

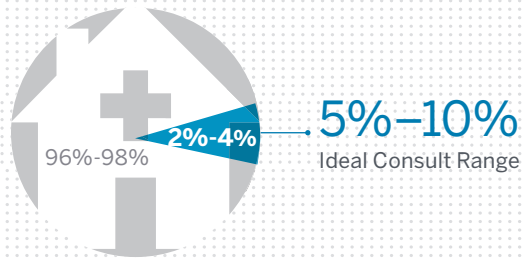
# FIVE CHARACTERISTICS OF PROGRAMS THAT CAPTURE THE FULL VALUE OF PALLIATIVE CARE

Despite mounting evidence of the broader benefits of palliative care, many administrators and physicians still think of palliative care as a way to provide a better experience for terminally ill patients. While it is certainly that, the best palliative care programs also yield longer survival rates, lower costs, and improved quality. In profiling palliative care initiatives around the country, our Physician Executive Council researchers identified five characteristics of the most effective programs.

## GROWTH-ORIENTED

Most inpatient programs are underutilized

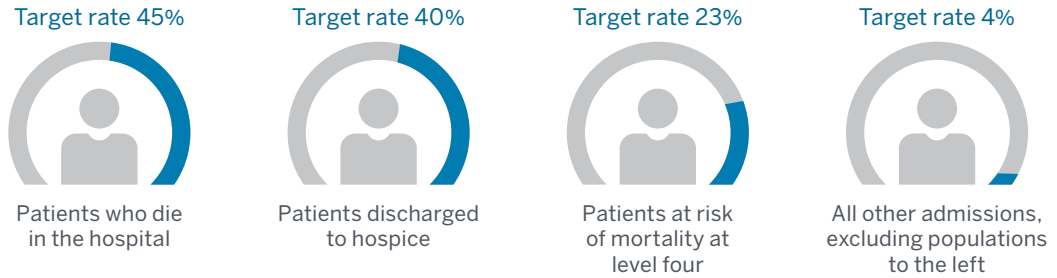
CONSULT RATE AT MOST HOSPITALS FAR BELOW IDEAL



Source: 1

Set clear growth targets and set growth plan accordingly

DEFINE FOUR POPULATIONS FOR PALLIATIVE CARE CONSULTS

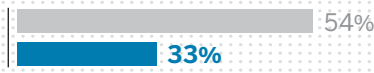


Source: 2

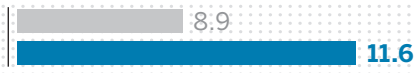
## SELF-AWARE

Patients receiving palliative care live longer (Despite receiving less aggressive end-of-life care)

PATIENTS RECEIVING AGGRESSIVE END-OF-LIFE CARE



PATIENTS' MEDIAN SURVIVAL (MONTHS)



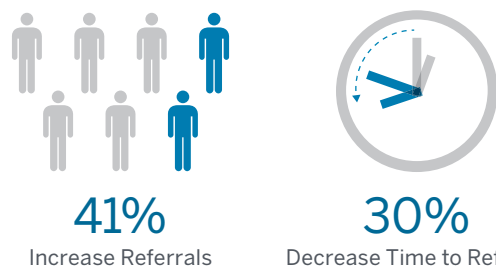
● Standard Curative Therapy ● Palliative Care + Curative Therapy



Source: 3

Address misperceptions directly

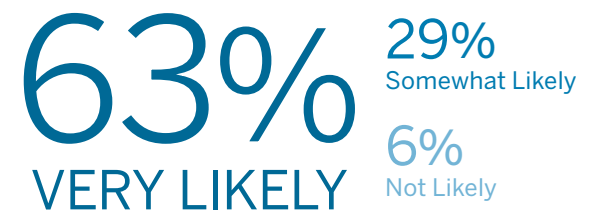
CHANGE NAME TO "SUPPORTIVE CARE"



Source: 4

Tell them what it is (patients actually like it)

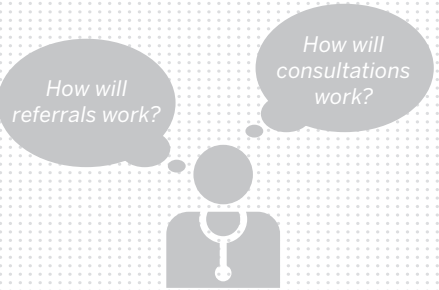
LIKELIHOOD OF CONSIDERING PALLIATIVE CARE AFTER LEARNING ITS DEFINITION



Source: 5

## EASY TO USE

Physicians are often concerned about burden and control



Source: 6

Keep laser focus on communications with referring physicians

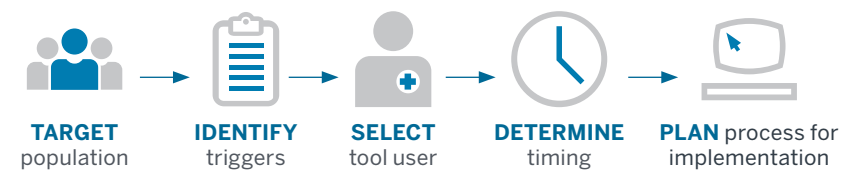
PALLIATIVE CARE PROGRESS NOTE  
Facilitates communications, addresses concerns, keeps physicians in the loop

- Progress note embedded into EHR so any clinician can easily access
- Only palliative care specialists are able to input information into note
- Captures advance directives and surrogate decision-maker information
- Includes patient symptom scores
- Documents family situation/support network

Source: 7

Automate referral prompts

AUTOMATED TRIGGER TOOL REDUCES PHYSICIAN BURDEN AND INCREASES REFERRALS



50% Boost in Referrals Due to Use of Trigger Tools

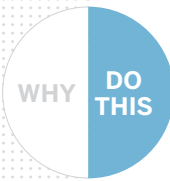
Source: 8

## RESULTS-DRIVEN

Success depends on demonstrating ROI

ANNUAL COSTS AVOIDED BY THREE PALLIATIVE CARE PROGRAMS

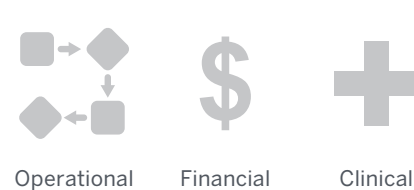
	Savings /day	# of cases	Annual savings
A	\$432	423	>\$1M
B	\$240	1,720	>\$1.5M
C	\$691	350	>\$0.7M



Source: 9

Track key measures

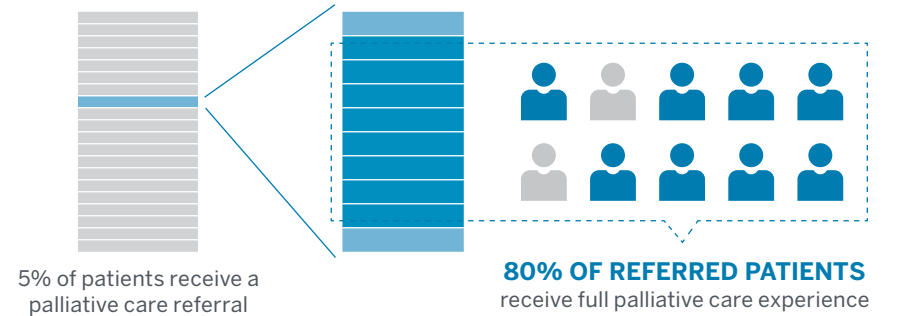
ESTABLISH A DASHBOARD OF CORE METRICS TO EVALUATE EARLY PERFORMANCE



Source: 10

Next—evolve to track service and quality outcomes

STRIVING FOR EXCELLENCE



Source: 11

## EMBEDDED

There will never be enough palliative care specialists

3,781

Estimated National Shortfall

237

Available Fellowship Positions

Palliative Care Physicians for Patients with Serious, Life-Threatening Illness

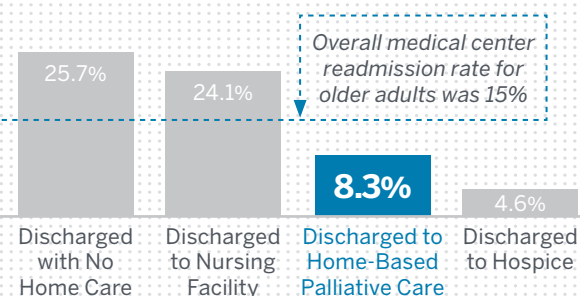
Cardiologist for Patients with Heart Attack

Oncologists for Newly Diagnosed Patients

Source: 12

A powerful lever for reducing readmissions

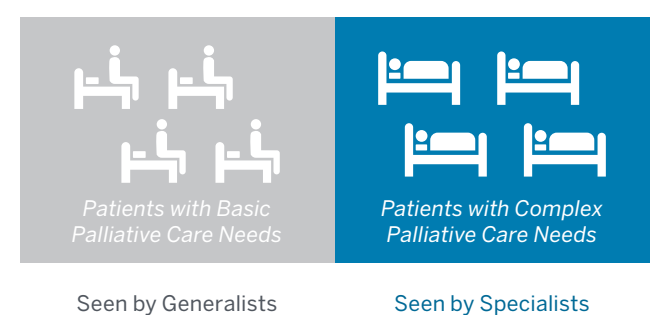
READMISSION RATES OF PATIENTS WHO RECEIVE INPATIENT PALLIATIVE CARE CONSULTS



Source: 13

Embed palliative care skill set across the organization

FREE UP SPECIALISTS FOR COMPLEX CASES



Source: 14

