

2014 Benchmarks in Palliative Care



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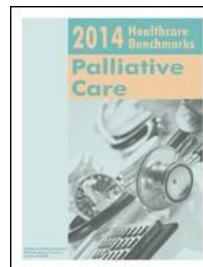
Palliative Care Benchmark Data

- With an aging population that is living longer — an estimated 10,000 baby boomers become eligible for Medicare each day — and a shortage of specialists trained for the field, palliative care is no longer taking a back seat to more traditional healthcare.
- Nearly three-fourths of 223 respondents to HIN's first annual **Palliative Care survey** in February 2014 said they **have a palliative care program in place**, and of those that don't, more than half said they **planned to launch a program within 12 months**.
- This presentation contains highlights from those responses.



Palliative Care Benchmark Data

- **Figure 1** - Evolving Definition of Palliative Care
- **Figure 2** - Key Program Components
- **Figure 3** – Palliative Care Implementation Challenges
- **Figure 4** - Program Results
- **In Respondents' Own Words:** Most Successful Workflow, Processes and Tools
- **Sources**
- **For More Information**



- The definition of **palliative care** has evolved.

- It is no longer intended just for the **terminally ill** (80%), but is also beginning to encompass those with **serious illness** (74%) and **multiple chronic illnesses** (64%) who can still benefit from quality of care and life.

Figure 1: Evolving Definition of Palliative Care

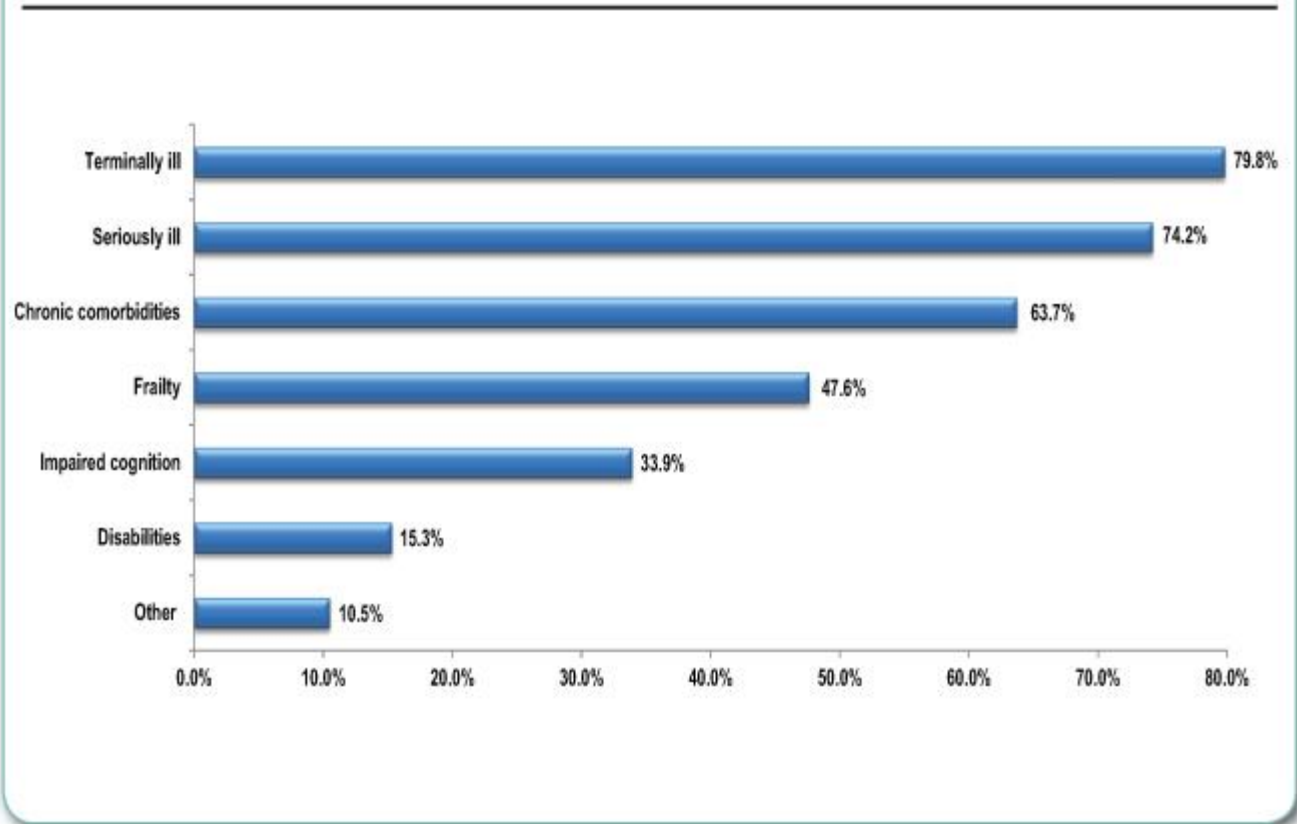
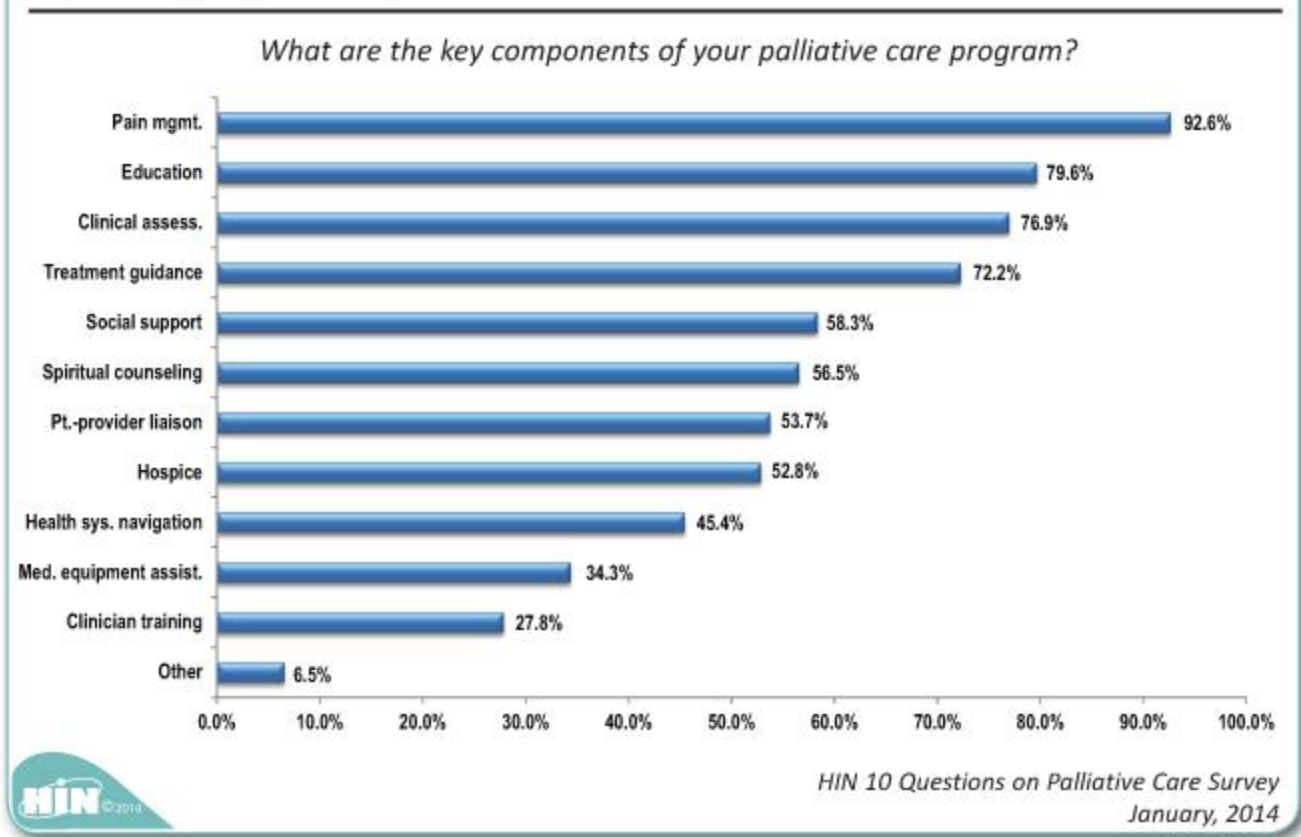
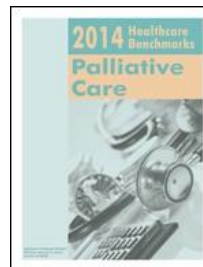


Figure 2: Key Program Components



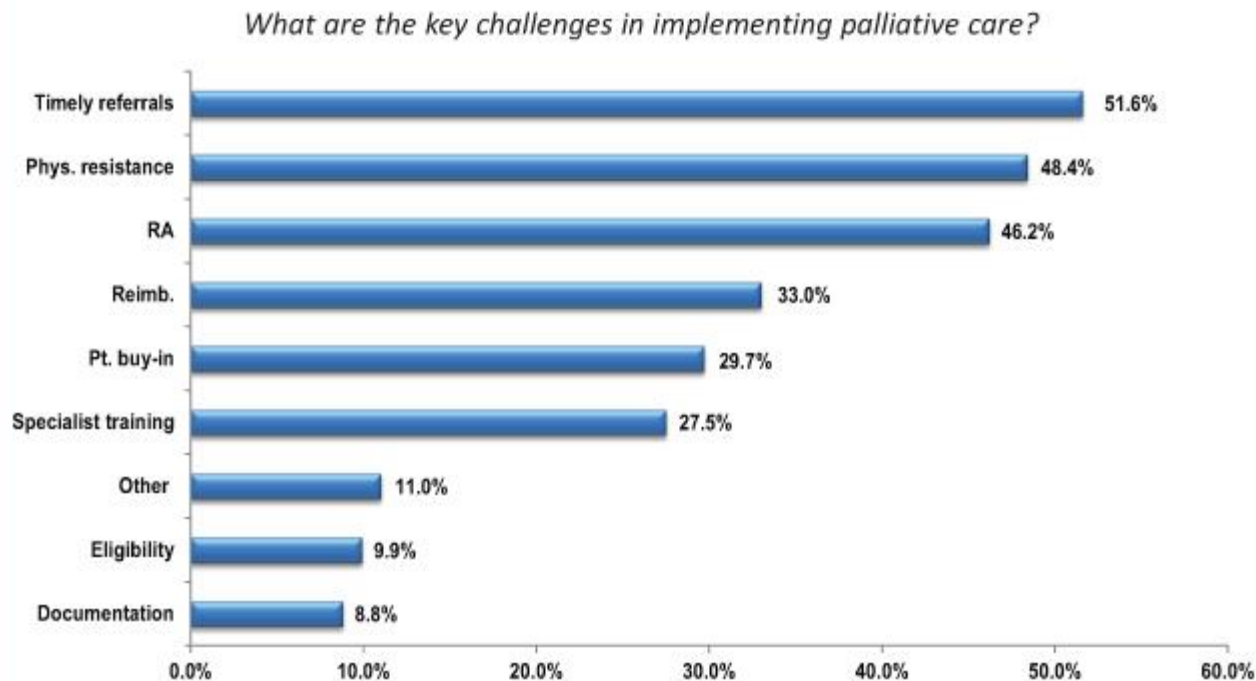
- Among the **key components** of the palliative care program is **pain/symptom management (93%)**, with **patient/caregiver education also integral, say 80% of respondents.**



- Following **timely referrals (52%)**, nearly half of respondents (48 %) cited **physician resistance** as the key challenge to implementing a palliative care program.

- Next was **resource allocation (46%)**, **reimbursement (33%)** and **patient buy-in (30%)**.

Figure 3: Palliative Care Implementation Challenges



HIN 10 Questions on Palliative Care Survey
January, 2014

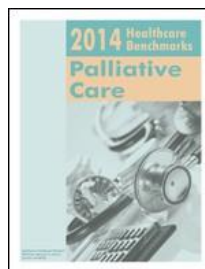
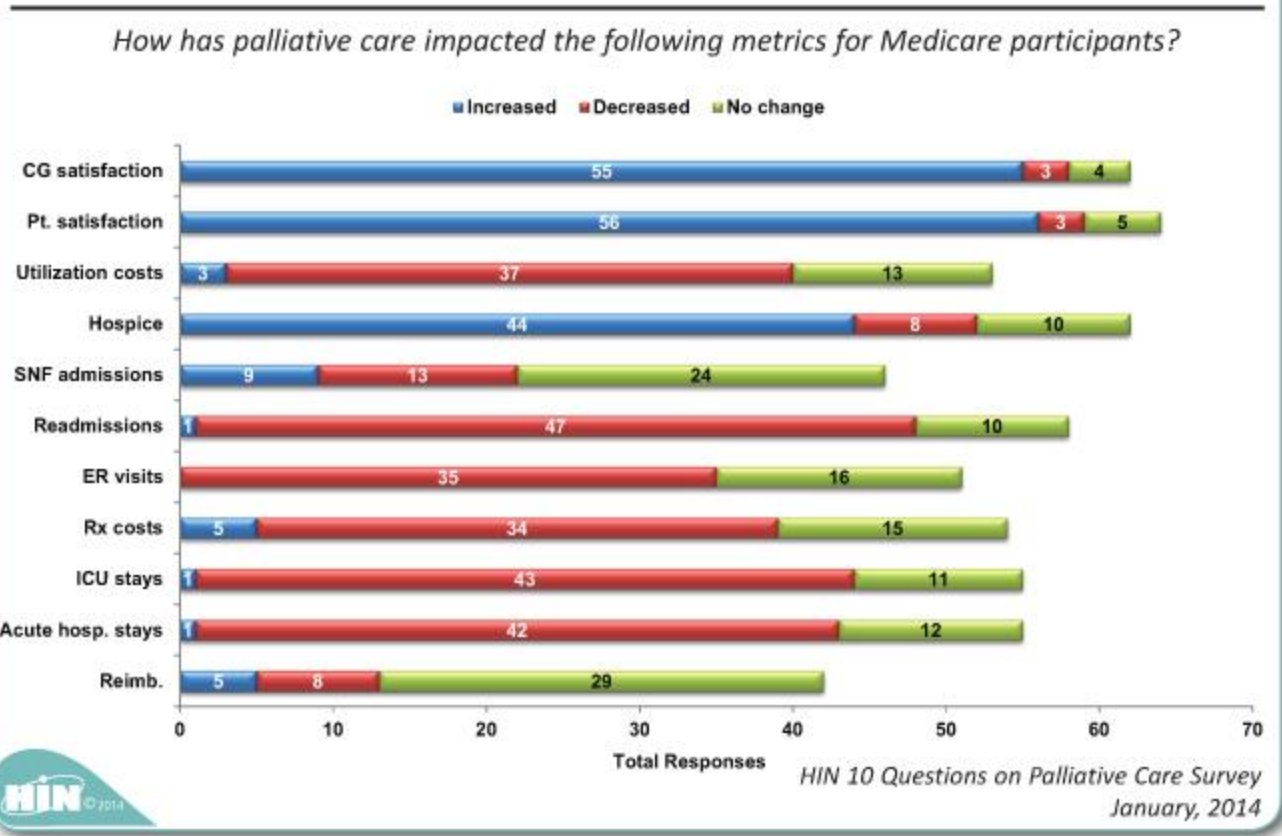
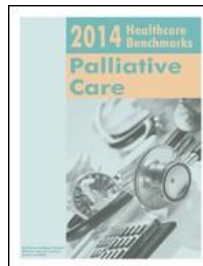


Figure 4: Program Impacts



- Although nearly 20% of respondents said it was too early to tell what ROI their palliative care program generated, about 88% reported an increase in patient satisfaction levels among Medicare participants, while 89% saw more satisfaction among caregivers.



In Respondents' Own Words

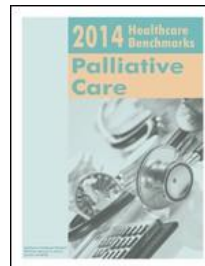
■ Most Successful Work Flows, Processes and Tools

- “Palliative care nurse with a mental health/counseling background in a sub-acute without the need of an MD referral.”
- “Interdisciplinary team; access to company-owned durable medical equipment (DME).”
- “Our initial assessment tool, which determines eligibility of the patient to receive palliative care, and whether the patient’s symptoms can be managed at home or in the inpatient unit.”
- “Ongoing case management.”



Sources

- See **2014 Healthcare Benchmarks: Palliative Care**, available at store.hin.com
- Responses and data were derived from HIN's first annual survey on Palliative Care conducted in January 2014.



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