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.

**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

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