

Palliative Care:
***“To Cure Sometimes, To Relieve Often,
 To Comfort Always”***

The Journey of Fairview Red Wing

Fairview Red Wing Health Services
Red Wing, Minnesota

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Fairview Red Wing Health Services

- Red Wing, Minnesota
 - 16,000
- Includes:
 - Fairview Red Wing Medical Center
 - Outpatient Clinic
 - Surgical Clinic
 - Emergency Room
 - Urgent Care
 - Inpatient Hospital
 - Medical-Surgical
 - Intensive Care
 - Obstetrics
 - Community Outreach Clinics
 - Ellsworth, Wisconsin
 - Zumbrota, Minnesota
 - Hastings, Minnesota

Fairview Red Wing Health Services

- Community Resources
 - Home Care
 - Fairview Red Wing Home Care and Hospice
 - Assisted Living
 - Fairview Seminary Plaza
 - Deer Crest
 - Independent and AL
 - Memory Care
 - Long Term Care
 - Fairview Seminary Home
 - Transitional Care

FRWHS: History of Palliative Care

- 2002-2003
 - Hospice Director attends TLC
 - Discussion with Inpatient DON, Discharge Planner & CNO
- Fall 2004
 - Inpatient Implementation
 - Comfort Care/Palliative Care Order Sets
 - Comfort Care Kits
 - Family Conference Tool/Guideline

FRWHS: History of Palliative Care

- Early 2005
 - Hospice Director initiated discussion with Internists
- 2006
 - Hospice Director and Nurse Managers
 - Discuss possibility of implementation of PC in SMS
 - Develop Business Plan
 - Presentation to CMO

FRWHS: History of Palliative Care

- 2007
 - August: FNP hired for SMS
 - 0.8 FTE Oncology
 - 0.2 FTE Palliative Care
 - Development, Implementation, Coordination, Provider
 - October: TLC
 - Palliative Care Committee
- 2007-April 2008
 - Developed and Implemented by FNP
 - Formal Presentations
 - Marketing
 - Policies/Guidelines
 - Charting Tools

FRWHS: Palliative Care Development

- Orientation with TLC
- PCLC
- Monthly Palliative Care Meeting
- Palliative Care Committee
 - Still in development
- Stratis Health
- Fairview Palliative Care Meetings

FRWHS: Outpatient Palliative Care Clinic

- Specialty Medical Services
- FNP
 - 0.2 FTE
 - Thursdays 0830-5 pm
 - Physician Champion as Resource
- Open for Business:
 - First referral: Feb 2008

FRWHS: Palliative Care Team

- Family Nurse Practitioner
- "Physician Champion"
- Administration/Organizational Development
- Inpatient Clinical Case Manager
- Senior Services Coordinator
- Senior Patient Advocates
- Specialty Medical Services Nurse Manager
- Hospice Director
- Chaplain
- Long Term Care
 - Chaplain
 - Social Work Services

FRWHS: Palliative Care Virtual Team

- Patient's PCP
- Social Work Services
- Pharmacy
- Nursing
- Spiritual Health/Bereavement
- Dietary/Nutrition
- Physical and Occupational Therapy
- Respiratory Therapy
- Behavioral Health
- HomeCare and Hospice Team
- Financial/Billing/Coding

Palliative Care Services

- Symptom Management
- Advance Care Planning
- Psychosocial Support
- Spiritual Support
- Coordination of Care and Resources
- Assistance with Identifying Goals of Care
- Assistance with Advance Directives
- Assistance with transition to Hospice

Palliative Care Settings

- Outpatient setting
- Assisted Living Facilities
- Nursing home
- Home
 - Home bound
 - Hospice clients
- *Inpatient Setting: awaiting hospital privileges
 - Recommendations
 - Family Conference

FRWHS: Palliative Care Timeline

- Referral is made
 - MD order
 - PC provider notified
- Initial Contact
- Consult
- Telephone follow-up
- Follow-up
 - Scheduled vs prn

FRWHS: Palliative Care Consult

- First Visit
 - 60-90 minutes
- Comprehensive
 - Assess Knowledge and Understanding
 - Introduction Letter
 - Discuss Indication for Referral
 - Their Story

FRWHS: Palliative Care Consult

- Consult Template
 - Subjective
 - HPI
 - Allergies, Meds, PMH, PSH, Socx, PFH,
 - Goals of Care
 - Advance Care Planning
 - Community Services
 - Review of Systems
 - Objective
 - Diagnostics Reviewed
 - Recommendations and Referrals
 - Follow-up

FRWHS: Palliative Care Statistics

- Referrals:
 - 2008
 - First Quarter: 2
 - Referral Source: 2SMS
 - Second Quarter: 7
 - Referral Source: 3FP, 1HC, 2SMS, 1SWS
 - Third Quarter: 11
 - Referral Source: 5FP, 2SMS, 1ortho, 1MSP, 1PIA
 - Fourth Quarter: 13
 - Referral Source: 4LTC, 1SMS, 5PIA, 1SWS, 2self
 - 2009
 - First Quarter: 9
 - Referral Source: 3FP, 1LTC, 2SMS, 3PIA

Primary Indication for Palliative Care Referral

- **31 Symptom Management**
- Advance Care Planning
- Psychosocial Support
- Spiritual Support
- **7 Coordination of Care and Resources**
- Assistance with Identifying Goals of Care
- Assistance with Advance Directives
- **3 Assistance with transition to Hospice**

Nurse Practitioner Role

- Actual and Perceived
 - Symptom Management Expert
 - Case Manager
 - Collaborator
 - Coordinator of Resources
- "The provider that has more time, compassion and patience"

Collaboration with Hospice

- Established relationship with Hospice
 - Act as the Hospice NP
 - Work in collaboration with Medical Director and Team
- Weekly IDT meetings
- Palliative Care...Home Care....Hospice
 - How we work together in RW

Success Strategies

- Research, Collaborate and Strategize
- Individual Buy-In
- Educate
 - Organization
 - Community
- Individual Buy-In

Success Strategies

- Business Plan
 - ↳ Organizational & Community Benefits
 - ↳ Patient Scenarios
- Educate, Train and Spread the Word
- Roll out Plan and Modify Accordingly

Key Recommendations for Other Communities

- Assess the facility and community's need
 - Inpatient vs Outpatient
- Research, Collaborate and Strategize
 - Develop a Team
 - Strategize a plan for implementation
 - Know your facts and figures
 - Emphasize PC benefits

Key Recommendations for Other Communities

- Administration and Leadership
- Educate! Educate! Educate!
- Get your face out there...
- Continue to collaborate with others
- Modify Plan Accordingly
- Don't Give Up!

Thank You

Thank You for your attention and time. Best of Luck with Building Your Palliative Care Programs

Feel Free To Contact Me With Any Questions or Concerns
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