

2014 Annual

Clinical Care Report



OHIO'S

Hospice



Mission



This is the fourth year of our clinical publication, and finding the right words to thank our staff is important. How do I describe an incredible clinical team? Words such as courage, strength, presence, compassion, care, empathy, passion and reverence fill my mind. But then, like so many times in my life at hospice, I am given a gift. The gift is a family member who returned after two years to express thanks and gratitude for our clinical care. Listening to her story of thanks she said the right words to me: "When doing what they think is ordinary it becomes the extraordinary." Our staff is extraordinary in the lives of our patients and families. I am truly honored and privileged to serve with you.

Many thanks and blessings,

Mary Murphy, RN, MS, AOCN, ACHPN
Chief Nursing Officer



The daily work of our clinical team is invaluable to our organization; it is the heart that brings life to our care and services and enables us to carry out our mission every day. I am constantly amazed by their talent and dedication. Our clinical teammates seek continuous personal and professional improvement through education, certification, teaching, research, collaboration, and volunteerism. I am proud to serve such an incredible organization and honored to work alongside each and every member of our team!

Ruth Thomson, DO, FACOI, FAAHPM, HMDC
Chief Medical Officer

Mission



The respect, gratitude and honor I feel working with our exceptional clinical staff is profound. Their commitment to providing care with compassion, tirelessly putting patients and families first, and advancing ever-higher standards of professional achievement is unsurpassed. I am humbled by the love and tenderness they bring to their labor, and am so, so proud, to serve with them in the realization of our mission.

Kindly,
Kent Anderson, CEO, FACHE

Clinical Achievements



Achievements



A hallmark of our care is our commitment to high quality standards.

- Professional excellence:
95% of our APNs, RNs, LPNs and PCSs with two or more years of service with our organization certified in Hospice and Palliative Care
- Deemed Accreditation from The Joint Commission
- National Institute for Jewish Hospice Accreditation

In 2014, our staff provided

- 152,604 visits from registered nurses
- 17,182 visits from licensed practical nurses
- 4,460 visits from advance nurse practitioners
- 138,149 visits from personal care specialists
- 9,863 visits from physicians
- 2,939 visits from licensed massage therapists
- 12,045 visits from chaplains
- 12,414 visits from social workers
- 1,172 visits from music therapists

Our volunteers provided

- 65,531 volunteer hours
- 18,138 direct patient care hours (28% of all volunteer hours)
- A savings of \$1,356,160
- 451 pinning ceremonies for Veterans

Our Pathways of Hope Grief Services provided support to

- 13,400 people
- 1,300 children and teens
- 12,100 adults
- 2,500 people thorough 70 community education programs

Clinical Honors



Nancy Trimble



Cynthia Conover



Cleanne Cass



Chirag Patel



Mary Murphy



Sharon Metcalf

Nancy Trimble, PhD, RN, CNP, ACHNP, Honorable Recognition, Midwest Care Alliance Professional of the Year Award

Cynthia Conover, RN, CHPN, honored with Wright State University Miami Valley School of Nursing Cameo of Caring Award

Cleanne Cass, DO, FAAFP, FAAHPM, CAQ Geriatrics, Distinguished Service Award in Family Practice from the American College of Osteopathic Family Physicians

Chirag Patel, MD, Outstanding Faculty (Specialist), Ohio University Heritage College of Osteopathic Medicine

Mary Murphy, RN, MS, AOCN, ACHPN, inducted to Wright State University Nursing Wall of Fame

Sharon Metcalf, Manager of Social Workers, awarded Advanced Hospice and Palliative Care Certification for social workers, the first social worker at Hospice of Dayton to earn this distinction. The ACHP-SW was added in 2009 with the support and partnership of the National Hospice and Palliative Care Organization.

Bouquet of Recognition Awards



DAISY Award Winners

DAISY Elle Bowman
Christina Lawrence
Ashley Mills
Lauren Massey
Donna Wilson
Chelsea Harris
*(Those highlighted
are pictured)*



SUNFLOWER Award Winners

SUNFLOWER
Melinda Tobin
Benjamin Yu
Theresa Blankenship
Sabina Madrid
Jennifer LaRochelle



TULIP Award Winners

TULIP Bonnie Orlins
Julie Upchurch
Holly Liming
John Love
Jo Monroe
*(Those highlighted
are pictured)*



CARNATION Award Winners

CARNATION
Karen Schindler
Bob Tangeman
Peggy Benysek
Lynda Anello

Presentations



Presentations

Ruth Thomson, DO, FACOI, FAAHPM, HMDC, Dr. Cleanne Cass, DO, FAAFP, FAAHPM, CAQ Geriatrics, Dr. Elizabeth Durkin, M.D., Rebecca Bledsoe, PharmD, *"Universal Precautions": An Innovative and Effective Approach to Drug Misuse and Diversion in Hospice*, NHPCO Clinical Team Conference, Nashville

Mary Murphy, RN, MS, ACHPN, AOCN, Terri Gross, RN, CHPN, *Changing the Mantra from Complaint to Hospitality*, NHPCO Clinical Team Conference, Nashville

Mary Murphy, RN, MS, AOCN, ACHPN, Terri Gross, RN, CHPN, *Changing the Mantra from Complaint to Hospitality*, Midwest Care Alliance Conference, Columbus

Nancy Trimble, PhD, RN, CNP, ACHNP and Wendy Schmitz, MD, *Is There a Better Predictor of Death for Dementia Patients than the FAST?* Midwest Care Alliance Conference, Columbus

Lisa Balster, MA, LSW, MBA, *Decision Making Capacity: Assessment Skills for PC/Hospice Professional*, Midwest Care Alliance Conference, Columbus

Ruth Thomson, DO, FACOI, FAAHPM, HMDC, *The Final Act of Caring: Case Studies in Death Certificate Completion*, Midwest Care Alliance Conference, Columbus

Ruth Thomson, DO, FACOI, FAAHPM, HMDC and Susan Boesch, RN, BA, OCN, CHPN, *To Feed or Not to Feed? Nutrition & Hydration Considerations*, Midwest Care Alliance Conference, Columbus

Kim Vesey, RN, CHPN, MS, *Forgiveness: Its Healing Power at End of Life*, Midwest Care Alliance Conference, Columbus

Kim Vesey, RN, CHPN, MS, *Hospice Care: Learning the Challenges of Walking the Talk*, Midwest Care Alliance Conference, Columbus

Presentations

Chirag Patel, MD, Mark Curtis, PMHCNS-BC, ACHPN, LMT, and Jackie Matthews, RN, MS, AOCN, APRN-CNS, *Are We Ready? A Crosswalk for Palliative Care in a Mass Casualty Event*, Midwest Care Alliance Conference, Columbus

Yvonne Turner, RN, MS, CNS, *Quality of Life Team: Meeting the Needs of Our Patients & Families*, Lunch & Learn Teleconference Seminar, Midwest Center for Home, Hospice & Palliative Care Education and HospiScript Services

Michelle Hobbs, RN and Robin Medrano, RN, *Innovative Strategies for Wound Care at the End of Life*, Midwest Care Alliance Conference, Columbus

Bonnie Orlins, MSW, LISW-S, Susan Boesch, RN, BA, OCN, CHPN, and Brenda Wolfe, MSLPCC-S, NCC, *Blended Families: Medical and Psychosocial Siblings*, NHPCO Clinical Team Conference, Nashville

Pam Lamb, CNS, and Holly Long, CNS, *Identifying Palliative Care Needs in the Emergency Department*, Poster Presentation, Ohio Emergency Nurses Association, Columbus

Jackie Matthews, RN, MS, AOCN, APRN-CNS, *Conversations in Palliative Care*, Kettering Oncology Nurse Residents, Kettering

Jackie Matthews, RN, MS, AOCN, APRN-CNS, *Follow the Yellow Brick Road: The Brains, the Heart, and the Courage in the Provision of Exceptional Palliative Care*, Kettering Medical Center Nursing Education, Kettering

Chirag Patel, MD, and Jackie Matthews, RN, MS, AOCN, APRN-CNS, *The Role of Palliative Medicine in Standard Oncology Care: Case Reviews*, Kettering Medical Center Tumor Board, Kettering

Chirag Patel, MD, Premier Health Care Champions of Hope Survivor Honoree Award presentation, Sponsored by Innovative Care Solutions, Dayton

Presentations

Chirag Patel, MD and Jackie Matthews, RN, MS, AOCN, APRN-CNS, *Introduction to Palliative Care*, Providence Medical Group, Dayton

Mark Curtis, PMHCNS-BC, ACHPN, LMT, *Chronic Fatigue/Vicarious Trauma*, Good Samaritan Cancer Support Group, Good Samaritan North Health Center, Dayton

Mark Curtis, PMHCNS-BC, ACHPN, LMT, *Chronic Fatigue/Vicarious Trauma*, Hospice and Palliative Nurses Association, West Chester Hospital, West Chester

Mark Curtis, PMHCNS-BC, ACHPN, LMT, *The Basics of Palliative Care*, Wright State University-Miami Valley College of Nursing & Health, Graduate Nursing Students, Dayton

Mark Curtis, PMHCNS-BC, ACHPN, LMT, *Chronic Fatigue/Vicarious Trauma*, HospiScript Teleconference Lunch and Learn Series

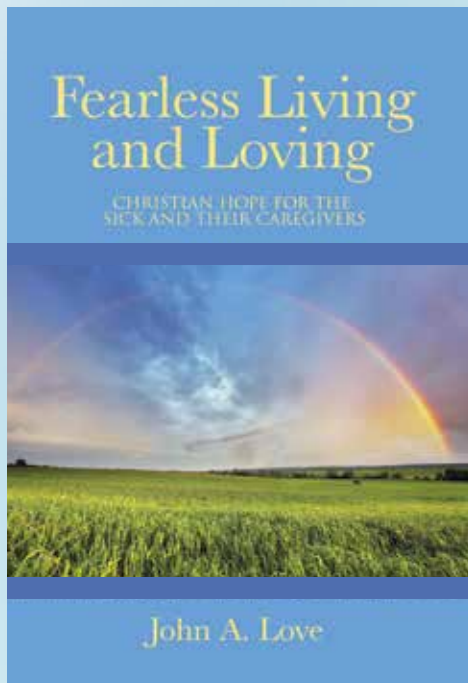
Mark Curtis, PMHCNS-BC, ACHPN, LMT, *Understanding Advance Directives*, Fairhaven Church Men's Group, Kettering

Mark Curtis, PMHCNS-BC, ACHPN, LMT, *Crucial Conversations*, Premier Health Semiannual Health Symposium. Dayton

Mark Curtis, PMHCNS-BC, ACHPN, LMT, *Chronic Fatigue/Vicarious Trauma*, Center for Disaster Mental Health Annual Symposium, Dayton


Mark Curtis, PMHCNS-BC, ACHPN, LMT, *Provision of Palliative Care in a Mass Casualty Event*, Metropolitan Medical Response System/Regional Medical Response System Annual Conference, Dayton

Publications



Fearless Living and Loving: Christian Hope for the Sick and Their Caregivers, Chaplain John Love, Westbow Press

Ruth Thomson, DO FACOI, FAAHPM, HMDC, Mary Murphy, RN MS, AOCN, ACHPN, and Becky Collins, RN, BSN, OCN, CHPN, *Profiles in Innovation: Hospice of Dayton Focused Care*, American Academy of Hospice and Palliative Care, June 2014




Hospice and Palliative Medicine

PROFILES IN INNOVATION


Hospice of Dayton Focused Care

Improving care through disease-specific symptom management


In 2005, **Hospice of Dayton** sought to move beyond the model of hospice care that grew out of the cancer-centric patient population that had long comprised most of their patients. They listened to their partners, looked at their patients, and realized that a world of potential benefit could be achieved –by varying how hospice care is delivered based on the different needs presented by different diseases. They set out to create the capacity to give a high-quality hospice experience to a broader set of seriously ill individuals. The result was **Focused Care**, a program where patients with cancer, cardiac or pulmonary conditions receive treatments specifically tailored to their disease-specific symptoms. AAHPM discussed the program with Hospice of Dayton's Chief Medical Officer, Academy member Ruth Thomson, DO FACOI FAAHPM; Chief Nursing and Care Officer Mary Murphy, RN MS AOCN ACHPN; and Pulmonary and Oncology Focused Care Nurse Becky Collins, RN BSN OCN CHPN.



Ruth Thomson,
DO, FACOI, FAAHPM



Mary Murphy,
RN, MS, AOCN, ACHPN



Becky Collins,
RN, BSN, OCN, CHPN

What is Innovative about your program?

RT: We haven't innovated by creating a new program. Focused Care is actually provided under our licensed hospice program, so it's not outside of the hospice purview. Instead, we've innovated by taking a different approach to what hospice care consists of, offering more specific, tailored treatment with more aggressive palliative care alongside traditional hospice services. Most hospice programs will not admit patients on chemotherapy, radiation therapy, cardiac infusions or bilevel positive airway pressure (BiPAP) support, but we are different in that we try to meet the needs of a broader group of patients.

MM: When we started Focused Care in 2005, it was to go beyond the cookie cutter approach to care. When we would previously have a cardiac patient, we wouldn't weigh them daily, we'd let them eat what they want, etc., because it was the "hospice way." We weren't speaking the language of the cardiologist or pulmonologist, so we set out to build staff expertise in those areas so we could show the medical providers that we could care for their patients. We educated our staff by having them all attend disease management classes, provided them with literature, and brought on new support staff with experience in those areas.

How did Hospice of Dayton's administration react to the Focused Care concept?

MM: The initial concept for the program grew out of a review of our referral sources and their feedback into our processes. We had oncologists, cardiologists and pulmonologists who challenged us on our ability to care

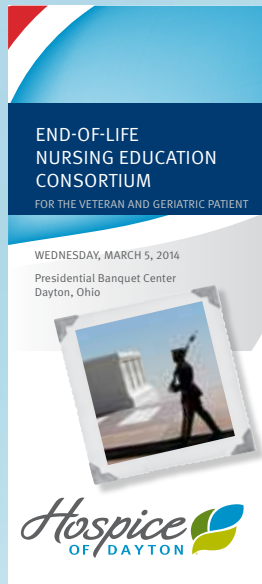
aaahpm.org | PalliativeDoctors.org

Education



Education

Clinical Education for the Community



ELNEC (End of Life Nursing Education Consortium)
Education for the Veteran and Geriatric Patient

More than 75 community healthcare providers attended Hospice of Dayton's End of Life Nursing Education Consortium on March 13, 2013, at the Presidential Banquet Center. The daylong event offered 6.0 continuing education credits for nurses, social workers and nursing home administrators. Presenters included Karen Schindler, RN, LMT, CHPN; Nancy Trimble, PhD, RN, CNP, ACHPN; Jan Tillinger, RN, BSN, CHPN; Adelle Kesler, RN, CHPN; and Kathy Smith, RN, MSN, CHPN.

HPNA Approved Educators



Julie Wickline, Ashley Puchalski (not pictured), Jan Tillinger, Jessica Brown, and Adelle Kesler

Hospice of Dayton works with colleges and universities to provide clinical experience for students. In 2014, Hospice of Dayton provided approximately 1,060 student clinical experience hours and 2,677 hours of clinical experience for medical students, for a grand total of 3,737 hours.

Education

Staff Education



In 2014 our staff was presented with The Florence Challenge to be emotionally positive, self-empowered and fully engaged. The book *The Florence Prescription* inspired all of us to a renewed commitment to mission and service.

New staff orientation was provided to 147 new employees of Hospice of Dayton in 2014 and 23 new staff at Hospice of Miami County.

The Education and Staff Development Department in 2014 developed and presented quarterly a two-day CHPN Review Course for nurses preparing for a Hospice and Palliative Care Certification exam. Attendees earned 10.0 continuing education hours during this course.

- The one-day CHPNA Review Courses for PCSs was offered quarterly.
- 97% of nurses and PCSs who are eligible for certification have achieved this accomplishment.
- 88 staff members achieved initial certification or re-certification in 2014.
- In March and June, 100% of PCSs passed their exam.
- In September, 100% of nurses passed their exam.

Educational Achievements

Hospice and Palliative Care Certification

Stephen Alldred	Melissa Halcomb	Birdie Napper
Jan Andrew	Jennifer Hrovat	Brenda Peabody
Melissa Barnes	M. Suzanne Jackson	Neil Pence
Nicole Barrett	Melodie Jamison	Kristen Phillips
Anthony Bayne	Tiffanie Johnson	Monica Rogers
Kathryn Blair	Bradley Jones	Bridgette Ruff
Susan Boesch	Tanya Jones	Karen Schindler
Victoria Bosma	Adelle Kesler	Carrie Schroder
Gretchen Buchanan	Tena Kimaiyo	Janet Shinkle
Konia Camp	Catina Lamb	Deborah Snow
Katerine Caudill	Jennifer LaRochelle	Sharon Sparrow
Sandra Cunnigan	Kim Lee	Erica Sturgell
Lisa Davis	Jenny Liew	Henrietta Sulaj
Elizabeth Dean	Jessica Long	Danielle Thomas
David Durrant	Talena Longworth	Jan Tillinger
Jessica Dutton	Stacey Lykins	Karl Whisman
Linda Elkins	Nicole McMullin	Sarah White
Lena Ellis	Middleton, Lisa	Victoria Wilson
Kathy Emerson	Ashley Mills	Andrea Woodson
Denise (Michelle)	Sheri Mothersole	
Flint	Mary Murphy	
Kristen Greico	Eric Murrell	

Hospice of Miami County

Jill Demmitt, RN	Robin Leptak, RN
Shari Allen, RN	Nancy Conatser, LPN
Danielle Blankley, RN	Vickey Adkins, LPN
Stacy Reese, RN	Dawn Little, STNA

Additional Certifications & Advance Degrees

Ruth Thomson, DO, FACOI, FAAHPM, HMDC, earned Hospice Medical Director Certification (HMDC)

Kevin Wardlaw, MA, Claremont School of Theology

Cleanne Cass, DO, FAAFP, FAAHPM, CAQ, Geriatrics, Recertification Hospice and Palliative Medicine

Jules Sherman, DO, FACOO, FAAHPM, Recertification, Hospice and Palliative Medicine

JoAnne Dole, BSN, Wright State University

Troy Gleim, RN, Edison State University

Kashauna Mathis, MS, Wright State University

Tonya Minge, BSN, Wright State University

Lynda Wiede, BSN, Indiana Wesleyan University

Ciara Bayne, ADN, Kettering College

April Mayberry, ADN, Fortis College

Rhonda Dunlevy, ADN, Fortis College

Terri Knopp, BSN, Indiana Wesleyan University

Kent Anderson, FACHE, Fellow of the American College of Healthcare Executives (FACHE)

Lisa Balster, Certification, Bioethics Network of Ohio

Jo Monroe, Certification, Oncology Massage Therapy

Amy Fluty, Certification, Oncology Massage Therapy

Amy Green, Certification, Oncology Massage Therapy

Amy Wagner, Certification in Healthcare Compliance

Laura Rothfuss, Notary Designation

Stacie Meyer, Notary Designation

Susan Good, Notary Designation

Bonnie Hitchcock, Notary Designation

Holly Liming, Notary Designation

Clinical Leadership



Clinical Leadership Team



Jan Andrew, RN, CHPN, Director of Care Coordination Center and Care Partners
Lisa Balster, MA, LSW, MBA, Director of Care, Patient Family Support Services
Rebecca Bledsoe, PharmD, Director of Pharmacy
Lana Blosser, RN, CHPN, Dayton Hospice House Team Leader
Kristy Brock, RN, CHPN, Extended Hours Team Leader
Lauren Coyle, RN, CHPN, Care Partners Team Leader
Carl Gill, Director of Business Development
Terri Gross, RN, CHPN, Director of Quality and Informatics
Tionda K. Hughes, Manager, Patient Services Coordinators
Jena Langford, RN, CHPN, Coming Home Team Leader
Jackie Matthews, RN, MS, AOCN, ACHON, Director of Innovative Care Solutions
Diane McCoppin, RN, CHPN, Dayton Hospice House Team Leader
Amanda McCoy, RN, CHPN, Hospice of Butler & Warren Counties Team Leader
Sharon Metcalf, MSW, LSW, ACHP-SW, Manager of Social Workers
Mary Murphy, RN, MS, AOCN, ACHPN, Chief Nursing Care Officer
Jayne Ormberg, RN, CHPN, Coming Home Team Leader
Dixie Roberts, RN, BSN, CHPN, Admissions & Referrals Team Leader
Carey Short, RN, CHPN, Coming Home Team Leader
Gayle Simmons, MDiv, Chaplain
Yvonne Turner, RN, MS, CNS, Director of Coming Home Care
Julie Wickline, RN, BSN, CHPN, Director of Education and Staff Development

Shared Decision Making

2014 Council Chairs

APN Council: Jackie Matthews
Admission/Referral Council: Cindy Snook, Sharon Spruill
Hospice House Council: Diane Scott
Care Partners/Coming Home Community Council: Mary Ann Stemley
Crisis Care Council: Steve Alldred
Extended Hours/Triage: Diane Foreman

Shared Decision Making

APN/Research

Education

- Addressed learning preferences & research interests
- Developed evidence based practice applications in management of pain/symptom

Completed AAHPN training to develop standardized review of research

Community Care

- Increased efficiency and reduced response time for lab reports
- Developed Patient Preference Sheet to customize patient care by our Hospice Personal Care Specialists

Crisis Care

- Developed admission checklist to enhance continuity of care and increase efficiency
- Provided education to staff on additional pharmacy resources available for frequently used injectable medications which increases speed to patient care and comfort
- Provided educational tools to staff to enhance crisis care documentation and capture needed information

Extended Hours

- Redirection of team members to alternate telephone access to improve response time to patients and families
- Established supply rooms in Community Care stations to reduce response time and travel expenses
- Improved communication processes to reduce the risk of service failures

Hospice House

- Implemented changes to transport cart process to enhance patient dignity and improve staff safety
- Collaboration with purchasing for additional product availability to increase patient comfort

Admission & Referrals

- Development of C-A-N© process to increase efficiency and speed to service
- Improved high acuity identification and care for the high acuity patient
- Increased documentation efficiency to ensure respect for patient care goals

Community & Organizational Leadership

Staff members of Hospice of Dayton, Hospice of Butler & Warren Counties and Hospice of Miami County assumed significant leadership roles in hospice and palliative care organizations and advocacy at state and national levels, including:

Kent Anderson, President/CEO

- Midwest Care Alliance Public Policy Committee
- Hospice National Roundtable
- President, Ohio Hospice Alliance

Ruth Thomson, DO, FACOI, FAAHPM, HMDC, Chief Medical Officer

- Midwest Care Alliance, Board of Directors, Executive Committee Secretary
- American Academy of Hospice and Palliative Medicine, Public Policy Committee, State Health Issues Working Group, Regulatory Issues Advisory Group
- Ohio Osteopathic Association Delegate and Trustee
- Greater Dayton Area Hospital Association, Ethics Committee, MOLST Task Force
- Hospice of Dayton legislative outreach
- Ethics Committee, Miami Valley Hospital

Dr. Chirag Patel, MD, Medical Director

- Greater Dayton Area Hospital Association MOLST Task Force
- Ethic Committee, Good Samaritan Hospital
- Ethics Committee, Atrium Medical Center
- Ethics Committee, Greater Dayton Hospital Association

Community & Organizational Leadership

Dr. Cleanne Cass, DO, FAAFP, FAAHPM, CAQ Geriatrics, Director of Community Care and Education

- Governor's Ohio Cabinet Opiate Action Team
- Treasurer, Board of Directors; Ohio Pain Initiative
- Ohio Osteopathic Association Delegate
- Advisory Committee on Ohio Chronic Pain Rules
- Greater Dayton Area Hospital Association MOLST Task Force
- Director and Founder, Community Care and Education, Midwest Care Alliance Physician Caucus
- Midwest Care Alliance, Education Committee

Mary Murphy, RN, MS, AOCN, ACHPN, Chief Nursing Officer

- Chair, Political Advocacy, West Central Ohio Oncology Nursing Society
- Midwest Care Alliance CEU reviewer
- HPNA State Ambassador

Terri Gross, RN, CHPN, Director of Quality and Information

- National Hospice and Palliative Care Organization Quality Committee

Julie Wickline, RN, BSN, CHPN, Director of Education

- Midwest Care Alliance, Education Committee

Kim Vesey, RN, CHPN, MS, Vice President of Mission Support

- Midwest Care Alliance, Education Board of Directors, Chair

Craig Turner, CHPNA, Education Department Mentor

- National Board of Certified Hospice and Palliative Nursing Association Awards Selection Committee

Rebecca Collins, RN, BSN, OCN, CHPN

- President, West Central Ohio Chapter, Oncology Nursing Society
- Secretary, Wright State University Nursing Alumni Association

Innovation in Care



Innovation in Care

Hospice of Miami County Inpatient Unit at Upper Valley Medical Center



The Ohio's Hospice Strategic Partnership between Hospice of Miami County and Hospice of Dayton enabled the opening in 2014 of the new Hospice of Miami County Inpatient Unit at Upper Valley Medical Center. The seven-bed, self-contained unit located on the second floor of the hospital accepted its first patient on November 28, 2014. The Inpatient Unit gives Hospice of Miami County the ability to continue to build upon the superior care and services our supportive community deserves and has received for over 31 years. Along with accreditation with The Joint Commission, Hospice of Miami County has also successfully achieved two deficiency free surveys from the Ohio Department of Health for both outpatient and inpatient hospice services.

Behavior Based Ergonomic Therapy



In 2014, through a continuing grant from the Social Entrepreneurship Fund, Hospice of Dayton in partnership with Dr. Govind Bharwani embarked upon the first implementation and research into the impact of Behavior Based Ergonomic Therapy (BBET) for patients at the end of life. Dr. Bharwani pioneered BBET, a person-centered care approach for managing behaviors and engaging patients with Alzheimer's Dementia. BBET was first implemented in St. Leonard's dementia and Alzheimer unit in early 2010 and has since shown a 35 percent reduction in resident falls and 55 percent drop in use of PRN behavioral medications. Caregivers also reported decreased stress levels and the ability to spend more quality time with their loved ones.

Data collected from BBET research with patients in the Dayton Hospice House have resulted in the expansion of therapy to Hospice of Dayton home care patients. The overarching goal of this program will be to promote improved quality of life through a reduction of falls, reduction of medication usage, and improved interactions with family and caregivers.

Community & Organizational Leadership

Partnerships and Collaborations in Palliative Care

Premier Health and Ohio's Hospice – comprised of Hospice of Dayton, Hospice of Miami County, Hospice of Butler & Warren Counties and Innovative Care Solutions palliative services – have announced a clinical collaboration to enhance the availability and services of palliative care and hospice to patients in the Miami Valley.

Under the new agreement, Innovative Care Solutions palliative care coordinates palliative care services for Premier Health locations, ensuring the highest standards and expertise in palliative services are provided to Premier Health consumers. The agreement enables the organizations to manage patients across a continuum of care to better manage costs and maintain the highest quality standards.

Premier Health serves the community from more than 100 locations throughout Southwestern Ohio, including hospitals, outpatient surgery centers, health centers, primary care and after-hours care, health specialists, and home health and community health services. Ohio's Hospice is a partnership of palliative and hospice care providers serving more than 5,000 patients and families annually in southwest Ohio in their homes, assisted and extended living facilities, hospitals and two area hospice houses.

Oncology Supportive Care Clinic

Innovative Care Solutions, Kettering Cancer & Blood Specialists, and Kettering's Women's Cancer Center partnered to develop and pilot the area's first palliative medicine specialty-aligned outpatient clinic, enabling patients and their families to be seen concurrently and in collaboration with their treating oncologist. The Oncology Supportive Care Clinic provides patients and their families with early access to expert symptom management, psychological support, and improved communication of preferences and expectations.

Innovation in Care

Oncology Supportive Care Clinic

By anticipating and addressing the many aspects of suffering with advanced cancer, patients have the opportunity to avoid unnecessary hospitalizations, visits to the emergency department, and even resolve problems before they evolve into crisis.

During the pilot period, 30 evaluable patients were provided supportive care assessment and plan of care. A review of their demographics noted a young population with an average age of 58, 58% percent male/42% female, with advanced cancer diagnoses of lung (23%) or gynecologic malignancy (20%) as the most common disease site. Major reasons for referral to our service include medical decision-making, pain management and counseling.

Using the Edmonton Symptom Assessment System, the severity of symptoms could be measured over time. A subset selected for evaluating the management of pain demonstrated that during an average of four visits, pain scores were reduced by 57 percent, while wellbeing scores improved 48 percent.

While the scope of service for this pilot was completed on a focused, small scale, the outcomes were noted to be consistent with other large scale experiences. These report that an integrated approach with the addition of supportive care services concurrently with oncology care provides a care experience that anticipates patient and family needs, improves symptoms and burdens associated with the diagnosis of advanced cancer, and improves a sense of well-being that impacts the patient/family experience.



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