

# Palliative Care at ARMC

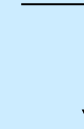
Jean Andrews, RN, BSN, CHPN

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# What is Palliative Care?

- A service that provides education, comfort, and support for people with serious illnesses.
- “A means of matching medical care to patient/family goals”
- Relief from symptoms, pain, and stress of illness
- Inform patient/family of **all** options, enabling an informed decision.
- Help people live the BEST they can while co-existing with a disease.
- It is appropriate at **any stage** of an illness.

**Medicare  
Hospice Benefit**



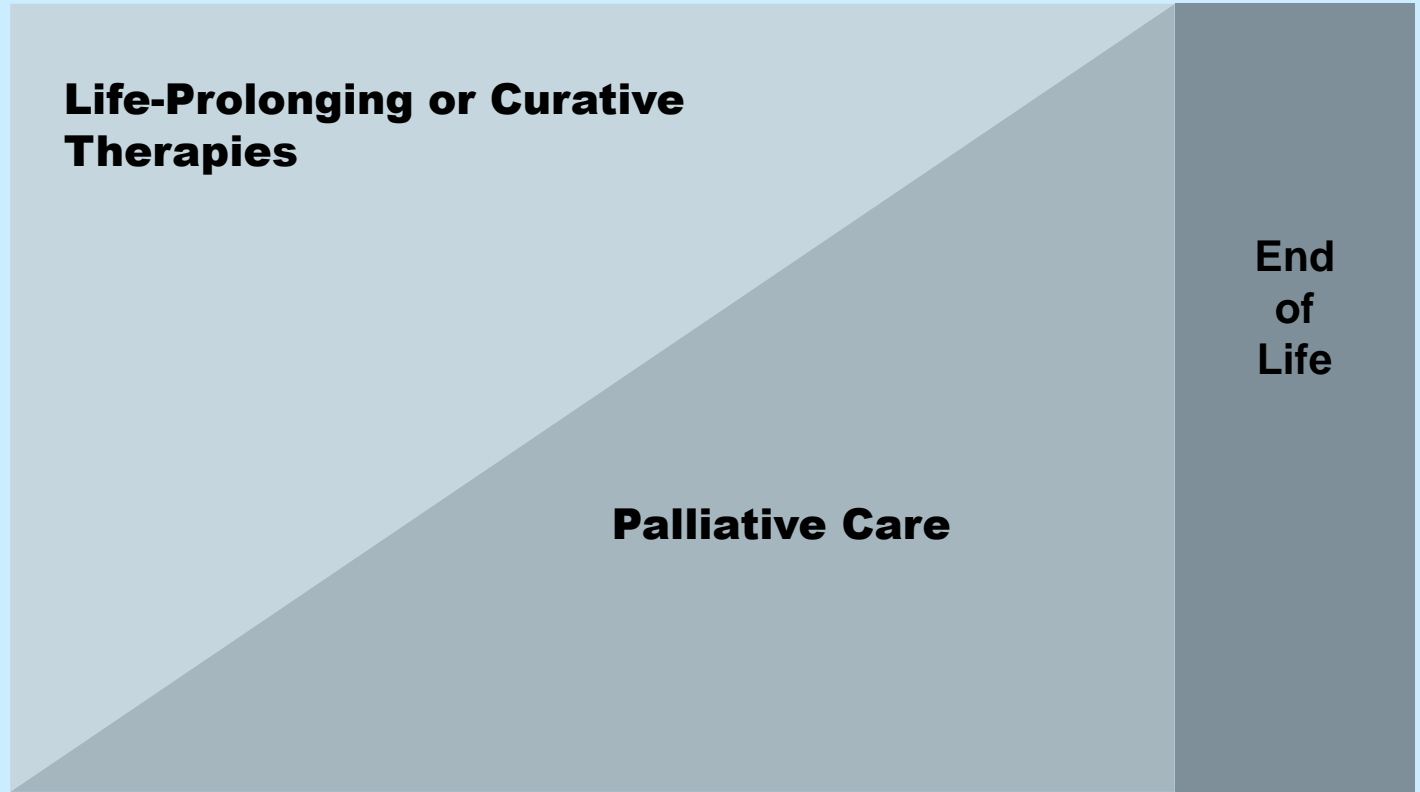
**Diagnosis  
of  
Serious  
Illness**

**Life-Prolonging or Curative  
Therapies**

**Palliative Care**

**End  
of  
Life**

**The Place of Palliative Care in the Course of Illness**





# Palliative Care Consult Service at ARMC

- Can assist with the following:
  - Pain and/or symptom management
  - Arrange family meetings for decision making
  - Help determine the benefits vs. burdens of treatment
  - Discuss resuscitation with patient/family
  - Provide info on available resources (ex. Hospice)
  - Provide end-of-life education and support, along with social worker and chaplain

# The Process

- Physician writes order for “Palliative Care Consult” which notifies PC nurse, SW, chaplain
- Staff meet to determine needs (primary/charge nurse, SW, chaplain, etc...)
- Usually follow patient/family during stay



# Palliative Care Screening Tools

- ICU rounds everyday that include a palliative care screening process
- Any staff member can request PC screen to be placed on chart, asking physician for consult
- Currently working on ER screening tool

# Palliative Care Outpatient Visits

- Expanded to HHC patients who need
  - education on hospice
  - benefits vs. burdens of treatments
- Patients receiving curative measures, needing guidance through the disease process.
- Collaborate with LSCCS to meet PC and Cancer support needs.



# Loran Smith Center for Cancer Support





# Loran Smith Center for Cancer Support

- The mission of the Loran Smith Center for Cancer Support is to provide psychosocial support and educational resources to cancer patients and their family members.
- Services offered at the Loran Smith Center for Cancer Support and Griffin-DuBose Healing Lodge are provided free of charge.

# Palliative Care Education

- Provide training for staff meetings (HHC, rehab, nursing)
- Provide “Crash Course in Pall. Care”
  - To all new nurse hires in orientation
  - Yearly required module for nurse skills renewal
  - 3<sup>rd</sup> year medical students attending/shadowing
- Collaborate with LSCCS in offering community education on “Five Wishes” advance directive



# Palliative Care Suites



# Cost Savings of Palliative Care

- Decrease in hospital costs
- An average 400 bed hospital, with 500 consults a year – net savings \$1.3 million per year.
- Research article conducted by Center to Advance Palliative Care "Cost Savings Associated with U.S. Hospital Palliative Care program study", 2008



# Quality of Palliative Care

- Donations to Athens Regional Foundation for Palliative Care - \$12,111.11 as of 11/20/12!
- This money is being used to educate nurses and community about PC
- Purchase of Five Wishes advance directive for ARMC patients and families.

# ARMC Oncology Committee

- PC has a seat on the ARMC Oncology committee.
- Provide quarterly reports.
- 2012 Goal for Onc. Comm. was to develop outpatient palliative care service, which was done!





## PROFILES of CHAMPIONS

Jean Andrews, RN, BSN, CHPN  
Certified Hospice Palliative Care Nurse

YOU SEE A NURSE.  
A WOMAN THAT HELPS PROVIDE  
A PEACEFUL END OF LIFE.  
WE SEE A CHAMPION.

ARMC's new Palliative Care program is focused primarily on comfort and support for patients and families facing a chronic or terminal illness.

Please call 475-3035 or 475-3552 for more information.

"Thank you for explaining the process of dying," the son said. "It not only eased my mind, it eased my soul." Those words were spoken by a son whose mother was near the end of her life, and he wanted to make the right decisions for her ultimate comfort.

"I can't stand to see people suffer - that's what drew me to palliative care," says Jean Andrews. "This program helps patients and families who are suffering from a chronic or terminal illness enjoy the highest quality of life possible. That starts with having discussions and making decisions about how they want to be treated during the last phase of their life."

ARMC's new Palliative Care program is more comprehensive than hospice care in that it can start as soon as a person is diagnosed with a terminal or chronic illness, and it deals with more than just health issues. "We help patients define their goals, how they want to experience this final transition of their life," says Jean. "We also provide pain and symptom management, and coordinate efforts with a chaplain and social services to meet spiritual and transitional needs."

"People deserve to live out their lives with dignity, and die in a manner that is meaningful to them, and I am here to help create that for them."

*Every day miracles. Every day champions.*



**Athens Regional**

MEDICAL CENTER

*A Passion For Medical Excellence*

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## CoC Standard 2.4 – Palliative Care Services

- At ARMC, Palliative Care services are available to patients on-site or by referral.
- Standard 2.4 is met!



# CoC Suggested Services

- Most suggested services met by Palliative Care service.
- Refer to LSCCS for specialized cancer needs, psychosocial, and bereavement support.
- Have contracts with 5 hospices in area that can admit pt home/GIP if needed.

# Palliative Care Services Challenges

- Lack of physician understanding that palliative care can begin at the time of diagnosis, not just end of life
- Lack of public awareness that palliative care is not just hospice care
- No dedicated pall care physician
- No dedicated pharmacist, social worker, chaplain





# Questions?

*Thank you for your time.*