The Road Ahead in San Diego and Fresno

APPLICATION OF THE CCCC MODEL
Disclosure:

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have no relevant financial relationships to disclose.
In 2016, CCCC hosted a statewide convening of palliative care leaders and representatives of diverse communities serving the needs of people challenged by serious illness.

The goal was to provide an opportunity for participants to discuss progress, gaps, and opportunities related to serious illness care in California, and from that discussion develop an agenda for progress toward a shared vision.

CCCC has since developed a toolkit for The Road Ahead events available to local coalitions.

The Road We’ve Been On - California

5 central focus areas:

- Delivery of Care
- Clinician/Patient Communication & ACP
- Professional Education & Development
- Policies & Payment Systems
- Public Education & Engagement
DELIVERY of CARE

Policies & Payment Systems
Integration of Financing
- High Prevalence of MCOs & ACOs
- PACE Program - 6 sites in CA

Increase Access to Comprehensive, High-Quality Palliative Care Services

Quality Measurement
- PC Quality Network
- PC Research Cooperative Group

State Legislation & Pilots
- SB 1004 - Medical Managed Care
- Partners for Children Pediatric PC Program

Payer/Provider Partnerships

Statewide Initiatives to Increase Access

Geography-Based Coalitions

Progress

Health Systems Providing PC Across Care Settings

Increasing Knowledge Base: CA-Specific Data

Cross-Sector Commitment

Gaps & Opportunities

Program Capacity Falls Far Short of Need
- Pursue Sustainable Payment Models for High-Quality Care
- Address Workforce Shortage
- Embed PC Quality Metrics in Program & Report Results
- Test Federal & State Policy Changes or Integrated Medical/Social Service Financing
- Continue to Work on EHR Interoperability
CLINICIAN-PATIENT COMMUNICATION & ADVANCE CARE PLANNING (ACP)

Policies & Payment Systems
- Develop and adopt standards for communication and ACP that are measurable, actionable, and evidence-based.
- Monitor performance.

State POLST Program
- AB 3000 (2008)
- AB 637 (2015)

POLST e-Registry
- SB 19 (2015)

Nationally: Guidance and Standards on ACP, Communication, and Documentation
- ASCO
- NQF
- AANFPM/HPNA
- National Consensus Project
- AMA

Health Systems: Specific ACP Standards & Programs

California: POLST Form/Training provides standard for documenting patient preferences

Gaps & Opportunities
- Establish consistent, measurable quality standards for communication & ACP
- Tie standards to reimbursements
- Build & test POLST e-Registry
- Increase access to/uptake of communication training opportunities
- Continue to work on EHR interoperability

POLST Curriculum for Pediatric Settings
PROFESSIONAL EDUCATION AND DEVELOPMENT

STRENGTHEN PRIMARY & SPECIALTY PALLIATIVE CARE
KNOWLEDGE & SKILLS

- CSU INSTITUTE FOR PC
- CCCC
- STANFORD ONLINE TRNG
- UC DOCTORING

- SPECIALTY PC TRAINING
- SPECIALTY ASSOCIATION TRNGS

- UCSF PC LEADERSHIP CENTER
- CITY OF HOPE COMFORT COMMUNICATION TRNG
- END-OF-LIFE NURSING EDUC CONSORTIUM

PROGRESS

GAPS & OPPORTUNITIES

- INCREASE PRIMARY PC EDUCATION (MEDICAL/NURSING SCHOOLS & CME)
- INTEGRATE PC TRAINING INTO LICENSURE REQUIREMENTS
- CREATE TRAINING INCENTIVES/SUPPORT
- BREAK DOWN EDUCATIONAL SILOS: TEAM-BASED CARE
- INCREASE TRAINING SLOTS FOR PC SPECIALISTS
PUBLIC EDUCATION AND ENGAGEMENT

- FAITH LEADER ENGAGEMENT
- LOCAL COALITIONS & COMMUNITY GROUPS INCREASING AWARENESS
- UNIQUE CROSS-SECTOR PARTNERSHIPS
- TOOLS & RESOURCES
- POPULATION-SPECIFIC EFFORTS
  - SPANISH
  - ENGLISH
  - HOMELESS: UCLA
- MEDIA
- HEALTH SYSTEMS' ACP PROGRAMS

GAPS & OPPORTUNITIES
- STRENGTHEN LOCAL COALITIONS
- ENGAGE CONSUMERS AND PROVIDERS FURTHER UPSTREAM
- LEVERAGE SPECIAL INITIATIVES & EVENTS
- ENSURE A UNITED VOICE

ENGAGE & EMPOWER PUBLIC TO MAKE INFORMED HEALTHCARE DECISIONS BASED ON INDIVIDUAL NEEDS AND VALUES
The Road Ahead in San Diego: Application of the CCCC Model

January 25, 2018

Coalition for Compassionate Care of California
Better Together – Annual Summit – April 11-12, 2018

Dr. Karl Steinberg
John Tastad
The SD Road Ahead Brought Key Entities to the Table...

AALL CARE in Home Services
Azusa Pacific University – Nursing Educator
Beautiful Dying Event Planner – CEO
Coalition for Compassionate Care of California - CEO
CSU Institute of Palliative Care – CEO, Educators
Edgemoor Skilled Nursing Facility – MD
Elizabeth Hospice – MD
Elm Croft Senior Living

Premier Home Health Services
Rady Children’s
Right at Home Care
San Diego Bioethics Commission – MD
San Diego County – Aging and Independent Services
San Diego Dementia Consortium – MD
San Diego Health Information Exchange
San Dieguito Interfaith Ministry, Encinitas
Scripps Gerontology – MD
Scripps Health – MD

Health Services Advisory Group
Heritage Senior Care
Hospital Association of SD and Imperial County
Hospital Quality Institute
Integrated Medical – MD
Interfaith Community/Patient Advocates
Kaiser Permanente, San Diego – MD
LightBridge Hospice – MD
Molina
Palomar Health – MD

Sharp Extended Care – MD
Sharp Home-Based Palliative Care – CMO
Sharp HospiceCare
Shillinger Law/ SD Senior Advisory Group
St. Paul's PACE – MD
Sulpizio Cardiovascular Center – MD
UCSD Health – MD
Veteran’s Administration Director
Vitas Hospice – MD
A Look at Current Strengths...
PROFESSIONAL EDUCATION AND DEVELOPMENT

- **Azusa Pacific University** offers a certification in Palliative Care for all second degree nurses, and local colleges at all levels for nursing incorporate some palliative care education

- **CSU System has the IPC** (based in San Marcos), which provides education on palliative care to current and future providers and the community. They also hold conferences and provide resources, awareness and networking for best practices
  - Recent availability of course material on palliative care for primary care clinicians

- CSU San Marcos conducts an annual ACP outreach to students entitled, *What Gives Your Life Meaning?*

- Advance Care Planning outreach via faith-based soup kitchen is being developed

- **UCSD and Scripps** are collaborating to provide the Palliative Medicine fellowship
A Look at Current Strengths...

PROFESSIONAL EDUCATION AND DEVELOPMENT

- **SDCCC** is involved in conferences and education (ACP/PC/POLST) for providers and the community, including an annual all-day meeting in June in conjunction with CSU IPC in San Marcos – and spearheaded The Road Ahead convening.

- **Health Services Advisory Group** (Medicare QIO) presents community CMS data related to hospital utilization and is engaged in supporting SNF POLST training and ACP initiatives.

- **The Elizabeth Hospice** educates medical students, fellows and nursing students in PC/Hospice care.

- **San Diego County** is a POLST eRegistry pilot, collaborating with the community Health Information Exchange (HIE) on a centralized repository for POLST forms.

- **San Diego Bioethics Commission** via the San Diego County Medical Society provides ongoing bioethics education and training.
A Look at Current Strengths...

CARE DELIVERY

• **All San Diego County hospitals** offer In-Patient Palliative Care and Advanced Illness Management care programs

• **Scripps, Kaiser, Sharp, Lightbridge/Elizabeth Hospice**, have Home-Based Palliative Care Programs

• **San Diego** has a broad range of for-profit and non-profit hospice agencies

• **St. Paul’s Program of All-inclusive Care for the Elderly (PACE)** is a Managed Care Health Plan support seniors so they can continue to live independently at home by providing in-home care, transportation and personalized medical services.

• **Integrated MD Care** provides concierge palliative care services, including EOLOA support- including Medical Aid in Dying

• **San Diego Elder Care** legal teams deliver legal/ACP support to the community
A Look at Current Strengths...

CLINICIAN- PATIENT COMMUNICATION

CSU San Marcos has comprehensive ACP/PC/Goals of Care Training for all disciplines

UCSD utilizes patient-centered communication curriculum

San Diego health care providers

Scripps has a VitalTalks instructor, Dr. Holly Yang, who provides physician communication training

SDCCC provides community POLST education and clinician training at SNFs and other care settings

Faith Communities are offering patient-centered support that equips patients to have conversations with their providers
A Look at Current Strengths...
PUBLIC EDUCATION AND ENGAGEMENT

- Inter-Faith Community
- SD County Outreach- 211 and Aging and Independent Services
- On Demand presentations SDCCC, SD Coalition for Improving EOL Care AIS- SD County
- HC Professionals- Best Practices – educated and asking the right question?
- Go Wish Cards/Hello Games grant
- Online resources from other organizations (NHDD, Conversation Project, etc.)
- CCCC, SDCCC
- SD Health Connect, Community HIE, POLST eRegistry grant
- Hospitals/Providers ACP/PC/Population Health Initiatives
- CSU Institute for Palliative Care
- Beautiful Dying
- Media
Identified Organizational Opportunities

Outreach to legal professionals regarding best practices regarding advance care planning and AHCD.

• Educate them that not every elder person needs a POLST

Increased application of the law around informed consent

Improved link between legal professionals and providers

Legal Aid Societies supporting community members
Identified Organizational Opportunities

**SCRIPPS**
- RNs, Ed, outreach community and internal ELNEC training
- Create behavior change, competencies

**LIGHTBRIDGE**
- ELNEC for all clinicians
- Create tools – upstream
- Conversation and Q&A with staff (WGLLM)

**INTEGRATED MD CARE**
- Private palliative care
- Interdisciplinary Team for ACP
- CEU’s – what palliative care is for SW/RN
- In-services/education
- Physician Aid in Dying
Identified Organizational Opportunities

CSUSM-Ed Inst
- Serves as a platform
- Programs for frontline providers
- Partners with different stakeholders for continuing education for workforce
- RCFE create materials, tools, etc. to get info out to providers
- Interprofessional Education pilot with nursing, kinesiology, social work, etc.

CSU Institute for Palliative Care
- On line education
- Standardization of material
- Education at reduced rate
- Faculty tool kit
- Partnering with internships and preceptors
Identified Organizational Opportunities

The Elizabeth Hospice
- Collaborating in the community
- Viewed as leading organization for education and expertise in Palliative Care
- Community Standards for palliative care.

Vitas Hospice
- 1:1 education with physicians, office staff
- Relationships
- Educate offices, in-services, family nights
- Liaisons to provide education in convo
Other Considerations

Beautiful Dying
• Event planning at the EOL.
• Provides workshops,
• Three Day Expo in December 2018 (education, tools, CEUs, exhibitors, storytelling, peds adults, showing films) on living and dying

Edgemoor (Distinct Part SNF)
• Community Education
• Ethnic group- multicultural, diversity

Scripps
• Palliative/chronic illness home visit program not for entire population, just managed care and ACO
Other Considerations

• Faith community could be much more active in promoting advance care planning and palliative care

• EMS team (gap) not involved as we should

• SNF utilization of POLST for every patient, inappropriate changing of POLST forms

• Regulatory agencies involved

• SD school district
  Needs policy change regarding DNR status- does not honor (gap)
  ID champion from organization to be active with local coalitions
The Road Ahead in the Central Valley

JENNIFER WOJTAS
TERRY MALDONADO, RN
History

* Focus on education and events
* 5 Board members
* Board Member Jill McCarthy at Road Ahead convening in 2016
* Board Members at Road Ahead presentation at Local Coalition Breakfast, CCCC Summit 2017
* Meeting to discuss application in local community
* Survey sent to over 600 participants
* Creation of event in November 2017
The Road Ahead
Serious Illness Care in our Community

THURSDAY, NOVEMBER 30
6:00 - 8:00PM

PIAZZA DELPane
8043 N Cedar Ave in Fresno

Free to attend
Drink ticket and hors d’oeuvres will be provided

PURPOSE

Our networking event will bring together like minded people who have the ability to advance palliative care in our San Joaquin Valley community. Let’s come together to share ideas for improving serious illness care. Through collaboration, we can build a road map to identify the current gaps in services.
What Happened in November

* 4 flip chart stations with Road topics from the Fall 2016 Convening in Sacramento for participants to comment on:

Delivery of Care

Education and Engagement

Clinician – Patient Communication and Advanced Care Planning

Professional Education and Engagement
What We Learned

* 40 Attendees from invite list of 600 – Physician Advocate at UCSF Fresno; Oncology Nurses Society; Social Workers; VA (new Hospice doc); Case Managers; Hospice/Veteran Partnership

* Results – Summarized and then reviewed results to create focus for 2018
What’s Next

TAKE THE ROAD ON THE ROAD:

• Interactive trainings at targeted physician groups, CAHF, Nursing schools
• November event with key note speakers, CEUs
• Partnering with local groups (FMMS, Alzheimer’s Association, HPNA)