



HOSPITAL | CLINICS | SENIOR SERVICES

OUR STORY

HOW MINNESOTA COMMUNITIES WORK TOGETHER TO PROVIDE PALLIATIVE CARE

Dr. Julie Benson
Cindy Sauber, Palliative Care Case Manager
Palliative Care Team
Lakewood Health System
Staples, MN

www.lakewoodhealthsystem.com



LAKEWOOD HEALTH SYSTEM

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Located in Central Minnesota serving 38,000
Morrison, Todd, Wadena, and Cass Counties
Critical Access Hospital (25 beds)

Rural Health Clinic

- Five Clinics
Pillager-Eagle Bend-Motley-Browerville-Staples

Senior Services

- Long Term Care (100 beds)
- 2 Assisted Living Facilities (65 beds)

Hospice-Home Care (Palliative Care)

Behavioral Health Unit

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Three strategies to implement palliative care in our community...

ONE: Administrative Buy-in

- Financial considerations
- Quality of patient care
- Philosophy of care (case management)
- National Consensus Project for Quality Palliative Care
- National Quality Forum
- The Joint Commission

**2001 palliative care leaders met to standardize
palliative care so as to improve quality of care**

- AAHPM – American Academy of Hospice and Palliative Medicine
- CAPC – Center to Advance Palliative Care
- HPNA – Hospice and Palliative Nurses Association
- NHPCO – National Hospice and Palliative Care Organization
- Last Acts Partnership

**2004 NCP released the *Clinical Practice
Guidelines for Quality Palliative Care***

- Eight domains serve as the basis of care with 38 preferred practices upon which to develop measures for palliative care
- Another goal of the NCP was to promote recognition, stable reimbursement structures, and accreditation initiatives through projects, such as the National Quality Forum (NQF).

- Private, nonprofit membership organization created to develop and implement a national strategy for healthcare quality improvement across all fields of medicine
- Palliative Care is just one of several areas of focus for this quality group

- Together, the NCP and NQF synergistically advanced palliative care by formalizing the concept of palliative care and differentiating it from other types of care. They each espouse eight domains of palliative care:
 1. Structure and processes of care
 2. Physical aspects of care
 3. Psychosocial and psychiatric aspects of care
 4. Social aspects of care
 5. Spiritual, religious, and existential aspects of care
 6. Cultural aspects of care
 7. Care of the imminently dying patient
 8. Ethical and legal aspects of care

- 2008 TJC drafted voluntary palliative care elements of performance for specialized palliative care programs
- TJC embedded the domains & philosophy of the NCP Clinical Guidelines for Quality Palliative Care

TWO: Palliative Care Team & Case Manager

PC TEAM



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Interdisciplinary Team Model

- RN Case Manager
- MD
- Social Worker
- Chaplain
- Pharmacist
- Psychiatric NP
- In Patient Care Coordinator

Meet every 2 weeks for Infusion Therapy

Similar Team every 2 weeks for Long Term Care Center

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SUCCESS STRATEGIES



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THREE: Education

- Staff
- Community

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EDUCATIONAL OPPORTUNITIES



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Staff

- ELNEC
- Webinars
- Nursing Students
- Order set

Community

- Print
- Women's Health Expo
- HealthBeats
- Coffee & Conversation
- Community & Service Groups
 - Ministerial Association
 - Lions
 - Homemakers

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BIRTH OF PALLIATIVE CARE AT LHS



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2005: started Home Care based Palliative Care program ---

A bridge (pre-hospice) between HC and Hospice

2007-2008: growing awareness of PC opportunities, staff wanting to improve and expand service

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CONTINUED GROWTH...



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January 2008 -	AAHPM conference in Tampa, Florida
February 2008 -	Received MERC IPE Grant through AHEC
March 2008 -	Palliative Care brainstorming session with all disciplines at LHS
March-April 2008 -	Steering committee development
April 2008 -	Palliative Care Learning Center (Fairview Mpls) Four Participants for 2.5 days
May-Sept 2008 -	Research, education of MD and staff

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CONTINUED GROWTH...



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October 2008 -	Chosen by Stratis to begin Rural Palliative Care Initiative (1 of 10 MN sites)
November 2008 - current	Began meeting with Stratis and other Initiative participants
December 2008 -	3 days at UM with PC team/inpatient consults
February 2009 -	Hired RN case manager
March 2009 -	RN case manager and MD – AAHPM/HPNA conference in Austin, Texas
May 2009 -	Began pilot program serving pts in Infusion Therapy (5 patients)

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CONTINUED GROWTH...



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Summer 2009 -	Continued education, pilot program evaluation
Fall 2009 -	Started Long Term Care PC program development
October 2009 -	ICSI invitation
November 2009 -	Approval for part time social worker for PC and Medical Home
December 2009-	LTC pilot with 5 residents (hospice ineligible or graduates)
Winter 2009 -	Volunteer need grows to critical point
February 2010 -	Volunteer coordinator position approved
March 2010 -	VISTA volunteer approval

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PC STEERING COMMITTEE



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- MD Champion
- RN Case Manager
- Social Worker
- Chaplain
- Pharmacist
- Clinic Director of Nurses
- Long Term Care Assistant Director of Nurses
- Home Care/Hospice Assistant Director of Nurses
- In-Patient Care Coordinator
- RPAP students
- Pharm D Students as available
- LPN/RN Students as available

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BARRIERS



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Defining Palliative Care

- medical providers
- nursing staff
- patients
- families
- community

Turf issues

Timing – when to refer

Reimbursement

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FUTURE PLANS



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Further Grant Funding

VISTA volunteer position

- Employee volunteer campaign
- Community volunteer campaign
- Clearing House for pairing patients and volunteers

Advanced Practice Nurse

Board Certification of MD

Active Inpatient Program

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FINALLY



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JUST DO IT!!!

- start seeing patients
- slowly work out the kinks as you realize them

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Resources



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www.getpalliativecare.org
www.straishhealth.org/palcare

Palliative Doctors: Compassionate Care at Any Stage of Illness
American Academy of Hospice and Palliative Medicine
<http://www.palliativedoctors.org>

Promoting Excellence in End-of-Life Care
<http://www.promotingexcellence.org>

Share the Care
<http://www.sharethecare.org>

Advance Directives
<http://www.caringinfo.org>

American Hospice Foundation
<http://www.americanhospice.org>

Perinatal Hospice Links:
[Perinatal Hospice](#) [Be Not Afraid](#) [Perinatal \(Carolina\)](#) [Heart Link](#)

Approaching Death: Improving Care at the End of Life
<http://www.nap.edu/html/approaching>

Before I Die
<http://www.wnet.org/bid/index.html>

Caring.com: Caring for Aging Parents
<http://www.caring.com>

Caring Connections
<http://www.caringinfo.org>

Growth House, Inc.
<http://www.growthhouse.org>

Hospice Foundation of America
<http://www.hospicefoundation.org>

Legacies
<http://www.legacies.ca>

National Hospice and Palliative Care Organization
<http://www.nhpc.org>

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