A Passion for Partnership: Forging New Paths to Increase Palliative Care Access, Expertise and Care

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Panel Members

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Overview & Objectives

• Identify features and characteristics of home health agencies to consider when selecting a partner agency.
• Identify challenges of partnering with a hospice or home health agency.

Overview & Objectives

• Discuss the elements of a successful collaborative approach.
• Address how a partnership program can improve the quality of life of the adult with a life-limiting illness.

Brief Overview of the Program

• Home-Based Palliative Care Program
  – Criteria for the patients
    • CHF, COPD, Cancer, ALS
    • Home-bound, skilled need
    • OASIS
• Uses 3 partners (agencies)
  – Total patient census
  – Services > 12 counties
Features and characteristics of a home health agency or hospice to consider when selecting a partner agency.

- Longevity of agency
- Agency open to palliative care
- Not-for-profit
- Not partnering with a faith-based agency
- Home health care agency license
- Confidence & trust
“The Denver Hospice” Choice

- Established 1978
- Serves a nine county area
- Currently serves 700 patients in both palliative care and hospice programs
- Leadership

Challenges of partnering with a hospice or home health agency.

- The culture of Kaiser Permanente
  - Data driven & process-oriented
- New area of focus
  - Live long and thrive vs “dying well”
- The culture of hospice
  - Passion for EOL issues
Challenges

- Culture of hospice vs. palliative care
- Education
- Communication
- Collaboration of care

The early path

- Inception of idea
- Randomized control trial
- Key program growth steps

Palliative Care Benefits

- Cost Savings
- Patient and Family Satisfaction
- Quality of end of life
Elements of a successful collaborative approach.

- Hospice culture change/expansion to palliative care
- Adapting to the differences
  - Pharmacy
  - After-hours education
  - Acute crisis intervention
- Role of the Palliative Care Specialist
  - Initial screening and continuous support
- Role of the Liaison & customer service
- Importance of a point person with decision making ability
  - Vacation coverage
The Partnership

Communication and Collaboration:
• Bi-weekly team meetings
• Staff meetings
• Technology assistance

The Partnership Develops

• Challenges
  – Geography & assignments
  – Providers & available resources
  – DME and supplies
  – Collection and sharing of data
• Patient Goals of Care
• Program evaluation

What makes our partnership work?

• Common goals
• Education of staff
• Experience & expertise
• Helping hands
• Teamwork
What else makes our partnership work?

• Willingness to problem-solve
  – Structure to find/create solutions
• Strong leadership
  – Hiring wisely
  – System of checks and balances

Common Goals

Our mission is to encircle those facing advanced illness with unprecedented levels of comfort, compassion and expertise.

The Denver Hospice mission statement

Educated Staff

• Education of hospice teams
• Understanding the differences
  – Palliative care vs. hospice care
• Identifying the home-based PC patient
“Helping Hands”

• After-hours
• Extra help
• Vacation coverage
• Quick HBPC patient to hospice transfer
• Sharing patients

Team Work

• Communication
• Trust
• Support
• Competency
• Flexibility
• Dependability
• Efficiency
• Respect
• Experience
• Honesty
• Investment
• Accountability
• Understanding
• Compassion

Emotional support
A partnership program can improve the quality of life of the adult with a life-limiting illness.

Growth of program

Bibliography

*Handout available in back of room.*
Thank you!

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