

Identifying Champions for Palliative Care: Driving Growth through Partnerships and Coordinated Care

Tara Liberman, DO, FACP

Maria Torroella Carney, MD, FACP

February 6, 2019

Join us for upcoming CAPC events

→ Upcoming Webinars:

- **Identifying Champions for Palliative Care: Driving Growth through Partnerships and Coordinated Care** with Maria Carney, MD and Tara Liberman, DO
February 6, 2019 at 1:00pm ET
- **Improving Team Effectiveness: Prevalence and Predictors of Burnout Among Hospice and Palliative Care Clinicians: An Interdisciplinary Team Perspective** with Constance Dahlin MSN, ANP-BC, ACHPN, FPCN, FAAN, Rev. George Handzo, BCC, Arif Kamal, MD, MBA, MHS, Victoria Leff, LCSW
February 27, 2019 at 3:30pm ET

→ Virtual Office Hours:

- **Evaluating Models for Palliative Care in the Community** with John Morris, MD, FAAHPM
January 23, 2019 at 2:00pm ET
- **Improving Team Effectiveness** with Tom Gualtieri-Reed, MBA and Andy Esch, MD, MBA [Register at www.capc.org/providers/webinars-and-virtual-office-hours/](http://www.capc.org/providers/webinars-and-virtual-office-hours/)
January 31, 2019 at 4:00pm ET

Identifying Champions for Palliative Care: Driving Growth through Partnerships and Coordinated Care

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Objectives

- Feature ways to improve and expand palliative care within different settings
- Understand how to assess existing partners and resources
- Demonstrate how to leverage strategies and goals within existing partnerships
- Show examples of how to coordinate care across a larger health care continuum

How did we get there?

- Assess
- Mission
- Vision
- Goals
- Align
- Use Metrics
- Communication efforts

Tip #1- Explore your current environment and those around you.

North Shore LIJ Health System 2013

By The Numbers



Key Facts

- ❑ 16 Hospitals (More than 6,000 hospital and long term care beds)*
- ❑ 3 Skilled Nursing Facilities
- ❑ Nearly 400 Ambulatory and Physician Practices
- ❑ 34 Nursing Home/Senior Living Affiliates
- ❑ The Feinstein Institute for Medical Research
- ❑ Comprehensive Continuum of Care
- ❑ Strategic Alliances

7 Million
People Served

4 Million
Patient Contracts

Revenue of More than \$6.7 Billion

283,700 Hospital Discharges

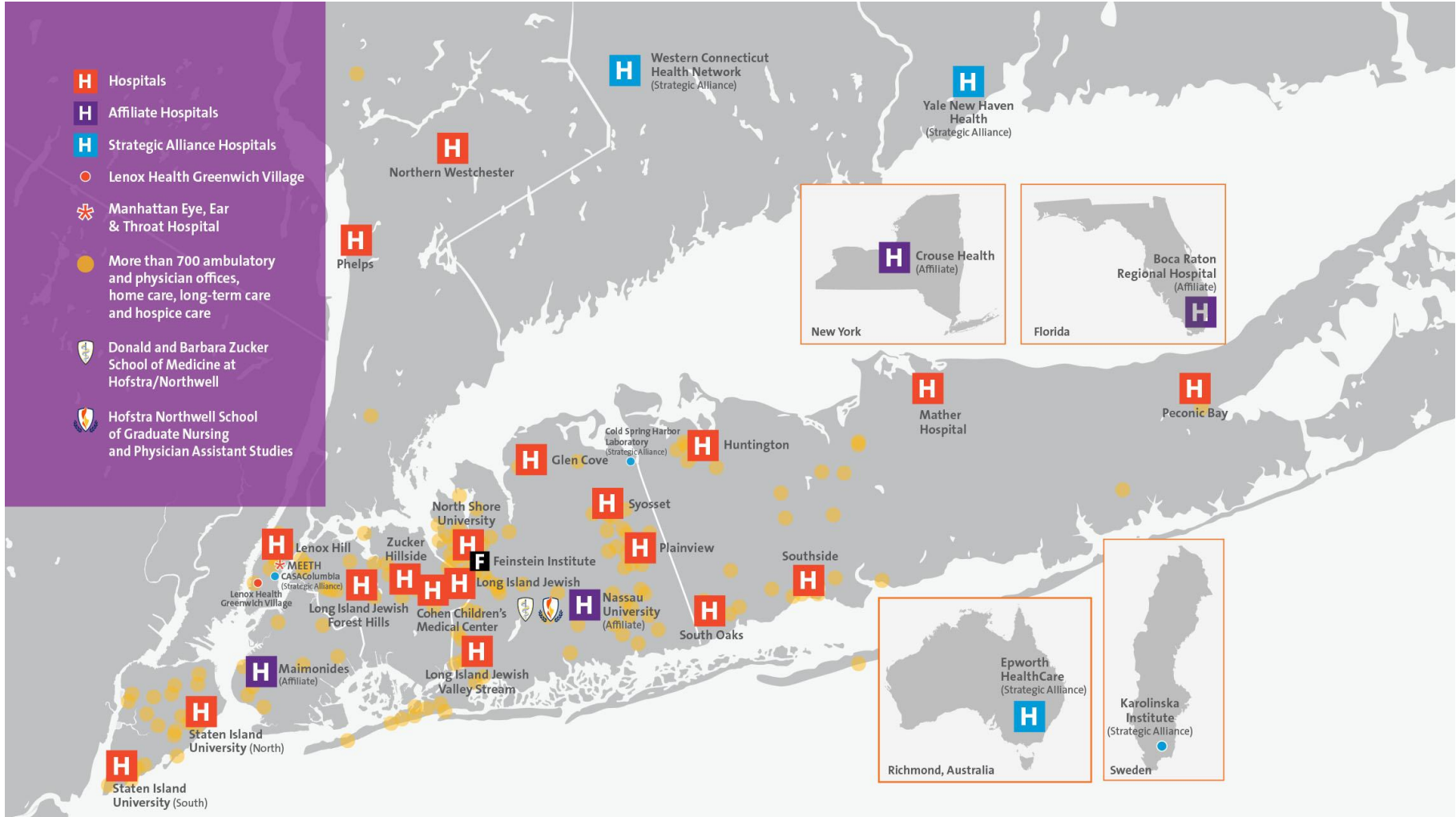
133,340
Ambulatory Surgeries

640,000
Emergency Visits

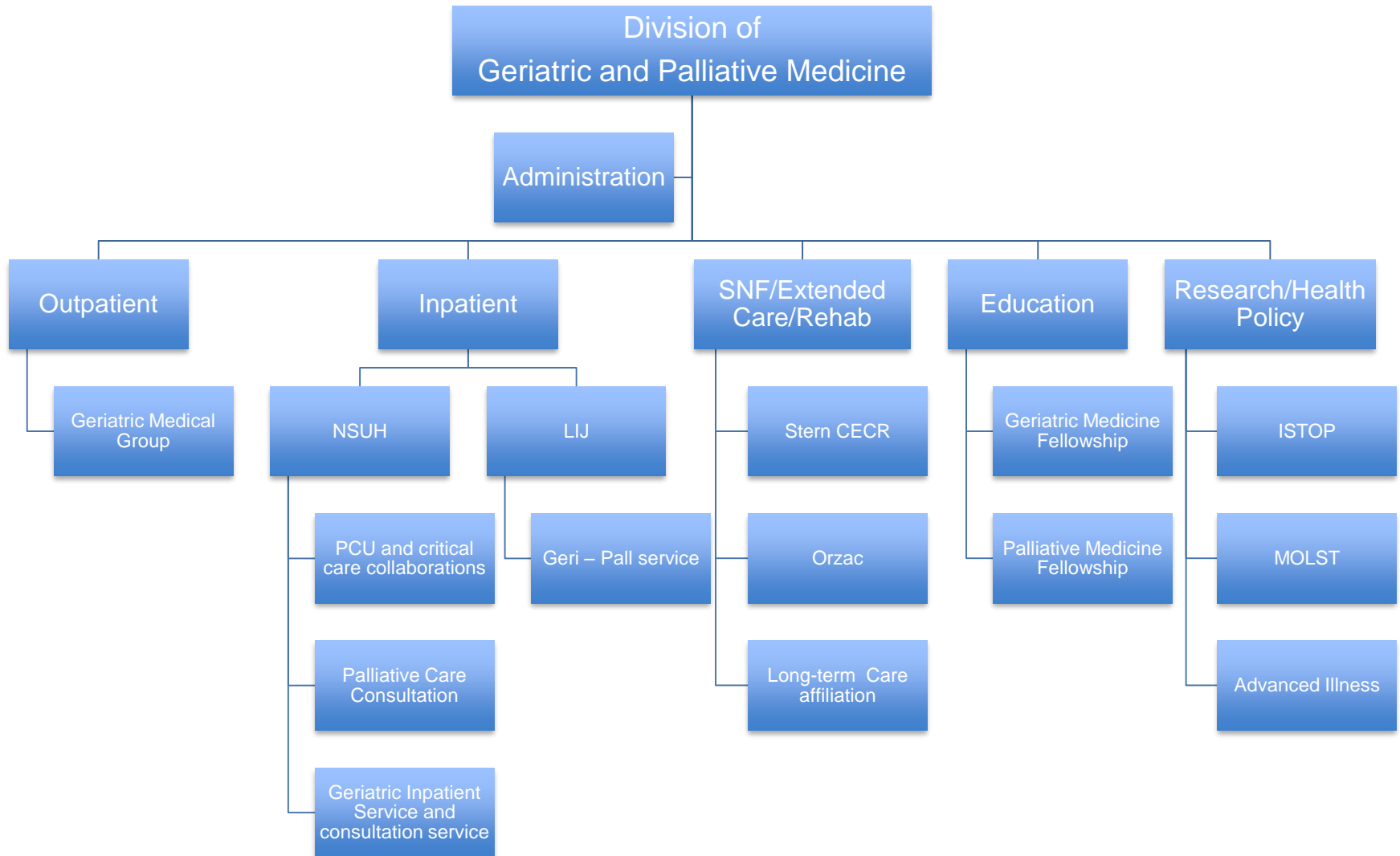
25,600 Births

- ❑ 14th Largest Healthcare System in the US
- ❑ More than 46,000 Employees*
 - More than 9,440 Physicians
 - More than 10,000 Nurses
 - More than 1,500 Medical Residents and Fellows
- ❑ More than \$608.6 Million (10.5% of Operating Expenses) Contributed in Community Benefit Offering
- ❑ Recipient of the National Quality Forum's 2010 National Quality Healthcare Award

2019 Northwell Map

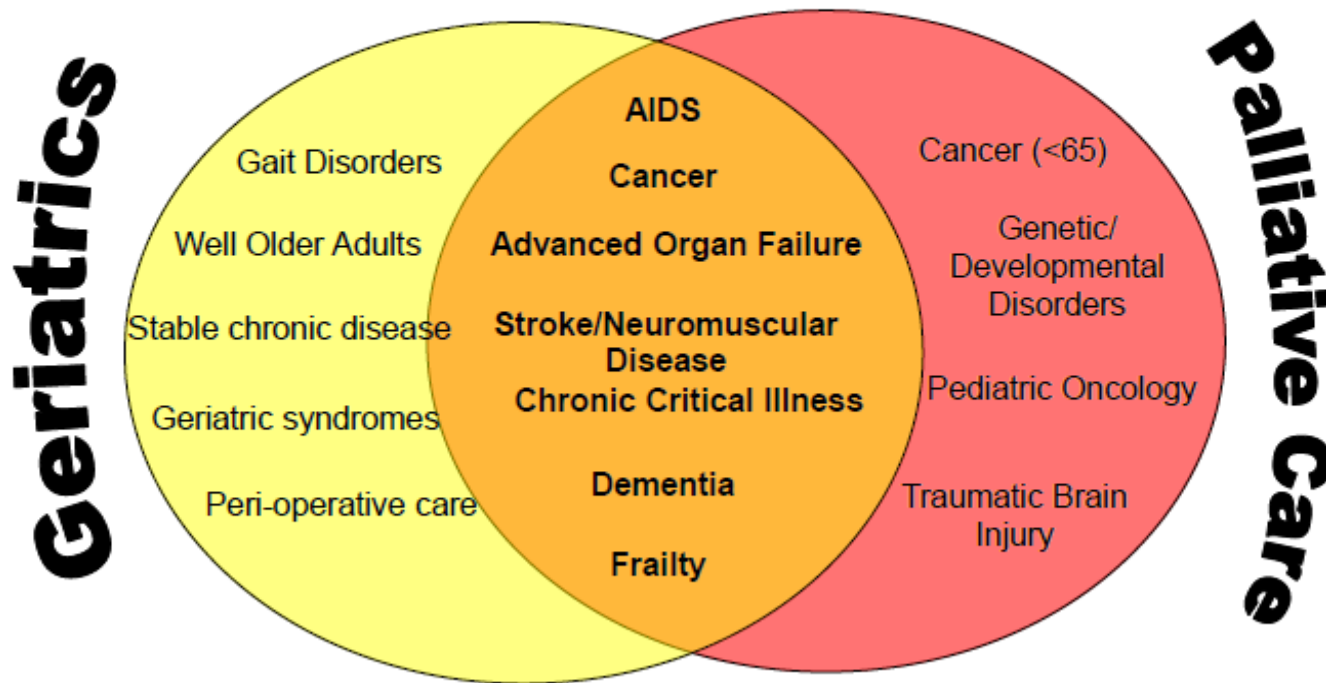


Division of Geriatric and Palliative Medicine



Geriatrics and Palliative Care: Leaning In

Morrison RS. JPM 2013



Assess: Information Gathering

- Inpatient: NSUH, LIJ, NUMC, Lenox Hill, Glen Cove
- Skilled Nursing Facility: CECR, Orzac, Ozanam Hall
- Outpatient: Martha Stewart Center for Living – MSSM, Monter Cancer Center, Pulmonary
- Community: Viscardi Center, Project Independence, Alzheimer's Association, Glen Cove Film Festival

Division of Geri-Pal 2019

Division of
Geriatric and Palliative Medicine

Administration

Outpatient

Geriatric
Medical Group

Supportive
Oncology

Inpatient

NSUH

FHH

Southside

Lenox Hill

LIJ

Huntington

PBMC

SIUH

SNF/Extended
Care/Rehab

Stern CECR

Orzac

Long-term
Care affiliation

Education

Geriatric
Medicine
Fellowship

Palliative
Medicine
Fellowship

Research/Health
Policy

MOLST

Advanced
Illness

UJA

CAPC PCLC

Then and Now

Division of
Geriatric and Palliative Medicine

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Care/Rehab

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Fellowship

Advanced
Illness

Supportive
HIV

Southside

PBMC

Long-term
Care affiliation

UJA

Lenox Hill

SIUH

CAPC PCLC

**Tip #2- Document what you have
and what you hope to
accomplish**

Northwell Health Geriatric and Palliative Medicine Services 2014

	Geriatric Outpatient Office	Geriatric Inpatient Consult	Palliative Outpatient Service	Palliative Inpatient Service	Skilled Nursing Facility	Hospice Beds	Geriatric Medicine Fellowship	Hospice and Palliative Medicine Fellowship	NICHE Hospital	Magnet Hospital	Joint Commission Palliative Certification	Caregiver Support
LIJMC	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
North Shore	✓	✓	✓	✓	✓	✓	✓	✓			✓	
Valley Stream				✓	✓	✓						
Cohen Children's				✓						✓		
Huntington				✓						✓	✓	
Glen Cove				✓								
Plainview				✓								
Syosset				✓								
Southside				✓								
Peconic Bay			✓	✓	✓						✓	
Lenox Hill		✓		✓				✓			✓	
Staten Island	✓	✓		✓		✓						
Phelps Memorial	✓	✓	✓	✓					✓			
Northern Westchester				✓								

Northwell Health Geriatric and Palliative Medicine Services 2019

	Geriatric Outpatient Office	Geriatric Inpatient Consult	Palliative Outpatient Service	Palliative Inpatient Service	Skilled Nursing Facility	Hospice Beds	Geriatric Medicine Fellowship	Hospice and Palliative Medicine Fellowship	NICHE Hospital	Magnet Hospital	Joint Commission Palliative Certification	Caregiver Support
LIJMC	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
North Shore	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓
Forest Hills*		✓		✓		✓						
Valley Stream		✓		✓	✓	✓			✓			
Cohen Children's				✓						✓		✓
Huntington		✓		✓						✓	✓	✓
Glen Cove				✓		✓						
Mather												
Plainview				✓								
Syosset				✓								
Southside			✓	✓		✓						
Peconic Bay	✓		✓	✓	✓						✓	✓
Lenox Hill	✓	✓	✓	✓				✓			✓	✓
Staten Island	✓	✓		✓		✓						
Phelps Memorial	✓	✓	✓	✓	✓				✓	✓		
Northern Westchester				✓						✓		✓

Tip #3- Define your initiative



What is Palliative Care?

What is Palliative Care?

Palliative Care, or Palliative Medicine, is specialized medical care focused on providing relief from the symptoms, pain and stress of a serious illness such as lung cancer. The goal is to improve quality of life for both the patient and the family.

Mission Statement 2013

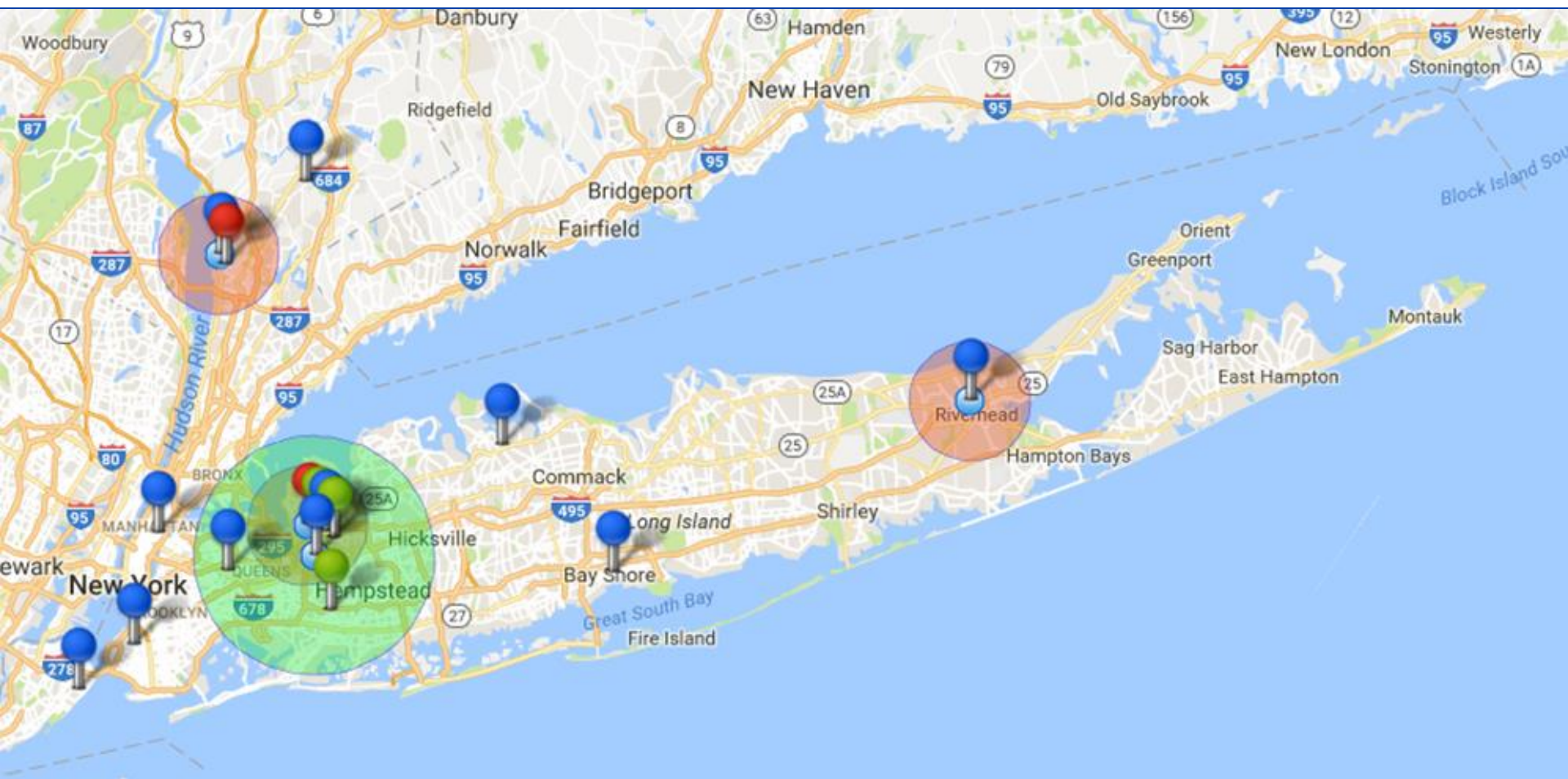
Our mission is to provide **patient and family** centered **quality** and reliable care to people with advanced illness, to **educate** and provide resources for health professionals, patients and families and to promote improved care and quality of life through **education and research.**

Mission Statement 2019

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Tip #4- Gather your partners and establish program development

Northwell Health Geriatric and Palliative Medicine Services

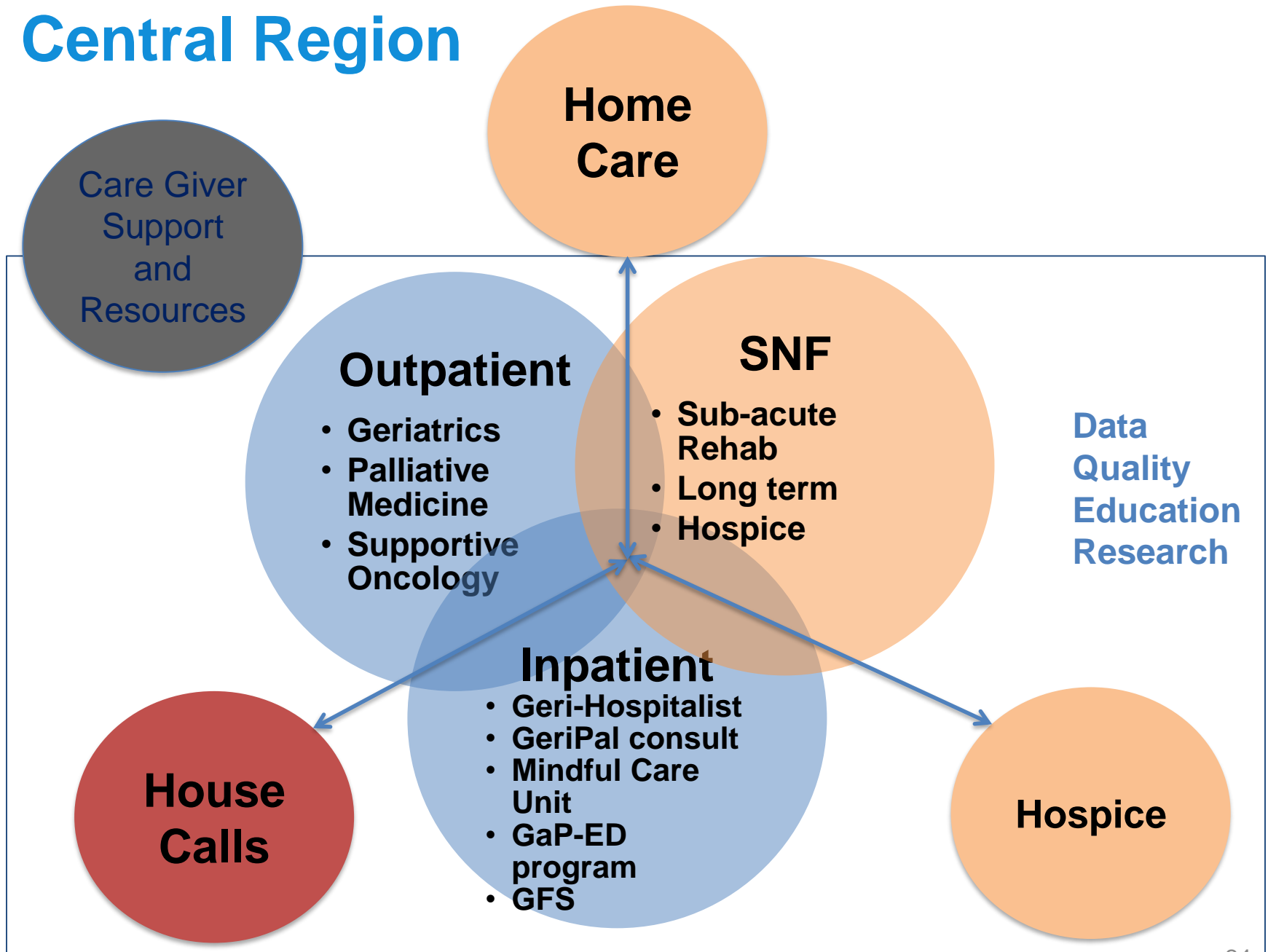


-  Hospital
-  Nursing Facility
-  Outpatient

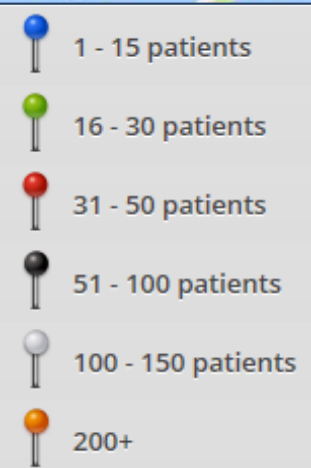
*Each orange radius represents areas with outpatient palliative programs.

*Green radius = Central Region

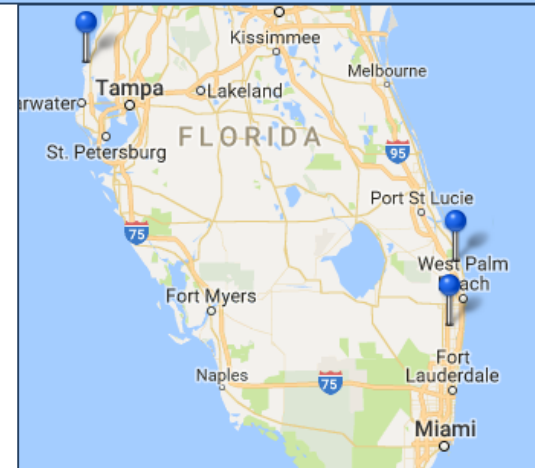
Central Region



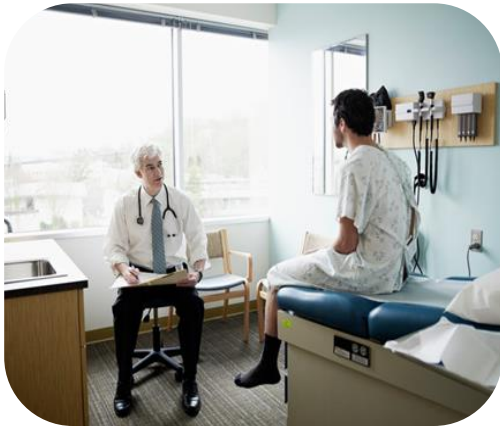
Northwell Geriatrics and Palliative Faculty Practice at Great Neck



Patient Location by Zip Code



Northwell - We're Not Just a Hospital System



Physician and Ambulatory Services



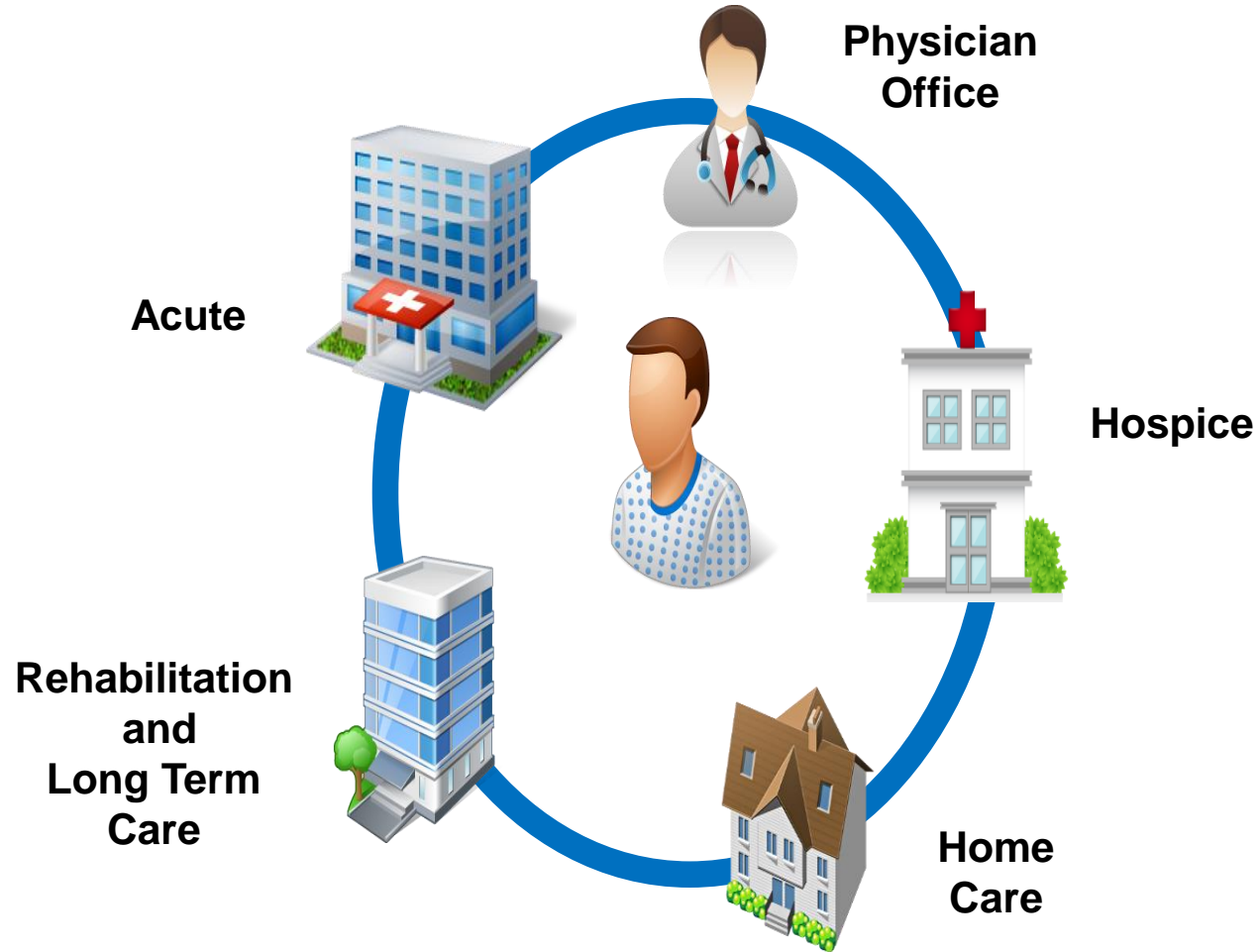
Acute Care Services



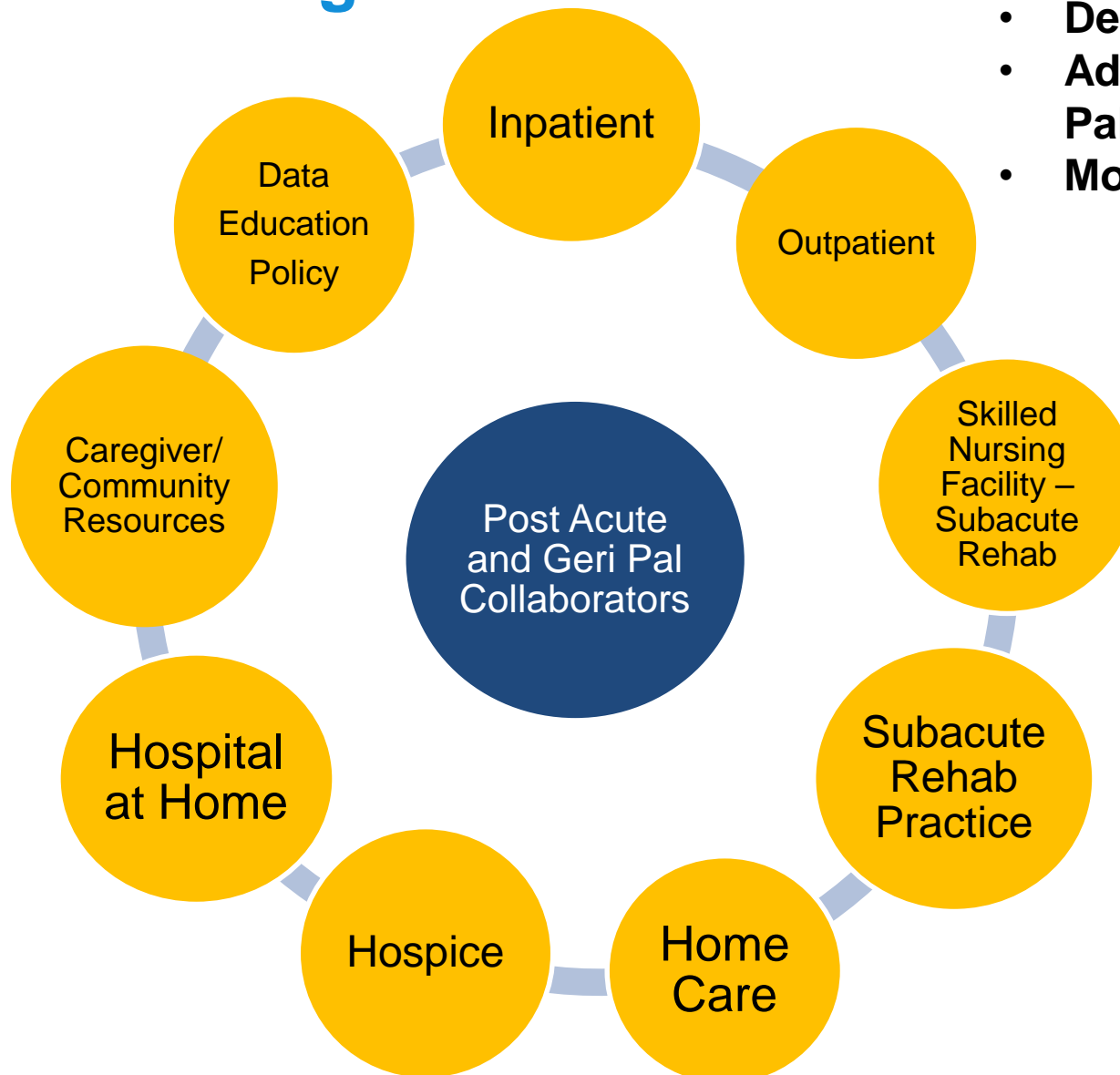
Post Acute Services

Post-Acute Services & System Integration

- Enhance value of System
- Coordination of Services
- Keep connected to System



Post Acute and GeriPal Collaboration leading to New Programs



- **Dementia Care**
- **Advanced Illness / Palliative Care**
- **Models of Care**

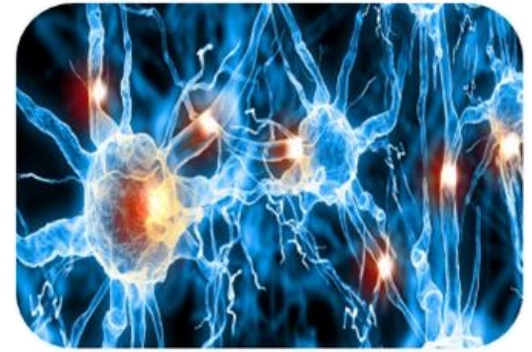
Partnerships



Krasnoff Quality
Management
Institute



Cardiology
(LVAD Program)



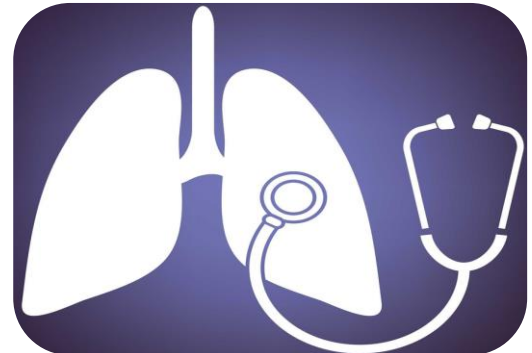
Neurology



Litwin Zucker
Research Center



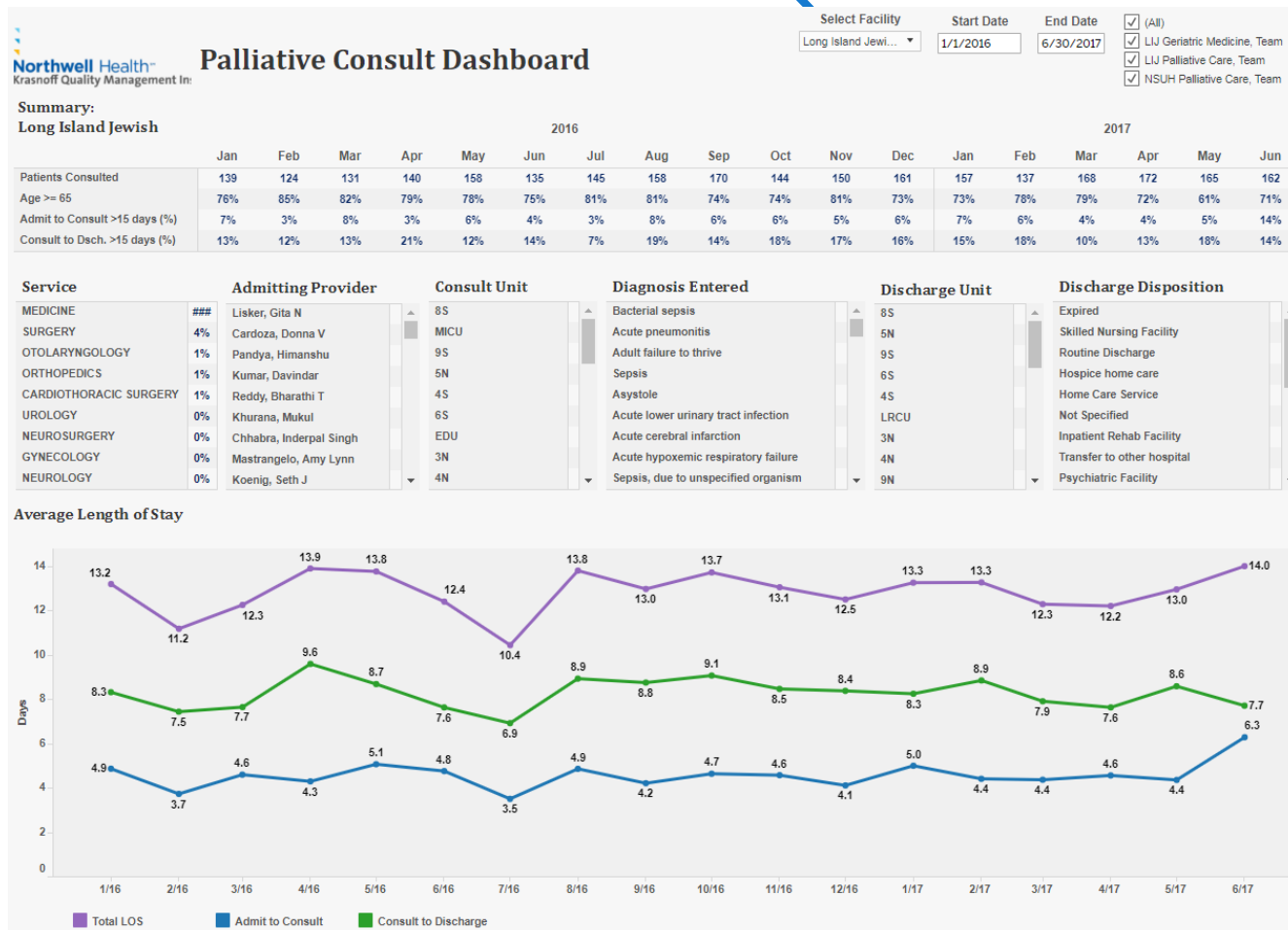
Supportive
Oncology



Pulmonology
(Respiratory Care
Unit)

Tip #5- Keep data!

KQMI GAP Inpatient Dashboard



Accomplishments

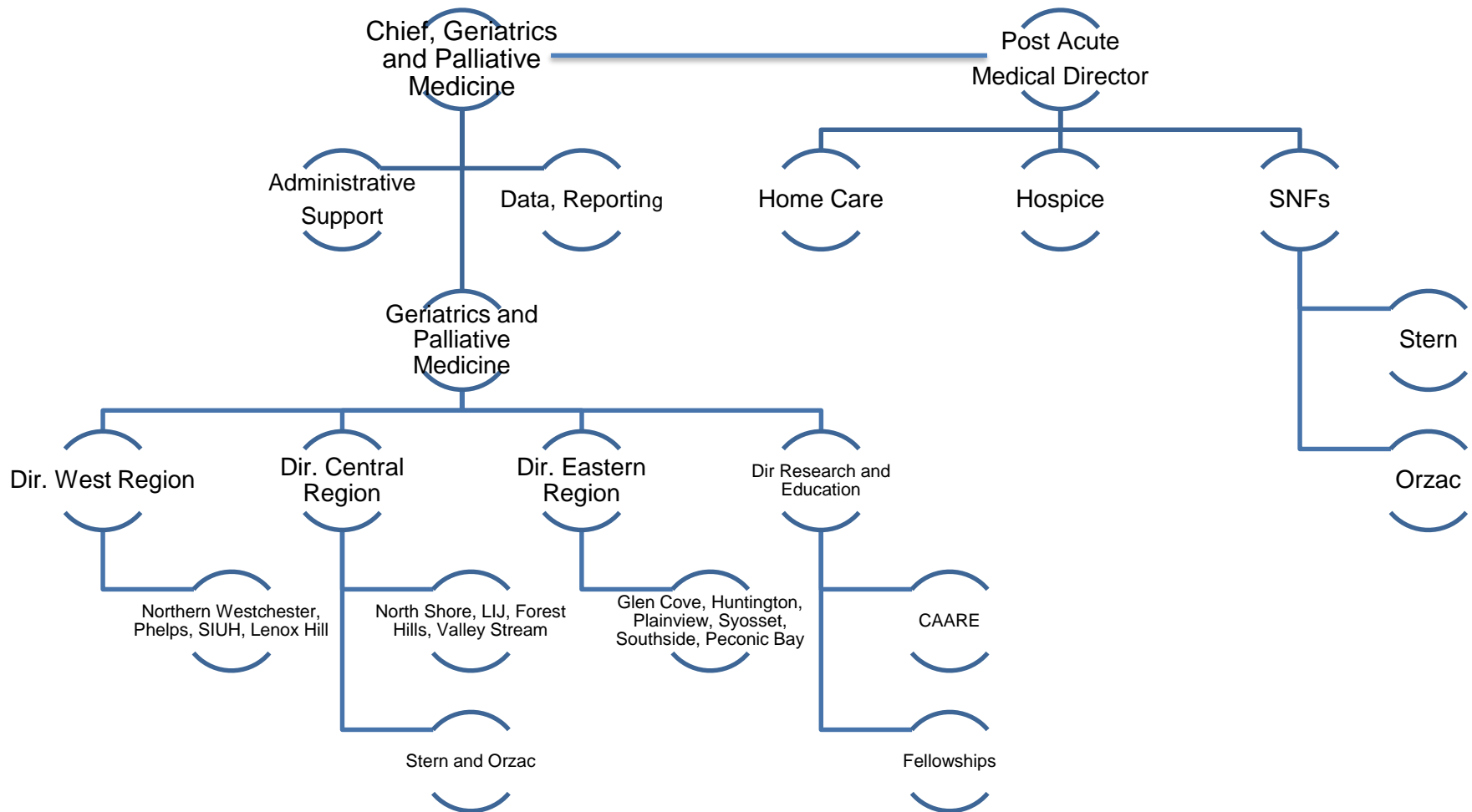
- Developed excellent multi-disciplinary teams
- Expanded Joint Commission certification
- Expanded ambulatory practices
- Addressing and Expanding Care Giving Support and Resources
- Created Data partnership
- Collaborating with Post Acute Services
 - Sub-acute Care
 - Hospice
 - Home Care

Learning Points

- Assess current status
- Identify Stakeholders and champions
- Set goals for the year
- Review accomplishments
- Use metrics
- Be evidence based – go to literature
- Be credible and reliable (have credible partners)
- Know patient population
- Get leadership buy-in

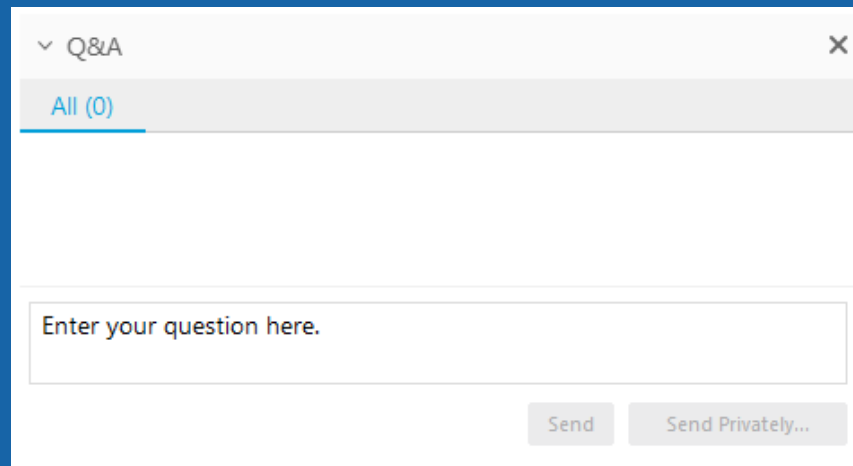
Tip #6- Have plan for the future

Future Table of Organization



Questions?

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



The image shows a screenshot of the WebEx Q&A interface. 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..."



Tipping Point
CHALLENGE

**LEAD THE CHARGE
FOR CHANGE**

tippingpointchallenge.capc.org