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
    January 31, 2019 at 4:00pm ET

Register at www.capc.org/providers/webinars-and-virtual-office-hours/
Identifying Champions for Palliative Care: Driving Growth through Partnerships and Coordinated Care

Tara Liberman, DO, FACP
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February 6, 2019
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

- 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

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

* More than 6,000 hospital and long term care beds

North Shore LIJ Health System 2013
Geriatrics and Palliative Care:
Leaning In
Morrison RS. JPM 2013

Geriatrics
- Gait Disorders
- Well Older Adults
- Stable chronic disease
- Geriatric syndromes
- Peri-operative care

Palliative Care
- AIDS
- Cancer
- Advanced Organ Failure
- Stroke/Neuromuscular Disease
- Chronic Critical Illness
- Dementia
- Frailty
- Cancer (<65)
- Genetic/Developmental Disorders
- Pediatric Oncology
- Traumatic Brain Injury

capc Center to Advance Palliative Care
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
Then and Now

Division of Geriatric and Palliative Medicine

Administration

Outpatient
- Geriatric Medical Group
  - Supportive Oncology
  - Supportive HIV

Inpatient
- NSUH
- LIJ

SNF/Extended Care/Rehab
- Stern CECR
- Orzac

Education
- Geriatric Medicine Fellowship
- Palliative Medicine Fellowship

Research/Health Policy
- MOLST
- Advanced Illness
- UJA
- CAPC PCLC

Supportive
- FHH
- Huntington
- Southside
- PBMC
- SIUH
- Long-term Care affiliation
Tip #2- Document what you have and what you hope to accomplish
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<th>Facility</th>
<th>Geriatric Outpatient Office</th>
<th>Geriatric Inpatient Consult</th>
<th>Palliative Outpatient Service</th>
<th>Palliative Inpatient Service</th>
<th>Skilled Nursing Facility</th>
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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.
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.
Tip #4- Gather your partners and establish program development
Northwell Health Geriatric and Palliative Medicine Services

*Each orange radius represents areas with outpatient palliative programs.*

*Green radius = Central Region*
Central Region

Home Care

Outpatient
- Geriatrics
- Palliative Medicine
- Supportive Oncology

Inpatient
- Geri-Hospitalist
- GeriPal consult
- Mindful Care Unit
- GaP-ED program
- GFS

SNF
- Sub-acute Rehab
- Long term
- Hospice

Hospice

Care Giver Support and Resources

Data Quality Education Research

House Calls

Care Giver Support and Resources

Data Quality Education Research
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

Acute
Rehabilitation and Long Term Care
Home Care
Physician Office
Hospice

CAPC Center to Advance Palliative Care
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

Palliative Consult Dashboard

Summary:
Long Island Jewish

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<th>Service</th>
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Average Length of Stay

Graph showing the average length of stay over time with data points for different categories: Total LOS, Admit to Consult, Consult to Discharge.
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

Chief, Geriatrics and Palliative Medicine

Administrative Support

Geriatrics and Palliative Medicine

Data, Reporting

Home Care

Hospice

SNFs

Dir. West Region

Northern Westchester, Phelps, SIUH, Lenox Hill

Dir. Central Region

North Shore, LIJ, Forest Hills, Valley Stream

Dir. Eastern Region

Glen Cove, Huntington, Plainview, Syosset, Southside, Peconic Bay

Dir Research and Education

CAARE

Fellowships

Post Acute Medical Director

Stern

Orzac
Questions?

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

Enter your question here.
Tipping Point Challenge

LEAD THE CHARGE FOR CHANGE

tippingpointchallenge.capc.org