

- Clinical Staff
- Those passionate about palliative care

→ Phase 1 developed initial core group:

- RN Education, SW & Case Mgt, 2 MD Groups, ED, Oncology & Pastoral Care

→ Phase 2 expanded to larger palliative care committee

- Quality, St. Francis Home Care, St. Francis LIFE Program, Nurses, Senior Leadership, ACO

Education Initiatives to Date

- Palliative Care Symposium October 2015
- CAPC Curriculum
- Lunch & Learns
- Grand Rounds
- Department specific education presentations
- Integration of CAPC Curriculum in Resident Lectures

CAPC Promotion

- Announcements went out in internal electronic media
- Link to CAPC on daily announcements
- Hard copies on how to complete courses, etc. available at all nursing stations

The numbers

481

Total # course
completions

82

Total # active users

6

Average # course
completions per user

CAPC users

→ Administrators

→ APRNs

→ CRNAs

→ Chaplains

→ MDs and Dos

→ PAs

→ RNs

→ Social Workers

→ LPNs

→ Surgical tech staff

What is to come?

- Table at Colleague Health Care
- Presentation at ACO Providers Quarterly Meeting in September
- Incentives Program for CAPC use

Palliative Care Service

- Integration into Family Practice Residency Program
- CAPC Pain Modules focus for completion

Questions?

St. Francis Hospital
Allison Gonzalez, DSW, MSW
Palliative Care Liaison
Agonzalez@che-east.org

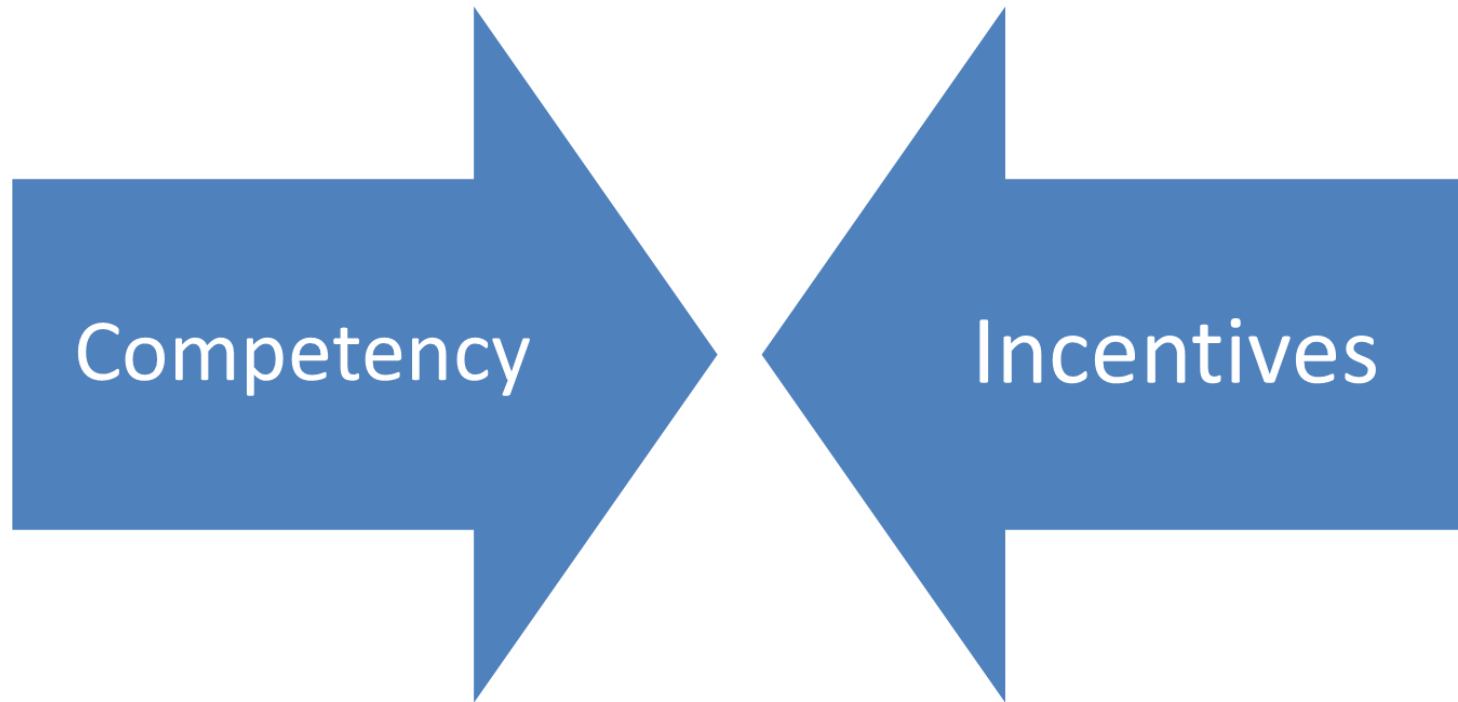
Nargis Nardi, MSNc, RN, CHPN
Clinical Education Program Manager
Rainbow Hospice and Palliative Care
Mt. Prospect, IL



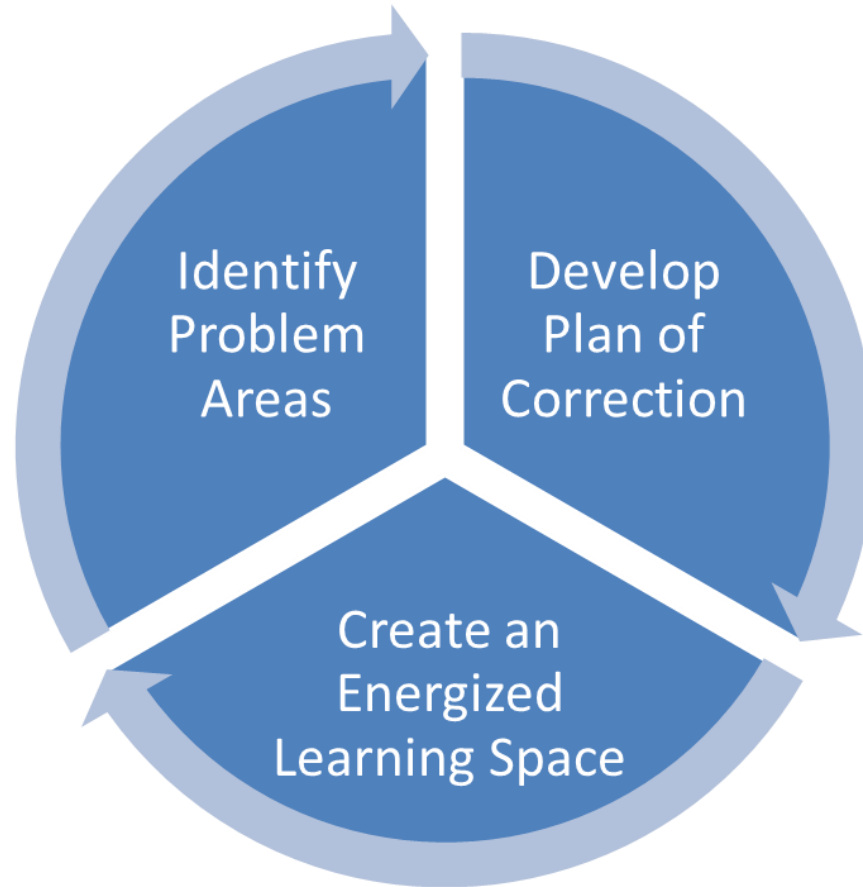
Learning Style Inventory



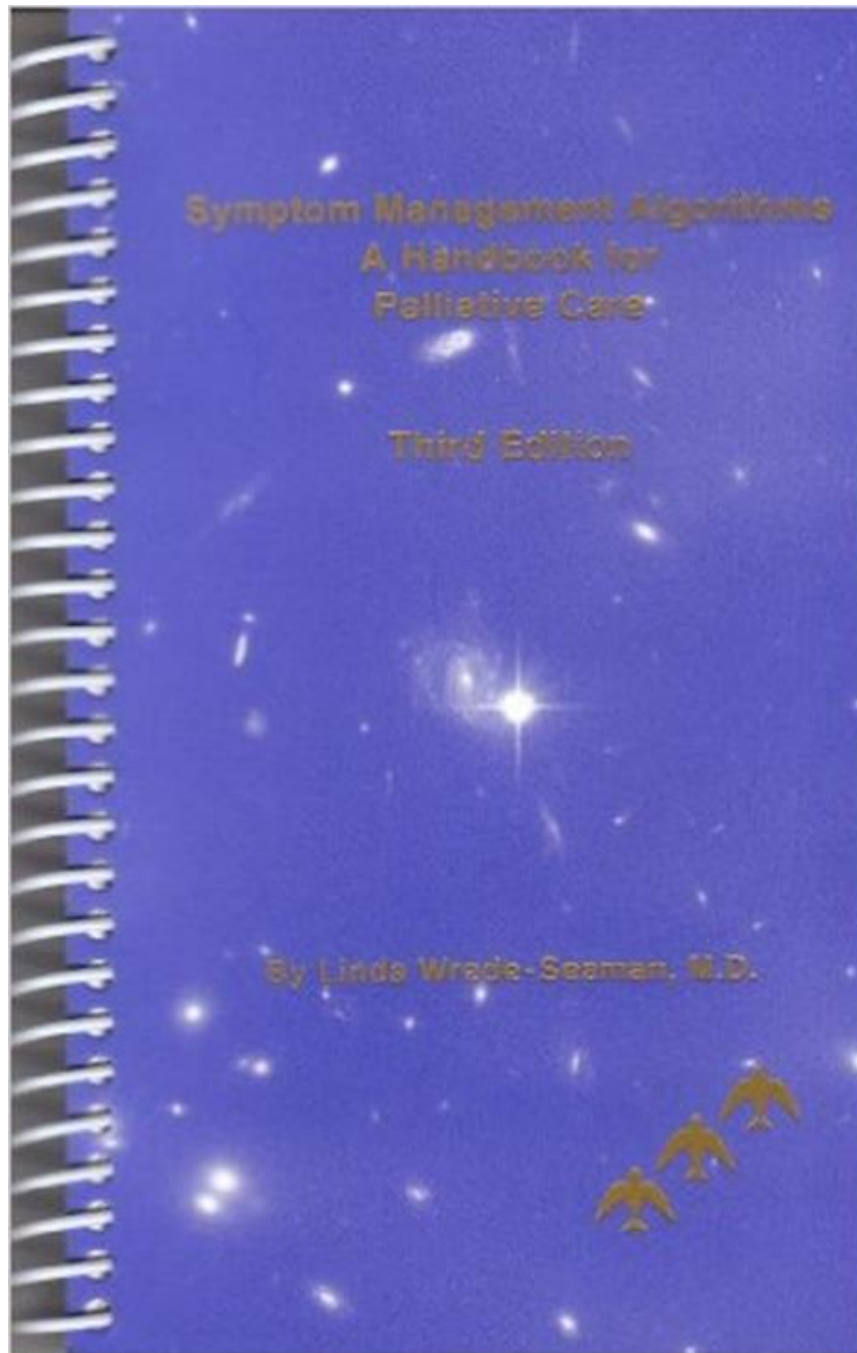
Life-Long Learning



Changing a Culture



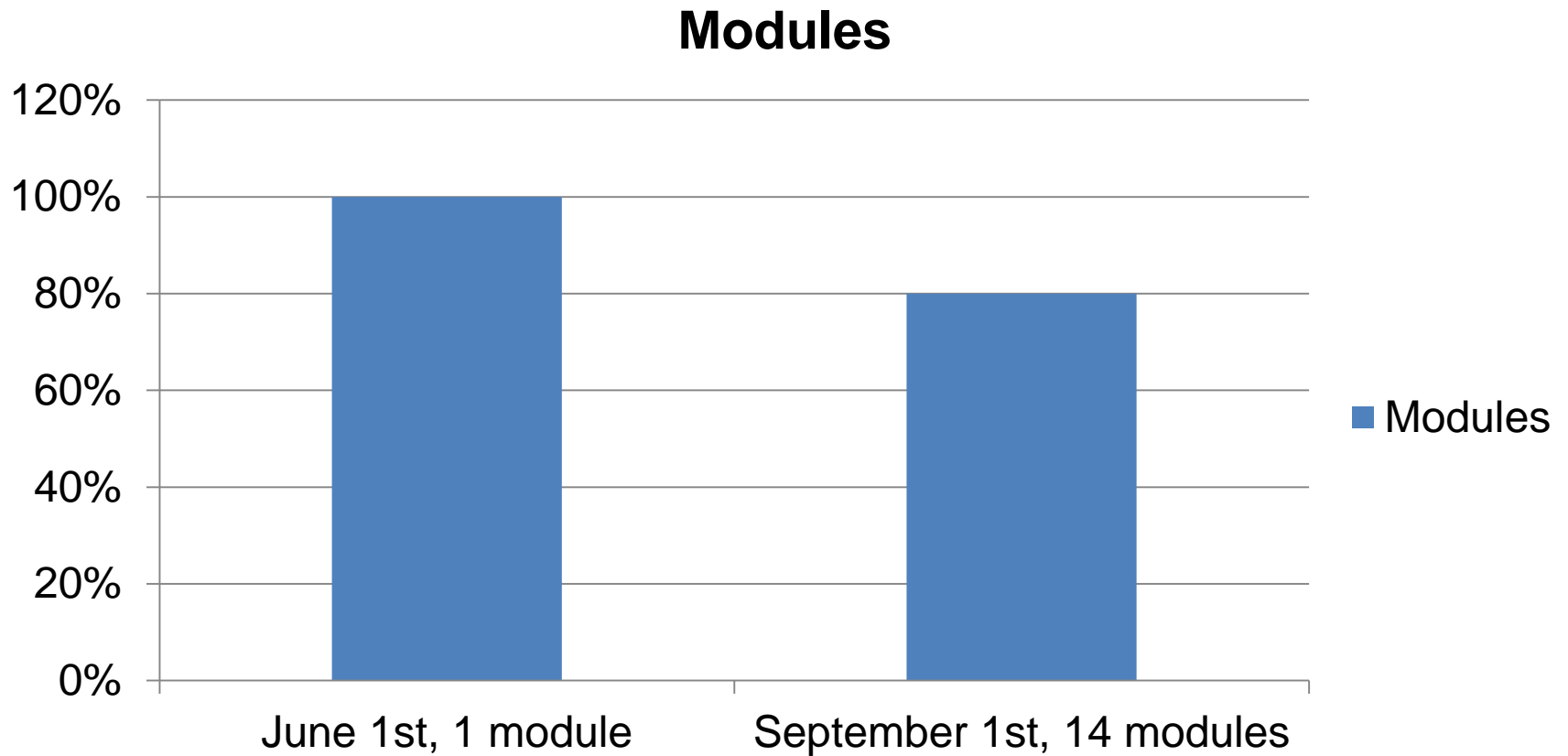
Educational Tool



Summer Challenge



Statistical Data



The numbers

1356

Total # course
completions

148

Total # active users

9

Average # course
completions per user

CAPC users

→ APRNs

→ APN NPs

→ CHPNAs

→ CNAs

→ LPNs

→ MDs and DOs

→ RNs

→ Social Worker

Feedback & Practice Challenge

Completion of the 14 CAPC pain modules enhanced my hospice care of patients journeying towards end of life by enabling me to be more aware of their pain needs. I am now better able to assess their pain needs using the mild to severe pain assessment algorithms. I am also more aware of non-pharmacological interventions that may give our patients more quality end of life.

Mary Kay Plomin, BSN, RN, CHPN, Case Manager

Feedback & Practice Challenge

Completing all 14 CAPC's pain modules has enhanced my practice by providing me with the knowledge, tools and resources to better assess and manage patients' pain. It has also taught me important information on appropriate titration and analgesic equivalents for drug rotation.

Molly Davies BSN, RN, CHPN Case Manager

The training modules proved extremely productive to me, a nurse on the “frontline”.

They provided educational tools to enhance my clinical strengths; fortify those areas I felt comfortable with and force me to think critically about each Patient as an Individual with particular symptom management needs.

Pam Dryier MS, MA, BSN, RN, CHPN Case Manager

Feedback & Practice Challenge

Since pain management is such an important part of end of life care, I thought it was great to have such a thorough presentation of pain management. Some of the material was review which was still helpful. (I've been a hospice nurse for about 14 years.) It was good to have it in a convenient and easy format that we could study on our own schedule. I also appreciated the continuing education credits we received which I could use to renew my nursing license as well as applying it toward my hospice and palliative care nursing recertification.

Judy Menhennett MSN, RN, CHPN Case Manager

Completing all of the pain modules enabled me to look at my patients' pain with a global view and to see if they were environmental or other issues that would prevent the pain relief. Also enabled me to think out-of-the-box and think of things that you don't normally think of for pain relief.

Jeanne Christian BA, RN, CHPN Case Manager

CAPC Pain Curriculum gave me greater context for how to approach pain management overall, how to manage changes to pain management medication regimen, and how to talk to patients and families simply and clearly.

Pam Winkler BSN, RN, CHPN Case Manager

Mandatory Onboarding

90 days of Hire

APN

RN

LPN

Find a Champion



References

Billings, D. M., & Halstead, J. A. (2012).
Teaching in nursing: A guide for faculty.
(4th. Ed.). St. Louis, MO. Elsevier Saunders.

Questions?

Rainbow Hospice and Palliative Care

Nargis Nardi, RN, CHPN

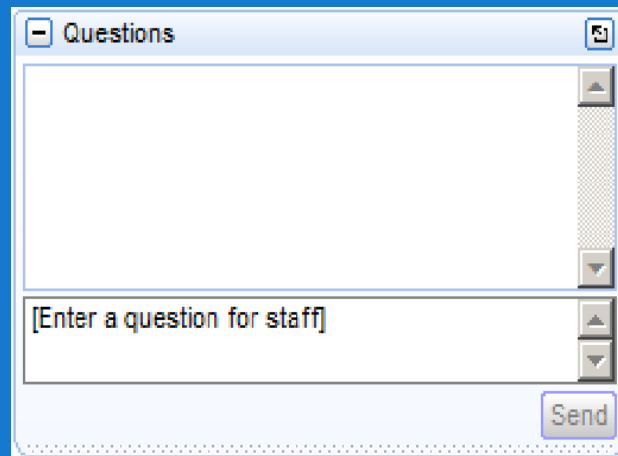
Clinical Education Program Manager

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Questions and Comments

Do you have questions for the presenter?

Click the hand-raise icon (🙋) on your control panel to ask a question out loud, or type your question into the chat box.



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