

**February 20th, 2024
PCMH User Group**

Welcome!

This meeting is being recorded

****Please enter your name, practice and anyone attending with you in the chat for attendance. Care Manager's please include your MICMT account email ****

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Agenda

- Rachael Smart, Manager of Quality, NPO
 - Announcements and Introductions
- Marie Hooper, Executive Direct, NPO
 - Opening and brief reminder to ACO Reach NPO Practices
- Jessie Verville,
 - Michigan 2-1-1 Information Share *Great for ALL NPO practices and assisting patients with community resource/SDOH needs
- Isaac Leestma,
 - Midwest Health Monitoring (Remote Patient Monitoring RPM) and Northern Homecare
- Rachael Smart,
 - NPO Palliative Care Resources
- Anything Else

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Announcements

- **Culinary Class Tonight!** <https://www.signupgenius.com/go/8050A4DAEAC2DABFD0-47140716-diets>.
 - Diets for Digestive Wellness, will help you with those patients with GI disorders, arthritis, and autoimmune conditions. Patients with digestive dysfunction are often highly motivated to avoid the bloating, gas, food sensitivities, constipation, diarrhea, joint pain, and fatigue they may be experiencing. After this training, health care providers can better guide them in how to use food to support their healing.
- **New Feature in Health Focus: LACE**
 - Kelsey Baker, PCMH Specialist NPO
- **Payer Feature in Health Focus**
 - When a patient is italicized in Health Focus with an orange icon next to the payer, this indicates that the patient is in the payer grace period. This grace period refers to a 45-day window after the payer attribution ends. If the patient does not have a secondary source of attribution, this is a warning that the patient is likely to fall out of the tool due to a lack of an ongoing relationship. Health Focus uses the grace period in case the patient has been arbitrarily termed, but then corrected in the next membership list. This is process to help prevent unanticipated changes in the panel size.



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Palliative Care Resources

Palliative Care Handout Packet Contents:

- Serious Illness Conversation Guide
- What Matters to Me Workbook
- Empathetic Responses
- Helpful Screenings for Palliative Care

Other Resources:

- Serious Illness Communication Reference Guide Brochure
- Helpful Videos
- Advanced Directive Handout

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Palliative Care Resources

Serious Illness (SI) Conversation Guide & Serious Illness Communication Reference Guide Brochure

- Purpose of SI Conversation is not Advanced Directive Paperwork, Hospice or Palliative Care
 - Purpose is a conversation that may result in the things mentioned above
 - Affirming
 - Reflection
 - Exploring
 - Aligning with Patient Wishes
 - Utilize "Empathetic Responses" from the Palliative Care Handout Packet

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Palliative Care Resources

When to have SI Conversations

- **Inpatient admission in last 6 months & one of the following:**
 - Cancer with poor prognosis, metastatic or hematologic
 - Chronic obstructive pulmonary disease or interstitial lung disease, only if using home oxygen or hospitalized for the condition
 - End stage renal failure
 - Congestive heart failure, only if hospitalized for the condition
 - Advanced liver disease or cirrhosis • Diabetes with severe complications (ischemic heart disease, peripheral vascular disease and renal disease)
 - Advancing dementia
- **Utilization/ Functional Status Criteria**
 - Two or more unplanned hospital admissions within past 6 months
 - Resides in long term care facility
 - Significant and rapid decline in ability to complete ADL's

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Palliative Care Resources

What Matter's To Me – a Guide for the serious ill patient

- Have the patient fill out
- Suggest they do this with family or friends if they would like
- Helps with the conversation
- *Use in conjunction with NPOs ACP Decisions Videos*
- Also Provide "Advanced Directive Handout"
 - Utilize "Empathetic Responses" from the Palliative Care Handout Packet to further assist with conversation

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Palliative Care Resources

Helpful Screenings for Palliative Care

- **Defense and Veterans Pain Rating Scale**
 - The face pain scale and or numerical rating is not always a good indicator for military and ex-military personal. This scale uses a combination of questions along with the face scale to help determine the impact of pain.
- **Edmonton Symptom Assessment System**
 - 10-12 symptom assessment tool that can't quickly help clinician identify distressing symptoms that are affecting quality of life and possible patients' ability to continue cancer treatments
- **Karnofsky Performance status Scale**
 - Assessing ADL ability
- **NYHA Functional Classification**
 - Helps measure overall heart function and severity of symptoms which can help determine next steps and need of palliative care
- **Palliative Performance Scale PPSv2**
 - Useful for purposes of identifying and tracking potential care needs of palliative care patients, particularly as these needs change with disease progression.

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Palliative Care Resources

Helpful Videos:

Facing Death: Excerpt One: Mount Sinai ICU * Why is this work important, sometimes current Medicine makes dying harder*
<https://www.pbs.org/video/frontline-facing-death-excerpt-one-mount-sinai-icu/>

How to talk End-of-life with Dying Patient * Great Video to share with Physicians*
 The conversation is not about hard choices, it is about asking ppl what they want to look forward to as time runs short and what they fear the most.
 Arriving at the end is not an epiphany, it's a process and series of conversations.
https://www.youtube.com/watch?v=45b2QZxDd_o&t=11s

How to talk about Hope with Terminally Ill Patients
<https://www.youtube.com/watch?v=gcJE2pK4Uyg>

- I wish Statements
 - Recognize patient's hope • Align with the patient • "I wish you didn't have to deal with these lung problems." • "I wish we had more effective treatments." • "I hope for a miracle, too."

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Palliative Care Resources

Helpful Videos:

What if I don't know the Prognosis in Serious Illness * Great Video to share with Physicians*
<https://www.youtube.com/watch?v=GC-FZ-h6qmQ>

Serious Illness Conversation Example (Ideal) *Between Care Manager and Patient*
<https://www.youtube.com/watch?v=BRuWBgazZ6w&t=9s>

Serious Illness Conversation Example (less Ideal) *Between Care Manager and Patient*
<https://www.youtube.com/watch?v=KqV40kTUqC0&t=1s>

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Palliative Care Resources

Take the Free training! <https://micmtcares.org/events?type%5B897%5D=897>

<p>Palliative Care - Optimizing Serious Illness Conversations, Conducting a Comprehensive Assessment and Care Coordination</p> <ul style="list-style-type: none"> • Certificates Offered • Certificate of Completion • Continuing Medical Education • Nursing CE • Social Work CE <ul style="list-style-type: none"> • *Counts for PDCM Longitudinal Credits* <hr/>	<p>2024 Trainings : 7:45-3:30</p> <ul style="list-style-type: none"> • Tuesday, April 9, 2024 • Tuesday May 14, 2024 • Tuesday June 11, 2024 • Tuesday July 9, 2024 • Tuesday August 13, 2024 	<p>What else is in the training:</p> <ul style="list-style-type: none"> • Palliative Care Billing • Psychosocial Assessment and Serious Illness • Palliative Care: BioMedical Assessment and Care Planning
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