

# A Road Map for Home-Based Palliative Care Programs: Anticipating Program Challenges and Identifying Solutions

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June 20, 2018



# Join us for upcoming CAPC events

## → Upcoming Webinars:

- **Alternative Payment for Palliative Care: Getting from Here to There**
  - Wednesday, July 11, 2018 | 2:00 PM ET
- **A Decade of Data: Findings and Insights from the National Palliative Care Registry™**
  - Thursday, July 19, 2018 | 1:00 PM ET

## → Virtual Office Hours:

- **Billing for Community-based Palliative Care with Anne E. Monroe, MHA**
  - June 21, 2018 at 12:00 pm ET
- **Ask Dr. Diane Meier: Open Topics with Dr. Diane Meier**
  - June 28, 2018 at 12:30 pm ET

Register at [www.capc.org/providers/webinars-and-virtual-office-hours/](http://www.capc.org/providers/webinars-and-virtual-office-hours/)

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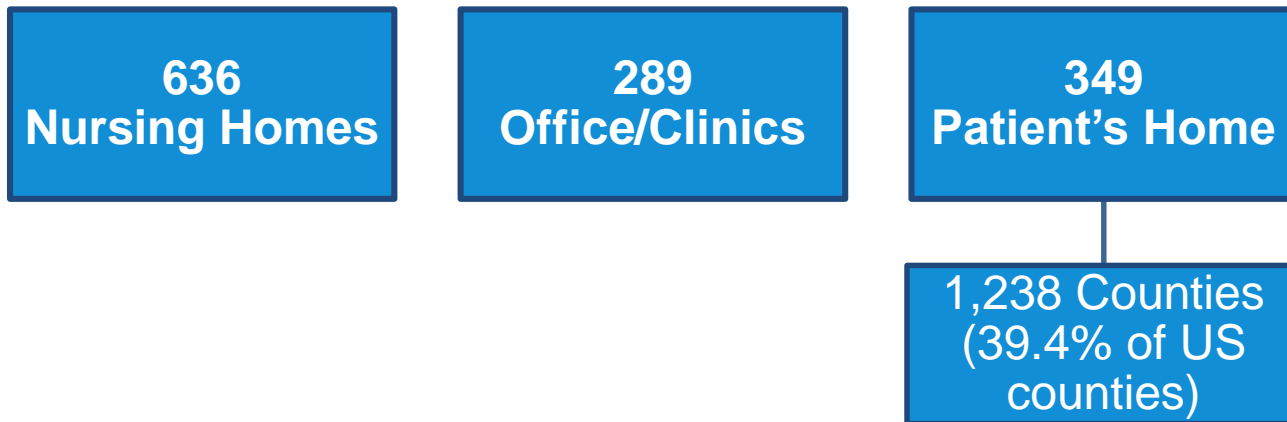
# The New Frontier

**Home-Based palliative care (HBPC):** the future of quality medical care for the sickest and most complex patients.

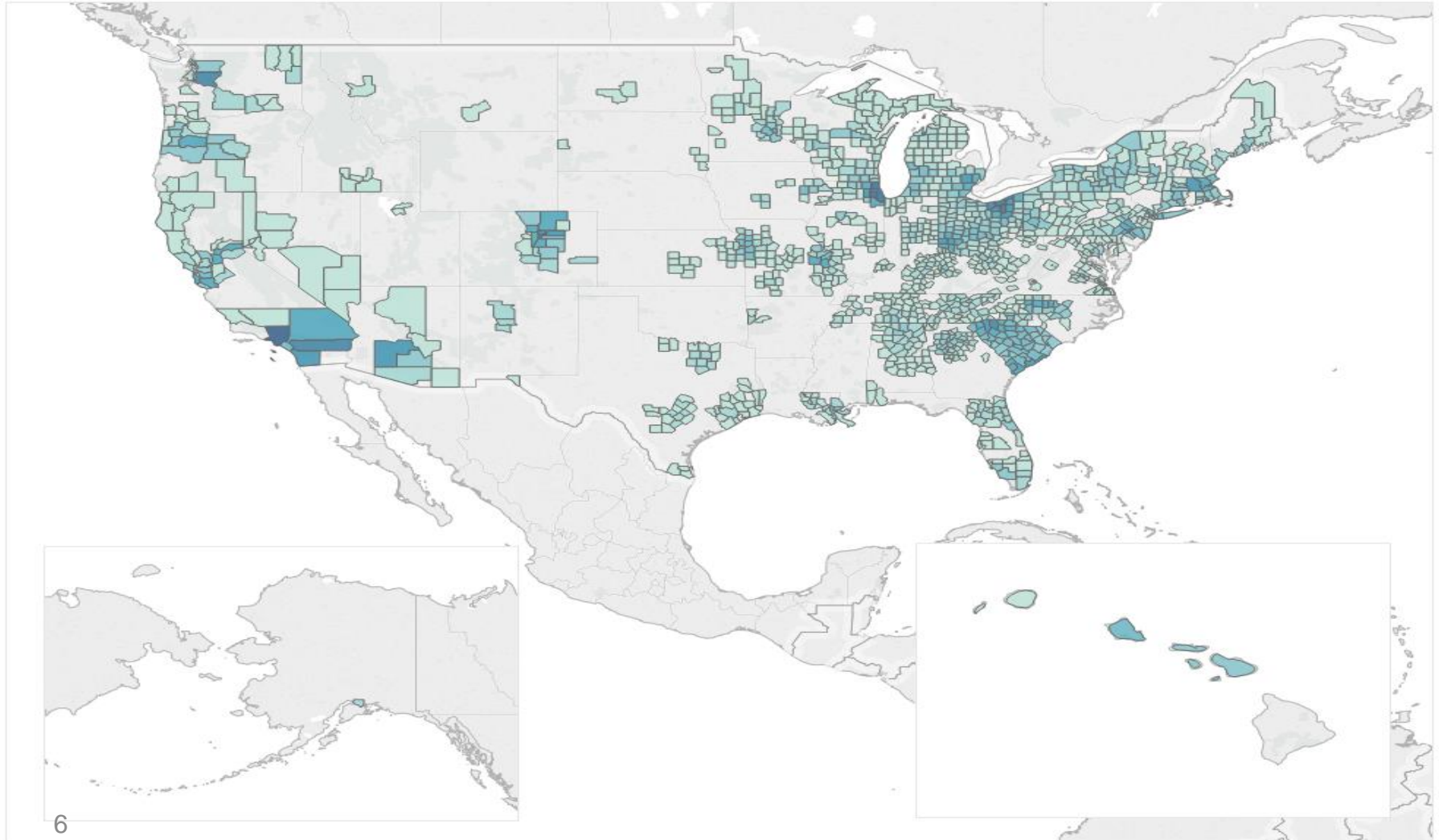
→ Yet, it is not reliably available

# Preliminary Results as of June 2018: Mapping Community Palliative Care

- 507 palliative care programs serving the community have participated since August 2017
- These programs serve 1,274 sites in the community:



# Preliminary: Mapping Community Palliative Care (In-Home Services)



# Preliminary: Mapping Community Palliative Care (In-Home Services)

**Put your program on the map here!**

<https://mapping.capc.org>

# The Quest

What must happen to:

→ Assure availability of HBPC?

→ **BRING HBPC TO SCALE?**





# The Quest

With support from Cambia Health Foundation, CAPC interviewed leaders of 25 HBPC programs to identify:

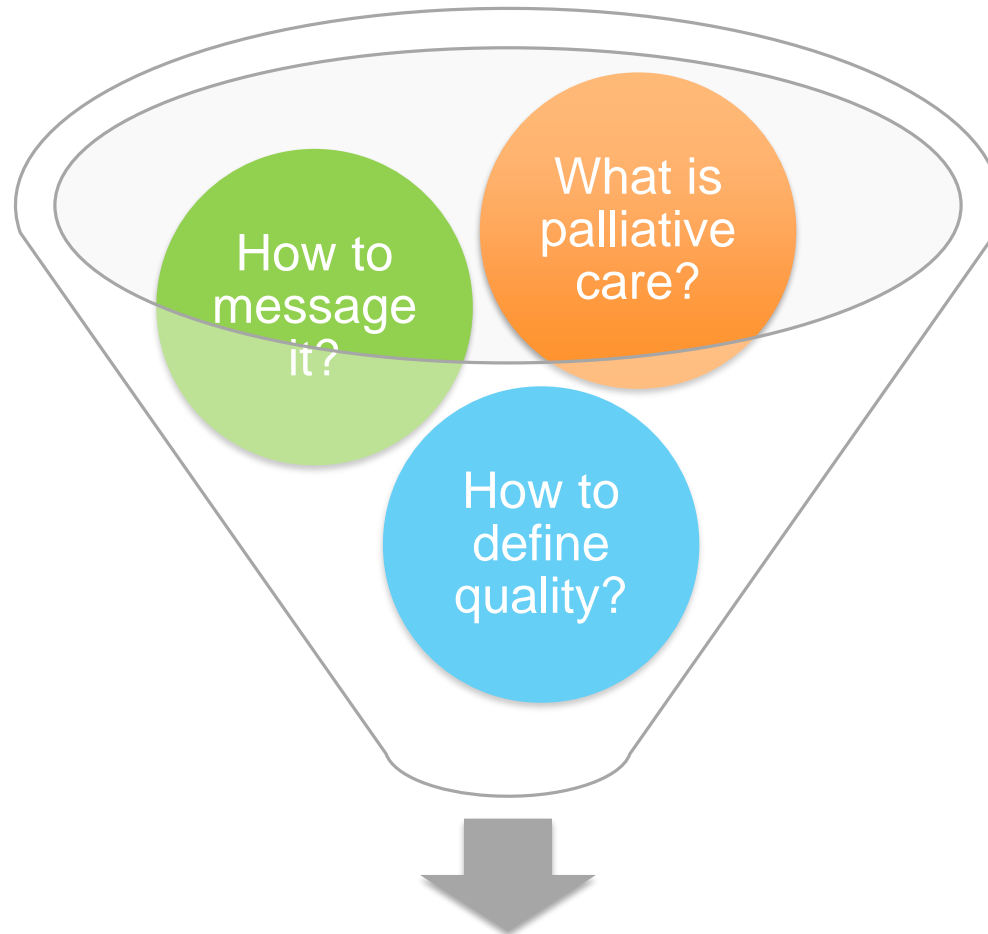
- Gaps that impede HBPC development
  - Leadership knowledge, training & skills
  - Program Tools
  - Workforce
  - Financing
- Operational, financial, educational and regulatory structures needed to support HBPC

# Purpose

Today we will explore...

- Major obstacles to HBPC delivery as gleaned through the assessment
- Voices from the field: An understanding of how these challenges play out in home-based programs
- Existing resources that reduce the obstacles for HBPC
- Roadmap for the future of HBPC

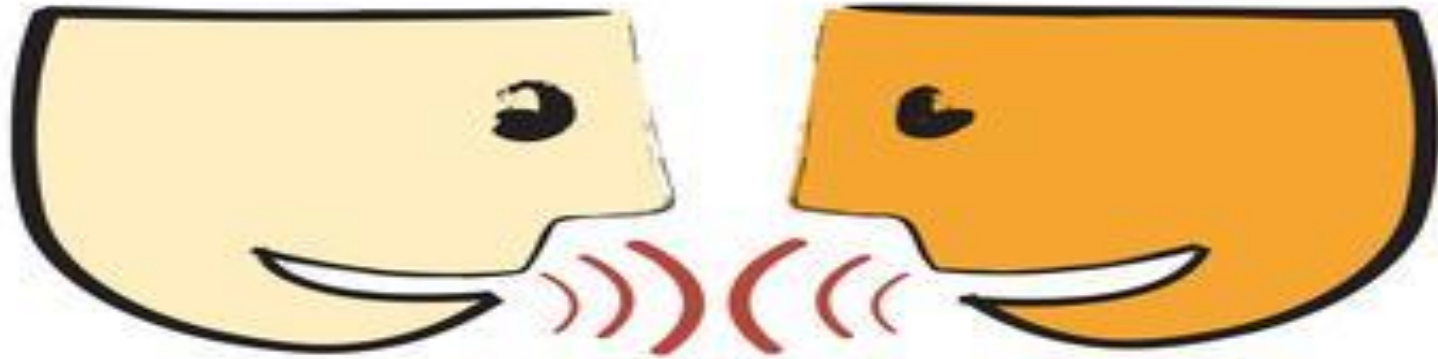
# Obstacle 1: What is HBPC?



**Need to improve understanding of what HBPC is  
and how to define its quality**

# Exploring the issues

How do you effectively differentiate home-based palliative care from other services?

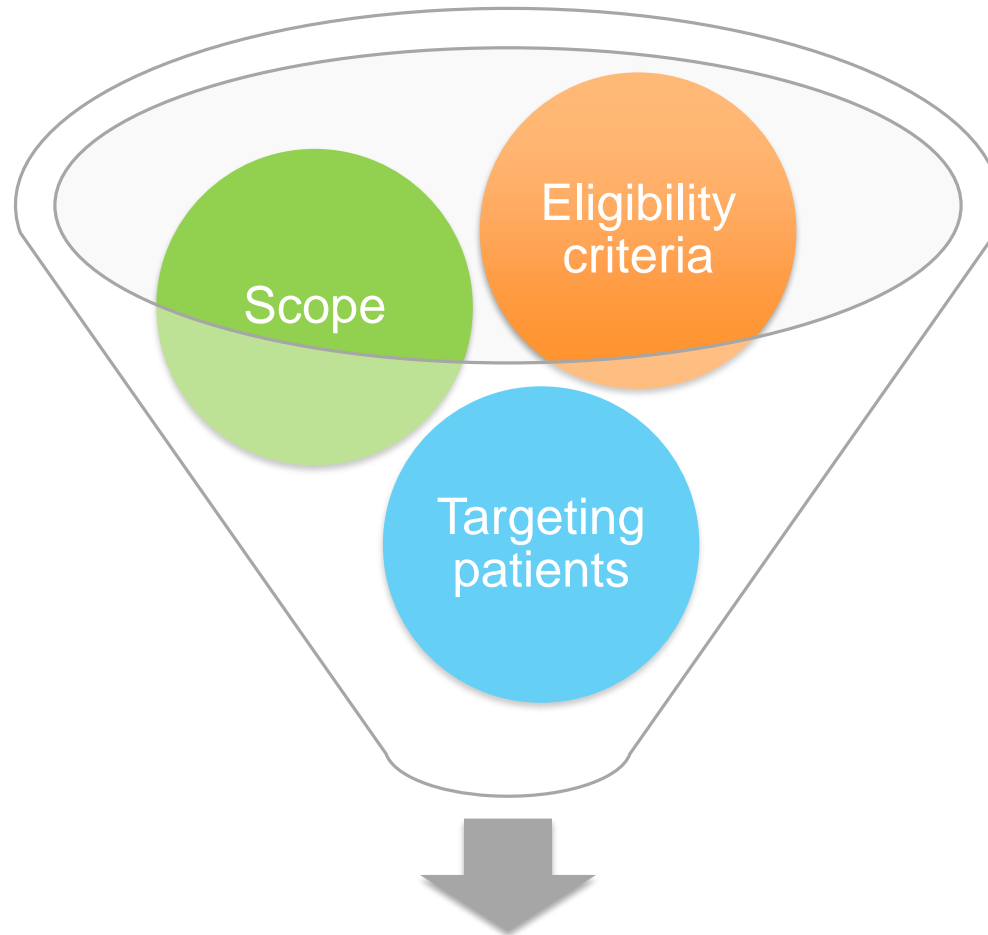


# Resources

- NCP [Clinical Practice Guidelines for Quality Palliative Care](#) (4<sup>th</sup> edition to be published October 2018)
- CAPC online course: [Introduction to Palliative Care in the Community](#)
- CAPC Guide to HBPC Program Design ([online](#) or [printed](#) copy)
- [Virtual Office Hours](#): Planning for Community-Based Palliative Care, Home-Based Program Design and Program Expansion, Marketing to Increase Referrals



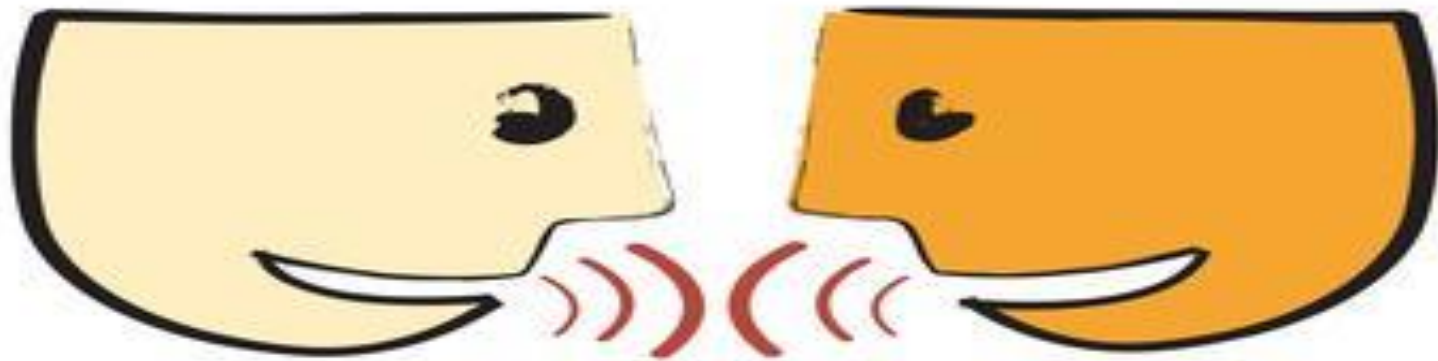
# Obstacle 2: Who does HBPC serve?



**Patient Eligibility and Identification**

# Exploring the issues

How do programs deal with the tension of determining appropriate eligibility criteria...  
of deciding who to serve?



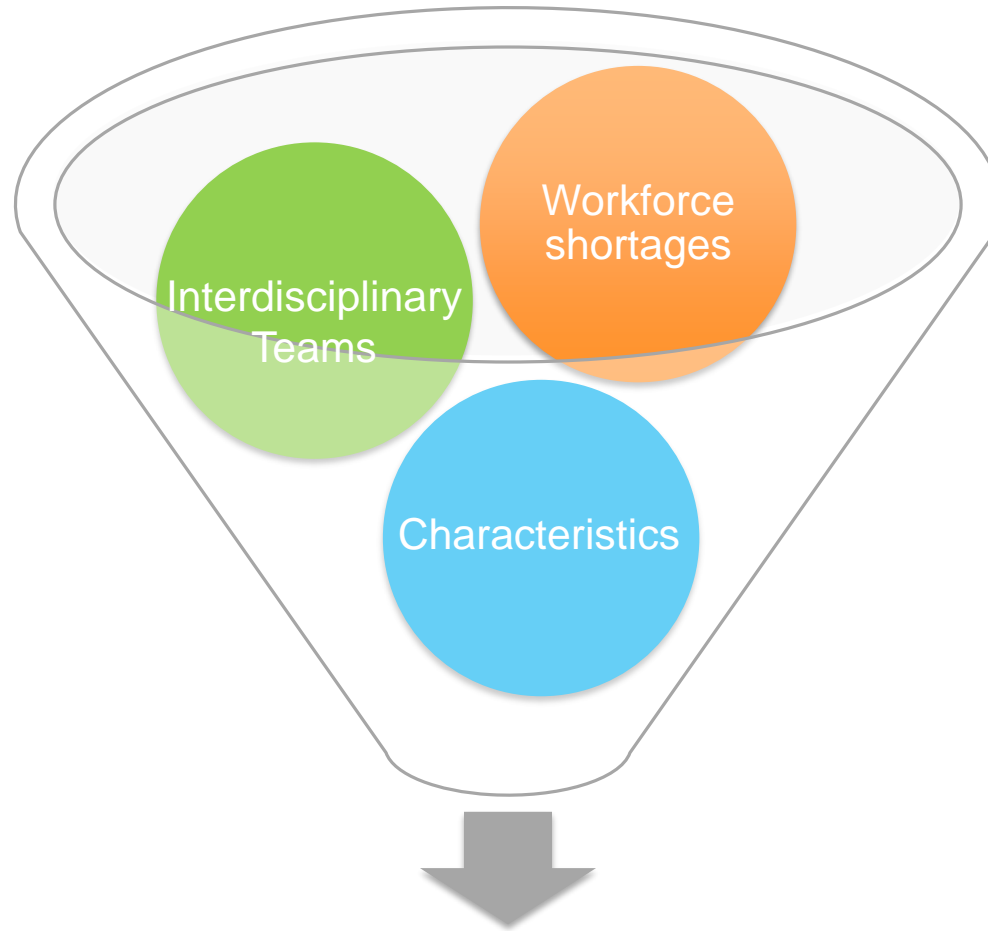
# Resources

- Use CAPC's [community-based palliative care needs assessment](#) tool and CE course
- Sample [HBPC program brochures](#) for patients and referrers
- CAPC Patient Identification and Assessment [toolkit](#)
- Consult the *Palliative Care in the Home* Guide, pp. 35-39 ([online](#) or [printed](#) copy)





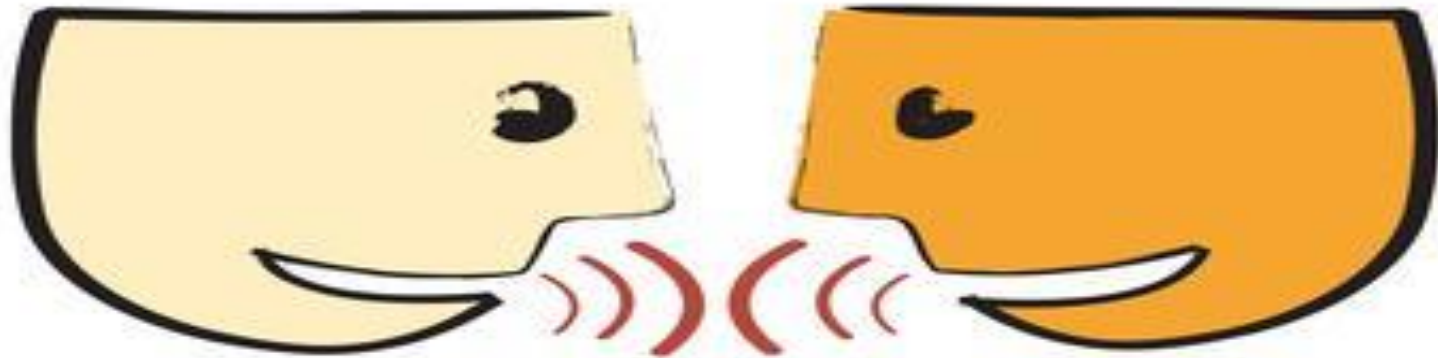
# Obstacle 3a: How to staff HBPC Recruitment



**Workforce Challenges**

# Exploring the issues

How might leaders think about what makes their program attractive & unique to a potential employee?

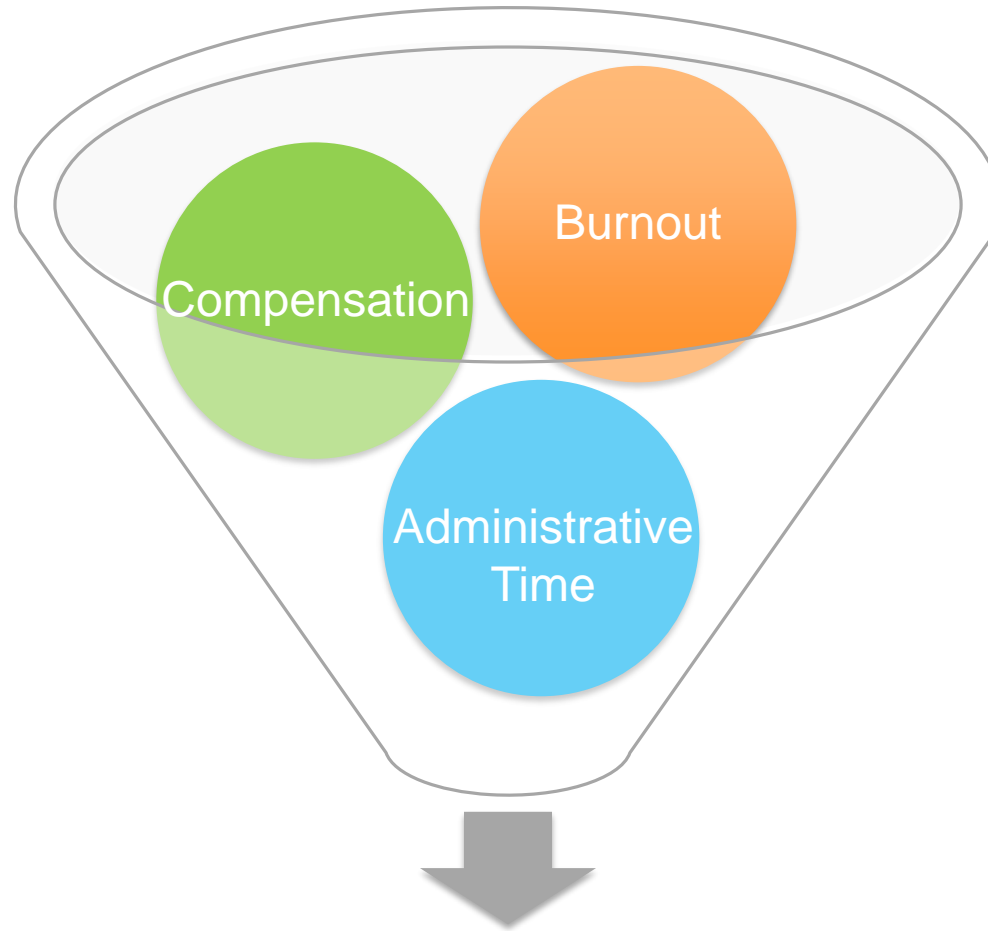


# Resources

- CAPC *Guide* Section 4D: *Staffing the HBPC Program* ([online](#) or [printed](#) copy)
- [Job descriptions and service agreements](#) for the HBPC program
- [‘Team Effectiveness’](#): Quick Tips and webinar recording on hiring and onboarding new staff
- [Online CE curriculum](#) for core clinical palliative care training of new staff



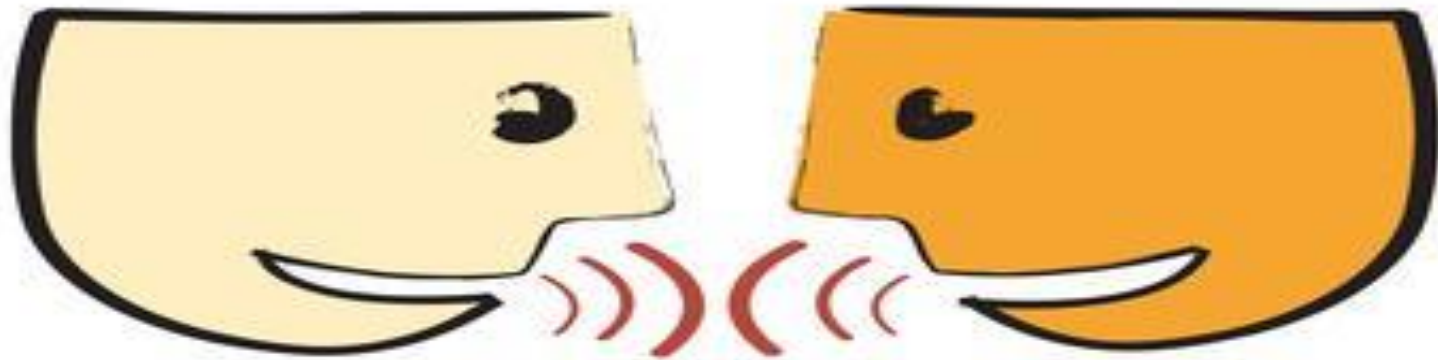
# Obstacle 3b: How to staff HBPC Retention



**Workforce Retention**

# Exploring the issues

How can teams be structured to foster retention and sustainability?

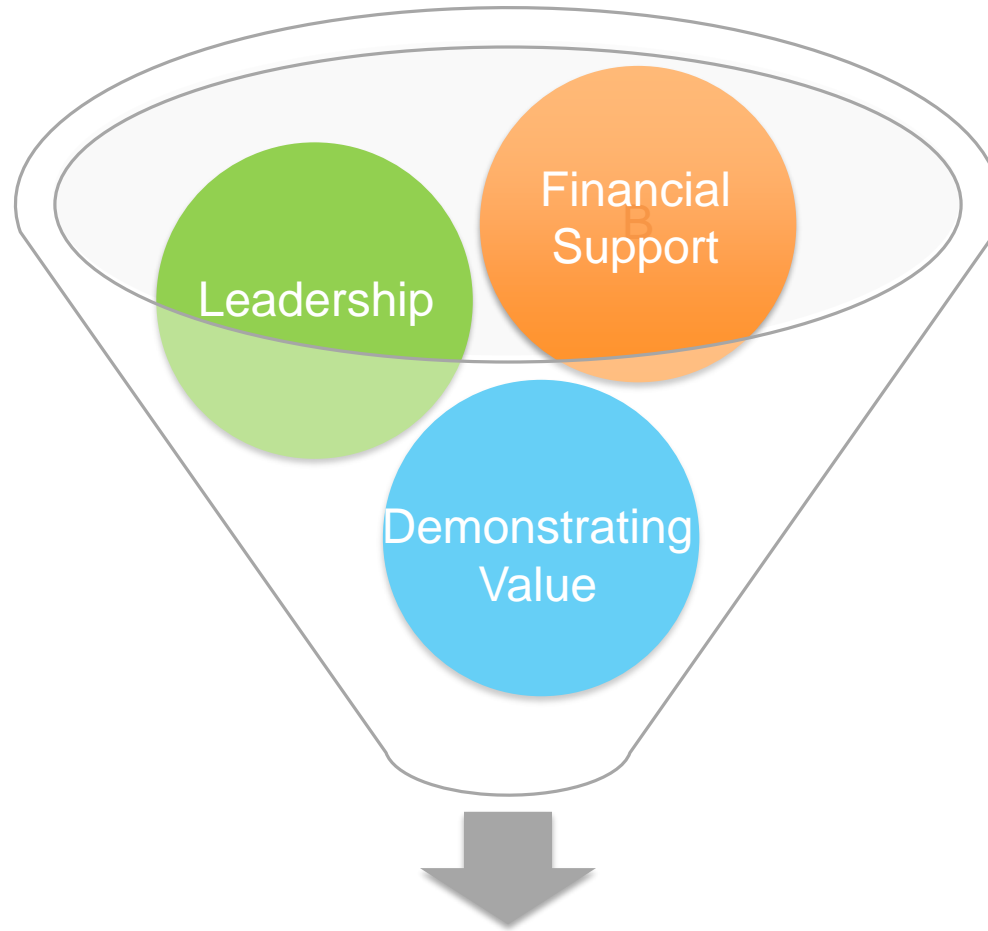


# Resources

- CAPC monograph: [Strategies for Maximizing the Health/Function of Palliative Care Teams](#)
- [Online CE curriculum](#) for core clinical palliative care training of new staff
- [“Tools for the Home Visit”](#) from the CAPC Home-Based Workgroup
- [“Team Effectiveness”](#): Tip sheets and webinar recordings on team health and role clarity



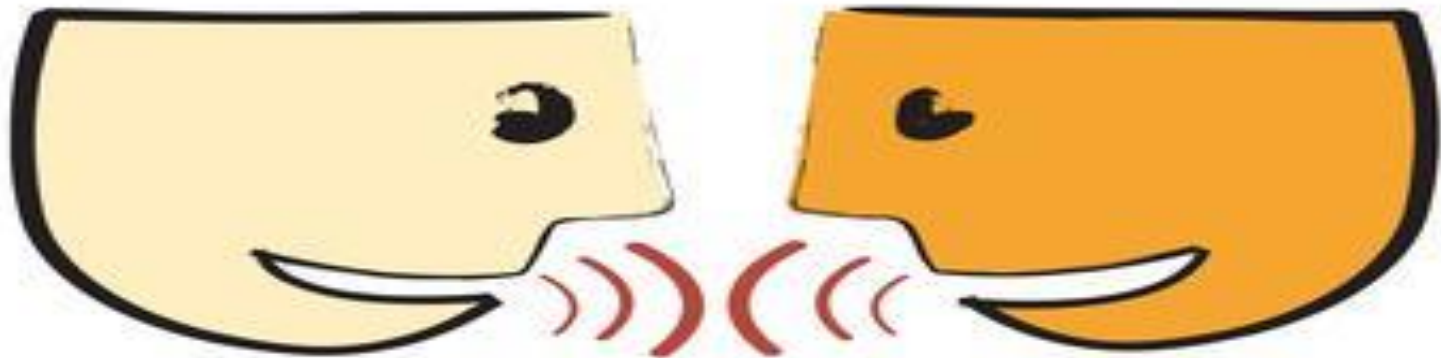
# Obstacle 4: How to sustain HBPC



**Program Sustainability**

# Exploring the issues

What are some thoughts on sustaining home-based palliative care programs?





# Resources

- Attend the [CAPC Payment Accelerator](#): Financial Partnerships for Community-Based Palliative Care Programs, November 7
- Take the course and download the toolkit: [Building the Business Plan for Community-Based Palliative Care](#)
- View the toolkit: “[Understanding Payment and Cost](#)”
- Attend training and receive mentoring on program financing through a [Palliative Care Leadership Center](#)



# A Path Forward

- Tools & technical assistance
- Quality standards
- Payment for HBPC
- Professional awareness

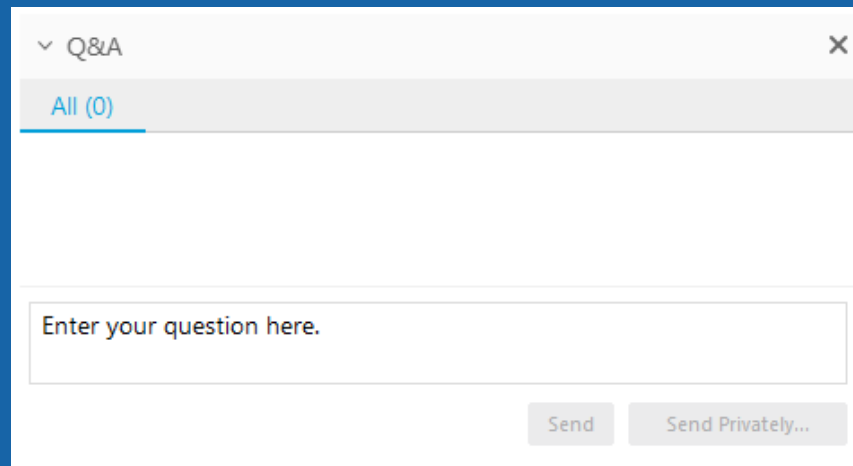


# Open Discussion: Q&A



# Questions?

Please type your question into the questions pane on your WebEx control panel.



The image shows a screenshot of the WebEx Q&A pane. At the top, there is a header with a dropdown arrow and the text "Q&A" and a close button "X". Below the header is a tab labeled "All (0)". The main area is a large empty text box with the placeholder text "Enter your question here." At the bottom right of the text box are two buttons: "Send" and "Send Privately..."



# Practical Tools for Making Change • November 8-10 • Orlando, FL

## Pre-Conference Workshops • November 7

- **Boot Camp:** Designing Palliative Care Programs in Community Settings
- **NEW! Payment Accelerator:** Financial Sustainability for Community Palliative Care

## Seminar Keynote Lineup



**Diane E. Meier, MD, FACP**  
 Director, Center to Advance Palliative Care



**Edo Banach, JD**  
 President and CEO, National Hospice and Palliative Care Organization



**Elisabeth Rosenthal, MD**  
 Author, *An American Sickness* and Editor-In-Chief, Kaiser Health News



**Jay D. Bhatt, DO**  
 President, HRET and Senior VP and CMO, American Hospital Association



**Christy Dempsey, MSN, MBA, CNOR, CENP, FAAN**  
 Author, *The Antidote to Suffering* and CNO, Press Ganey Associates