

The Patient and Family Meeting Program: Enhancing Palliative Care Integration



Finly Zachariah, Stefanie Mooney, Rupinder Sidhu, Michele Ochoa, Dhruvi Ramchandani, Dale Mitani, David Horak, Sorin Buga, Matthew J. Loscalzo

City of Hope National Medical Center, Duarte, CA

Patient and Family Meeting Model Overview

Touch Based Screening Tool

Introduction

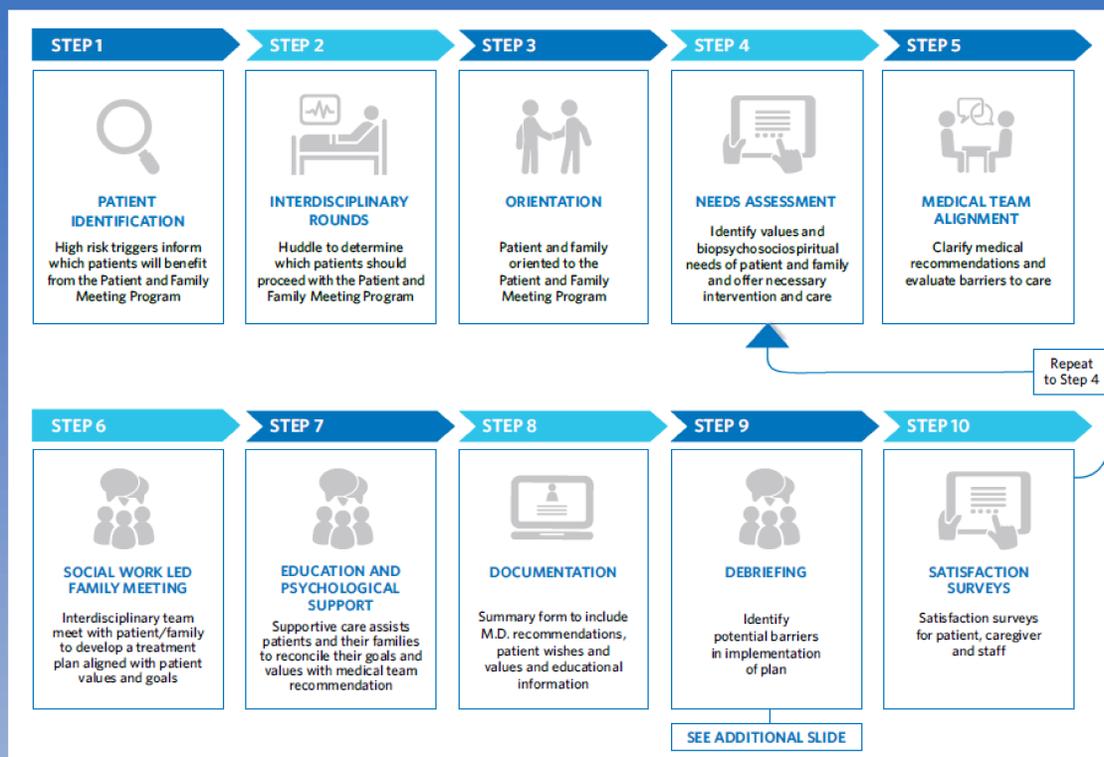
Studies demonstrate benefits of early palliative care. It is unclear how to best provide scalable, integrated supportive care alongside disease directed treatment in a way that expands primary palliative and effectively leverages specialty palliative care. Family meetings are frequently used to communicate medical information, but patients and families often have difficulty understanding the information provided.

Objectives

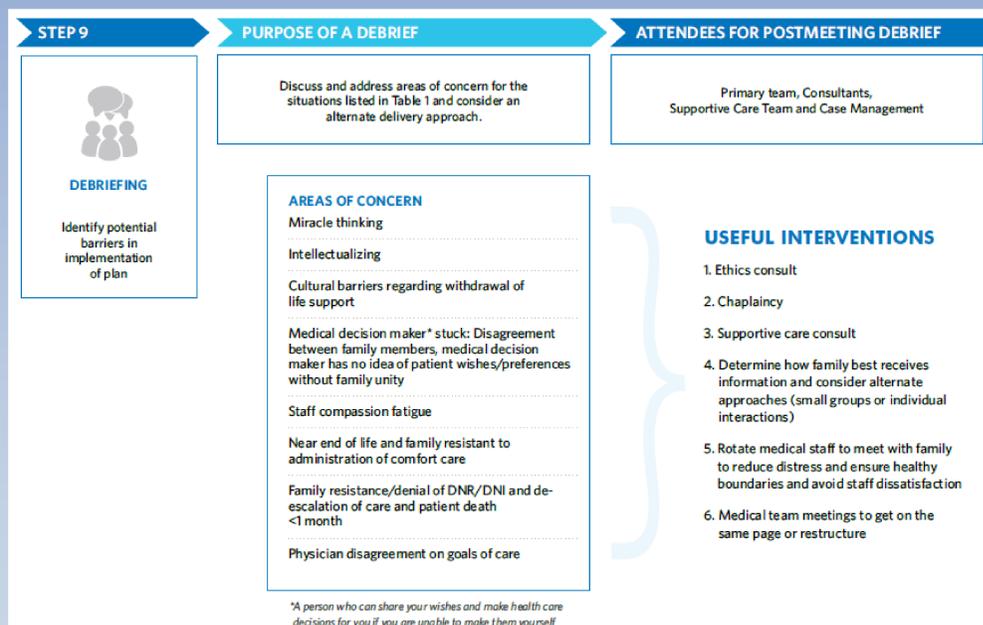
Design a scalable, mixed model palliative program centered around family meetings.

Methods

At City of Hope National Medical Center, we developed a 10-step model alongside provider specific training to facilitate shared medical decision making that aligns a patient's goals and values with provider medical recommendations. This program allows staff to work at the top of their license, improves efficiency, and leverages relevant palliative disciplines. We developed screening tools, palliative consult triggers, and patient-centric educational material. An electronic family meeting summary form was designed to highlight patient values, facilitate information retention, improve medical decision making, and ease documentation burden.



Orientation Materials



Resources to Develop Patient & Family Meeting Programs



City of Hope Program Page



Center to Advance Palliative Care



VITALtalk



Serious Illness Care Ariadne Labs



CCCC Decision Guides

Results

Early iterations of the program in the ICU have demonstrated successful screening of patients and caregivers, increased provider efficiency and satisfaction, and correlated length of stay reductions. We will formally evaluate the model in its entirety in the coming months.

Conclusions

Family meetings are important forums to communicate complex medical information and are a ubiquitous focal point to integrate relevant components of palliative medicine allowing for enhanced patient and family-centric care. The Department of Supportive Care Medicine will offer the model, educational sheets, consult triggers, and samples of the electronic family meeting summary form as free downloadable resources.

Next Steps

- Transition the program to our new EMR platform (Epic)
- Improve analytics to evaluate efficacy of the model
- Expand program to new settings and disease groups

Contact Information:

Finly Zachariah, MD
fzachariah@coh.org

Program Contact Information
FamilyMeeting@coh.org

Communication among a patient, family members and the health care team is particularly important when a loved one is confronting a serious medical situation. A Family Meeting is the best way to get up to date information from the medical team and specialists. It is also an opportunity to become familiar with your values, wishes and preferences and make sure that they align with the medical recommendations. We want to ensure we communicate consistently and in a timely manner with you and your family.