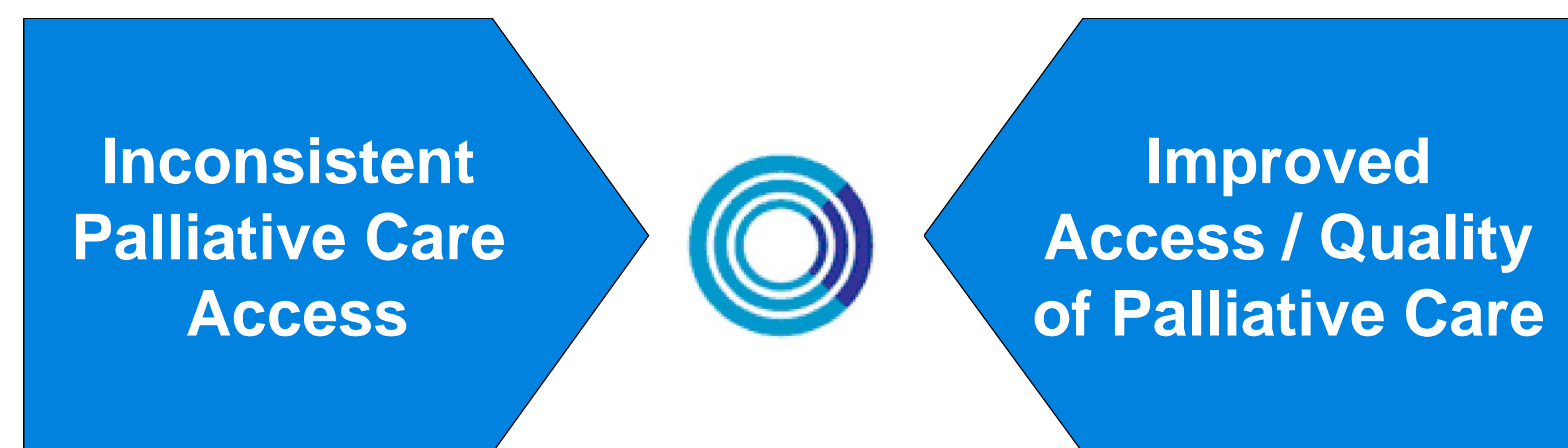


California Health Improvement Project (CHIP) Improving Quality of Life for the Seriously Ill

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Problem Statement

Access to Palliative Care Services (PCS) for Seriously Ill patients is not optimized due to Knowledge Deficiencies. Despite evidence of symptom relief, clearer goals of care and savings (\$1,700 per admission) with access to Palliative Care, delivery of PCS remains fragmented at UCSF's Mt Zion campus. Promoting awareness and appreciation of PCS among providers and patients would improve quality of care and satisfaction among seriously ill patients.



Project Description

Improve access to newly launched (July 2012) PCS at UCSF Medical Center's Mt Zion Cancer Center campus by:
(1) Creating a system to foster and sustain a nursing focus on palliative care needs of this vulnerable population.
(2) Reducing knowledge deficiencies among healthcare providers/staff and patients/families with training programs and resource development initiatives.

Goal and Objectives

Goal: Improve Quality of Life for Seriously Ill Patients at UCSF's Mt Zion campus.

Process-oriented Objective 1: Develop infrastructure to facilitate Palliative Care education and resourcing of Mt Zion RNs by establishing and cultivating an engaged Palliative Care Council by Spring 2013.

Process-oriented Objective 2: Conduct a nursing education needs assessment and develop/deliver training resources to reduce knowledge gaps and increase RN competence/confidence in providing primary palliative care and facilitating PCS consults by Summer 2014.

Outcome-oriented Objective: Improve patient access to Palliative Care as demonstrated by 20% more actual vs. projected 200 PCS referrals at UCSF's Mt Zion campus (Medicine, Oncology, Surgery services) in FY 2014 as awareness and appreciation of service benefits increase.

Outputs & Outcomes

Outputs Achieved

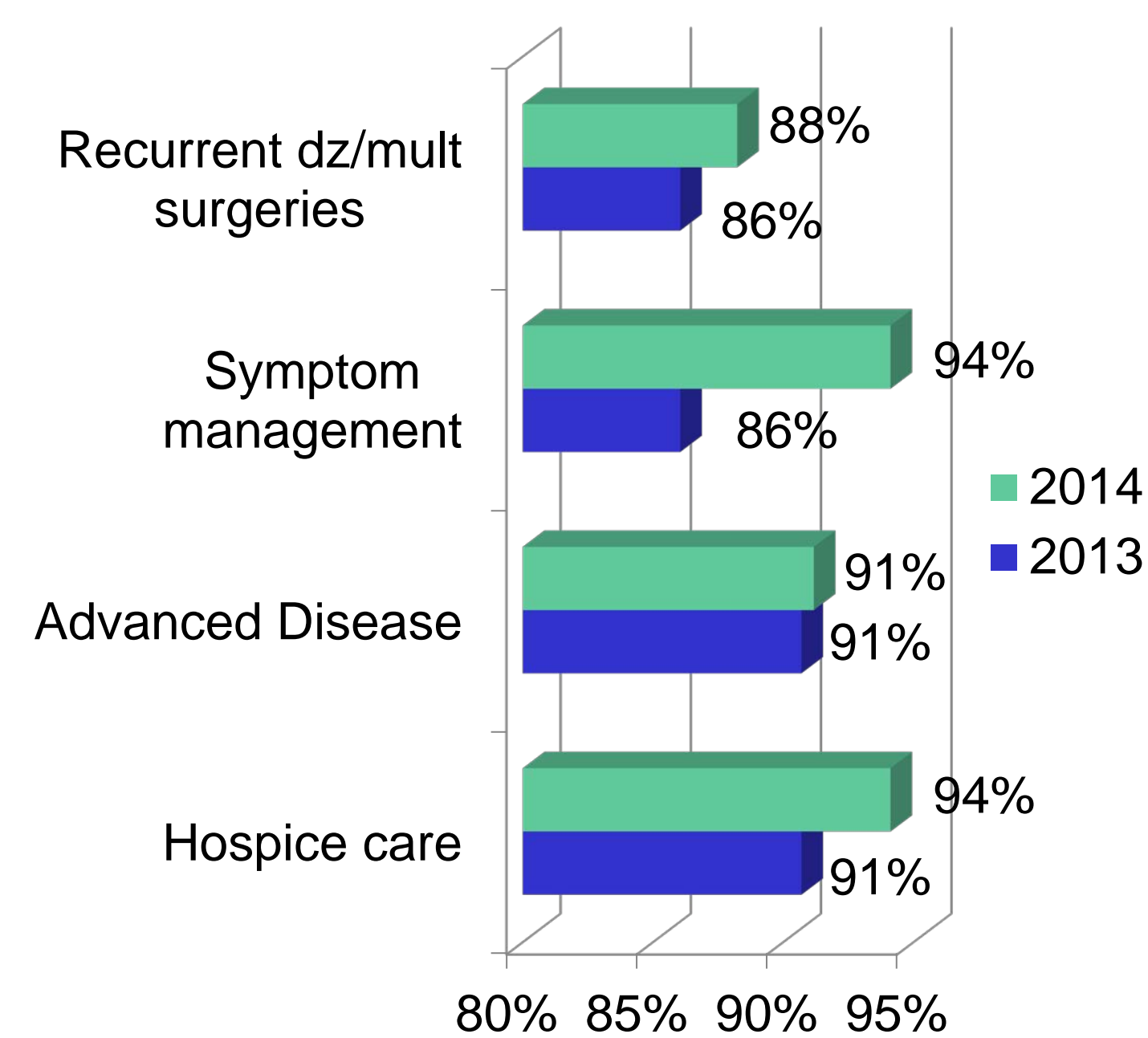
- Co-created, CN III resource to Mt Zion **RN Palliative Care Council** which:
- Conducted **gap analysis** of learning needs/preferences (Feb 2013, N=43).
 - Coordinated delivery of Palliative Care **in-services** to > 50 of Mt Zion's 140 RNs; 100% favorable evaluations recommended the class to peers.
 - Partnered with art therapy program to create **patient pamphlet** on dying experience; CNO has sponsored its system-wide distribution.
 - Launched monthly email **RN tipsheet** with pointers on topics from facilitating goals of care conversations to methadone precautions.
 - Secured \$1,600 grant to buy **comfort items** for palliative care patients.
 - Conducted 18-month **post-CHIP survey** (Jul 2014, N=32): Results below.
 - Plans to invite participation from *multidisciplinary* representatives.
 - Plans to *protocolize PC referrals* so RNs can initiate consults directly.

Outcomes Achieved

Heightened RN appreciation of PC contributed to **\$323,000** in potential savings with 190 consults over FY 2013,14 projections

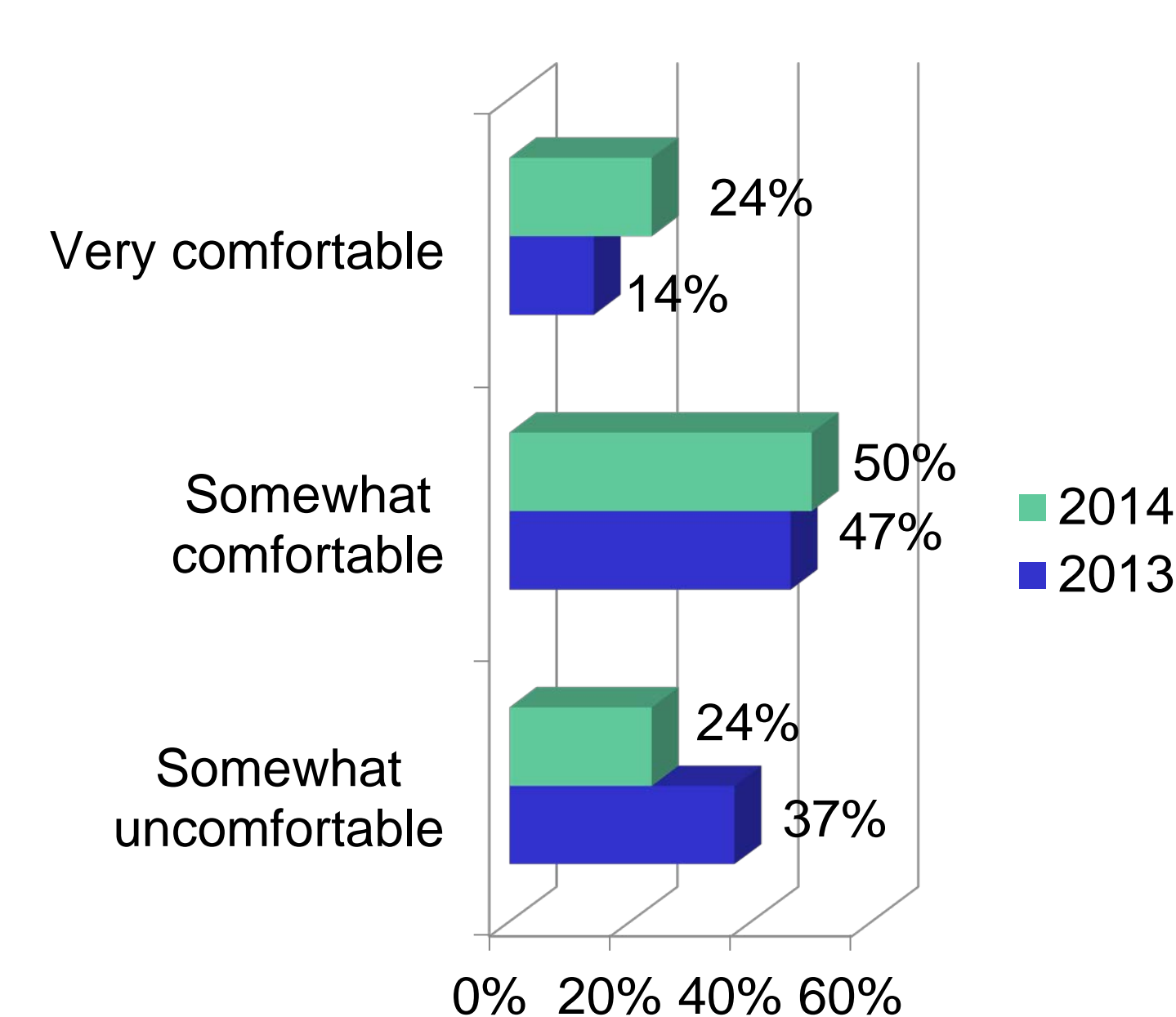
Better RN understanding of Palliative Care indications

A Palliative Care referral would benefit which of your patients?



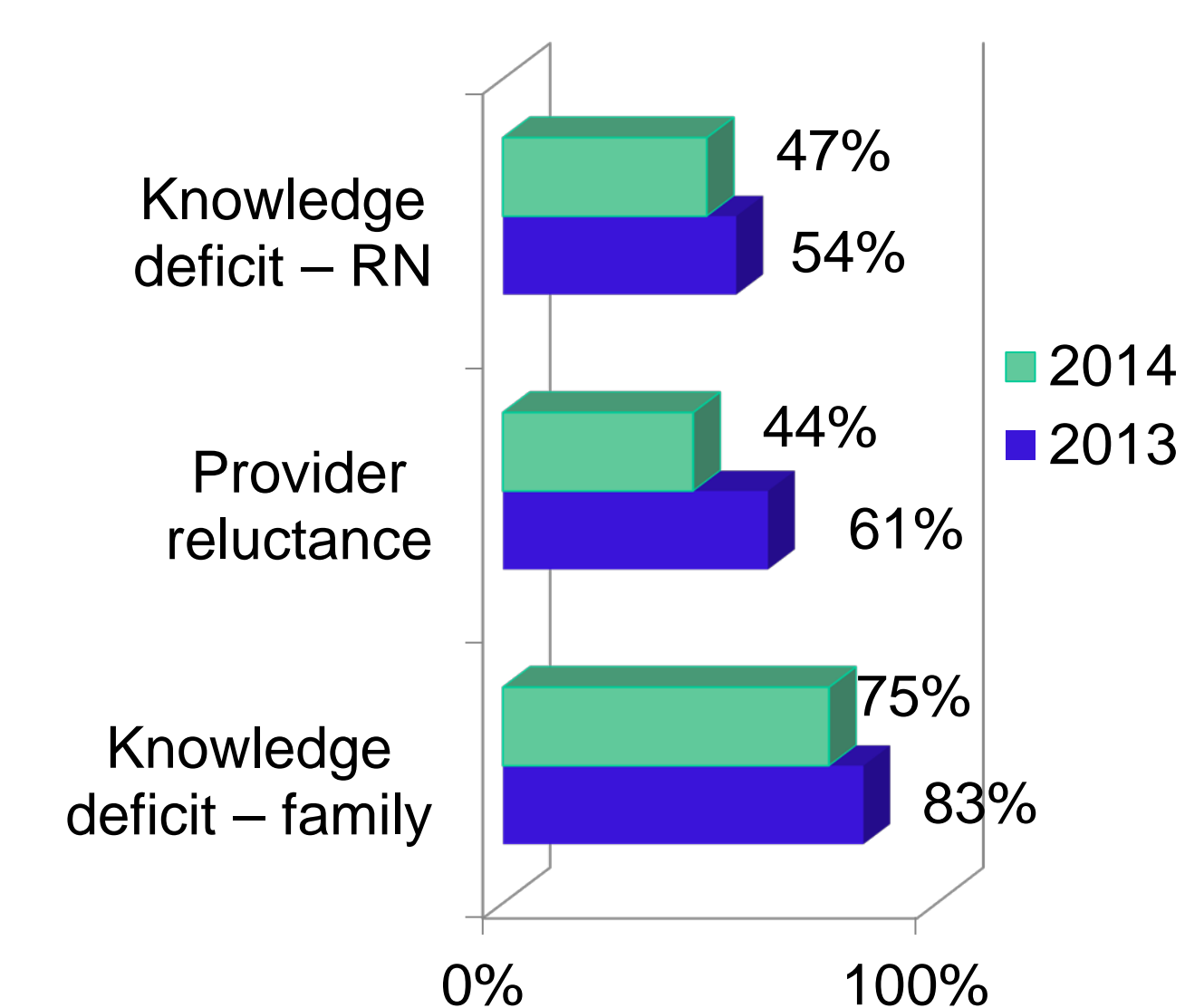
Greater RN confidence with Palliative Care conversations

What is your comfort level discussing Palliative Care issues with your patients?

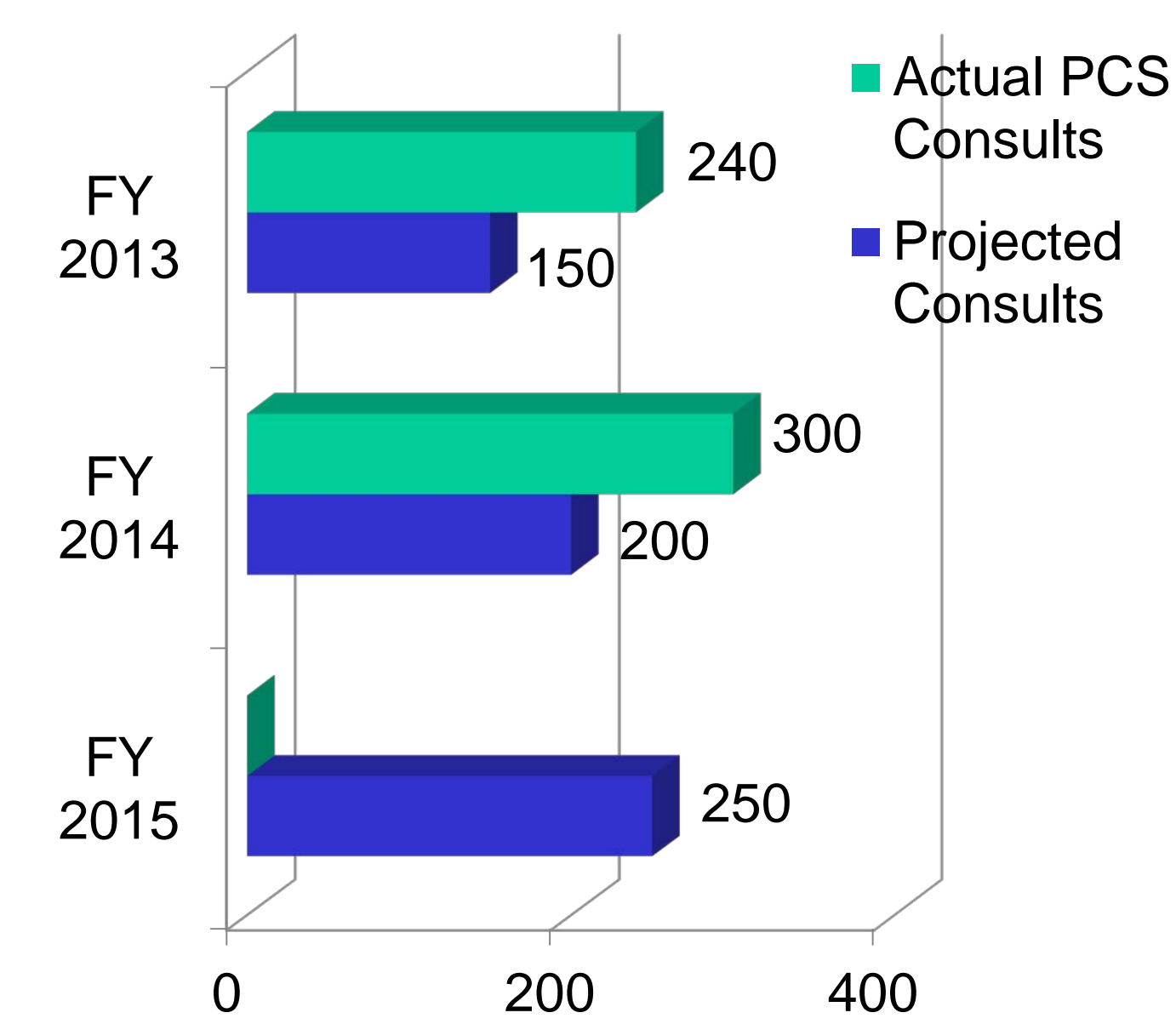


Fewer barriers to PCS referrals

What barriers have you encountered for appropriate Palliative referrals?



50% more actual vs. projected Palliative referrals in FY 2014



Lessons Learned

Engage stakeholders continually to communicate challenges, seek insights.

Empowering RNs as palliative care advocates improves patients' care experience while achieving savings and heightening staff satisfaction.

Shepherding a dynamic team with multiple agendas is exhilarating and challenging.

Keep returning to the patient's point of view as your compass.



About My Organization

The University of California at San Francisco Medical Center (UCSFMC) leads California in cancer care, and is consistently rated among the top 10 hospitals in the nation. The academic healthcare system generates \$1.6 billion annually, offering services in more than 50 specialties from primary to tertiary care, wellness check-ups to organ transplantation.

Patients make 750,000 visits to our clinics each year, while UCSFMC's 650-bed Parnassus and 90-bed Mt Zion campuses accept 38,000 admissions annually. In 2012, our 2,500 nurses, including 140 at Mt Zion, earned the American Nurses Credentialing Center's prestigious Magnet designation for excellence in nursing practice and innovation.

The Parnassus PCS team established in 1999 sees 800 patients annually. Mt Zion's team comprises: an NP clinical lead (0.5 FTE), 0.1 MD, 0.5 SW.

UCSF Medical Center

Contact Me

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CHCF HEALTH CARE LEADERSHIP PROGRAM

To learn more about CHCF go to:
<http://futurehealth.ucsf.edu/>