

NAVIGATING NEW REALITIES: BEST PRACTICES IN PALLIATIVE CARE DURING COVID-19

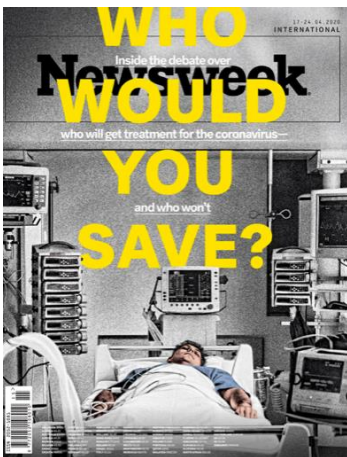
PRESENTED BY: CAROLINE HURD MD, FACP, FAAHPM AND MARI MATSUMOTO, MSW, LCSW

“Using a Virtual Platform for Interactive Communication Trainings in the COVID-19 Era: Lessons Learned”

Supportive Care
COALITION
Advancing Excellence in Palliative Care

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THE CHALLENGE: FUTURE NEEDS



Initial Concern: Surge planning and resource allocation

Who: ED, ICU, Ethics colleagues

Need: No historical precedent or experience

Ask: Language + preparation (just in case)

2

THE CHALLENGE: CURRENT NEEDS



Actual Need: Advance care planning and goals of care conversations

Who: Patients + colleagues + Command Center

Need: Patient values = right care in the right place

Ask: Quick, accessible training (NOW!)

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THE SOLUTIONS: CONVERSATION BY CRISIS STAGE

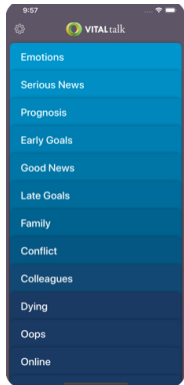
PROGNOSIS	CLINICIAN	STAGE 1: CONVENTIONAL	STAGE 2: CONTINGENCY	STAGE 3: CRISIS	DOCUMENTATION
OUTPATIENT/LONG TERM CARE					
Low/Moderate	PCP/Specialist	ACP	ACP	ACP	Advance Directive GOC Note
Moderate/High Risk	PCP/Specialist	SICG	SICG	SICG	Advance Directive GOC Note
Highest Risk	PCP/Specialist +/- Pal Care	REMAP-Outpatient	REMAP-Outpatient	REMAP-IA	Advance Directive GOC Note +/- POLST (if DNR)
INPATIENT/EMERGENCY DEPARTMENT					
Low/Moderate	Primary Teams	GUIDE	GUIDE	Crisis-REMAP Crisis-GUIDE	GOC Note Code Status
Moderate/High Risk	Primary Teams +/- Pal Care	REMAP-Inpatient	REMAP-Inpatient	Crisis-REMAP Crisis-GUIDE	GOC Note Code Status
Highest Risk	Primary Teams +/- Pal Care	REMAP-IA	REMAP-IA	Crisis-REMAP Crisis-GUIDE	GOC Note Code Status

PCP: Primary Care Provider
 ACP: Advance Care Planning
 SICG: Serious Illness Conversation Guide
 POLST: Portable Orders for Life Sustaining Treatment

GOC: Goals of Care
 IA: Informed Assent
 GUIDE: Get ready, Understanding, Inform, Demonstrate empathy, Equip
 REMAP: Reframe, Empathize, Map Values, Align, Plan

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THE SOLUTIONS: NATIONAL RESOURCES AND INTERACTIVE TECH



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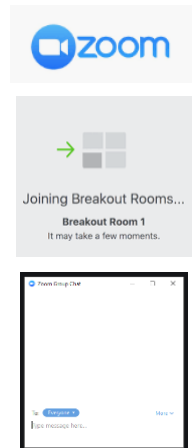


COVID-19 Conversation Guide for Outpatient Care

SET UP
This is a difficult and scary time with the coronavirus. I'm hoping we can talk about **what is important to you**, so that we can provide you with the best care possible. **Is that okay?**

ASSESS
What do you **understand** about how the coronavirus could affect your health?
What are you currently doing to **protect yourself** from getting the virus?
May I share with you **my understanding** of how the coronavirus could affect your health?

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THE SOLUTIONS: THREE TEACHING STRATEGIES



FRAMEWORK

+



SKILLS





+

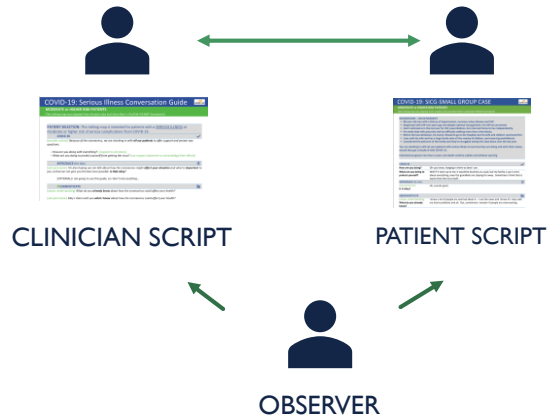


SCRIPT

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THE SOLUTIONS: DELIBERATE PRACTICE

-  Didactic
-  Demo
-  Small Group Practice
-  Debrief and Questions



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THE SOLUTIONS: PARTNER

Supportive Care
COALITION
Advancing Excellence in Palliative Care



SCHOOL OF NURSING
UNIVERSITY of WASHINGTON



W Graduate Certificate in Palliative Care
Building Interprofessional Communities of Practice



W CAMBIA PALLIATIVE CARE CENTER OF EXCELLENCE
UNIVERSITY of WASHINGTON

ACCESIBLE
Free

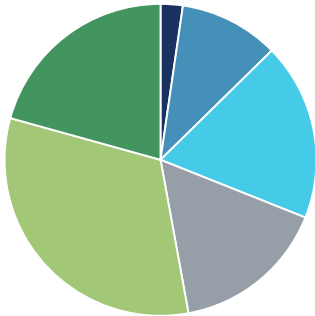
FREQUENT
Weekly/Monthly

RELEVANT
Outpatient, ED, Acute Care, ICU

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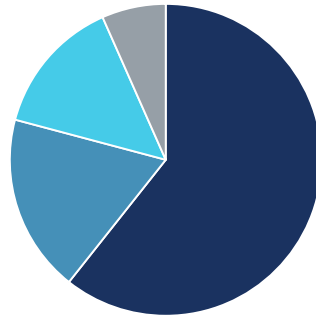
PLUS – DELTA: TRAINED > 350 INTERPROFESSIONAL CLINICIANS

PROFESSION



■ SC ■ SW ■ RN ■ APP ■ Physician ■ Other

CONTENT AREA



■ Outpatient ■ Acute Care ■ ICU ■ ED

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PLUS – DELTA: FRONTLINE CLINICIANS + EDUCATORS



CLINICIANS

“I found myself going into the script and leaning into robust and meaningful conversation...”

–Pediatric/Adult MSN

“You guys have ignited me. I did three GOC conversations out of six patients I saw on Friday... all with the COVID template...It was so rewarding...the two 80-year olds were so grateful!”

–Geriatrician



EDUCATORS

“I am teaching a class for [social work students] this summer and want to do this as a training...I am just wondering how much to adjust it. I'd love a co-facilitator! :)”

–SW Educator

“Thank you for those beautiful talking map resources. I've been leading a resident curriculum in the time of COVID...I love that it not only has the words...but also what you are doing at each step.”

–Physician Educator

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PLUS – DELTA: NEW OPPORTUNITIES



VIRTUAL EDUCATION:
INCREASED ACCESS + ACTION



FOUNDATION FOR
FUTUREWORK (and pandemics)



EMPOWERING
INTERPROFESSIONAL CLINICANS



EXPANSION AND INNOVATION
CHAMPIONS + COACHING

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PLUS - DELTA



RAPID QI



TECHNOLOGY
CHALLENGES



PREPARATION
PLANNING



TEAM TEACHING
TEACHING STRATEGIES
INTERPROFESSIONAL

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TAKEAWAYS

1. Primary palliative care education is a critical component of a pandemic response
2. COVID-19 has normalized proactive planning with patients and families
3. Effective tools + training can be a catalyst for ACP/GOC interprofessional collaboration
4. Virtual education, like telemedicine, is a growth opportunity here to stay
5. Investment in virtual teaching strategies and educators increases system capacity
6. Capitalize on this enthusiasm to meet larger programmatic and system goals

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AUDIENCE QUESTIONS



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Graduate Certificate in Palliative Care

Building Interprofessional Communities of Practice

HOME ABOUT THE CERTIFICATE CURRICULUM FACULTY TESTIMONIALS APPLICATION



IMPORTANT DATES

Applications Due
May 1, 2020
July 15 (space allowing)

Workshop dates for Cohort:
2020-2021

Seattle (Adult track):

October 15-17, 2020
January 21-23, 2021
May 13-15, 2021

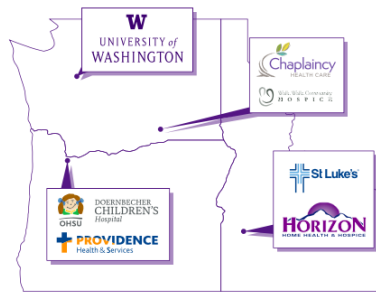
Portland (Adult or Pediatric track):

October 15-17th, 2020
January 21-23, 2021
May 13-15, 2021

Boise/Tricities (Adult track):

October 22-24th, 2020
January 28-30, 2021
May 20-22, 2021

Contact Us
pctc@uw.edu



www.uwpctc.org

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POWERED BY



Institute for
Human Caring
Providence St. Joseph Health

COVID-19 COMMUNICATION SKILLS

Recurring 1-Hour Virtual Trainings
for Frontline Clinicians

- Gain primary palliative care skills to use now
- Learn a concrete framework
- Rapidly assess values and preferences
- Align treatment plans with patient goals
- Prepare now to prevent a crisis tomorrow
- Get answers to common challenges
- All professions welcome

FOCUS AREA	DATES	TIME (PT)
OUTPATIENT	5/19, 6/2, 7/7	12-1pm
ACUTE CARE	5/20, 6/9, 7/14	12-1pm
ICU	5/21, 6/18, 7/16	12-1pm
ER/ED	5/19, 6/23, 7/28	12-1pm (except 5/19 1:30-2:30)

QUESTIONS: humancaring@providence.org

<https://www.instituteforhumancaring.org/About-Us/For-Health-Care-Professionals/COVID-19-Communication-Skills-Virtual-Training.aspx>

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THANK YOU

- Cambia Health Foundation
- Supportive Coalition
- Catholic Health Association
- UW Graduate Certificate in Palliative Care
- Dani Brace
- Institute for Human Caring
- Matt Gonzales
- Ashley Areyan
- Linda Desitter
- Renee Henriques
- Kelly Gallagher
- Steve Berns
- Tony Back and the VitalTalk Team
- Providence Connections Team
- Elizabeth Lindenberger, Lindsay Dow, Amy Kelley and the Mt. Sinai team

