

Overview of Palliative Care Services in Memphis

Karen Troutman, Development Executive

Methodist Alliance Hospice

Jeri Ashley, RN, MSN, AOCNS, CHPN

Baptist Trinity Hospice

NQF National Framework for Palliative & Hospice Care Quality

- Interdisciplinary teams
- Diverse models of delivery
- Bereavement programs
- Educational programs
- Patient and family education
- Volunteer programs
- Quality assessment/performance improvement
- Community outreach programs
- Administrative policies
- Information technology and data gathering
- Methods for resolving ethical dilemmas
- Personnel self-care initiatives.

Preferred Practices: Access to palliative/hospice care 24/7

- Inpatient Services
- Outpatient Services
- Pediatric Services
- Hospice Services

Preferred Practices: Appropriately Prepared Personnel

- Physicians
- Nurses
- Social Workers
- Spiritual Caregivers
- Psychiatric Support
- Psychological Support
- Culturally sensitive/provision of an interpreter

Preferred Practices: Provision of Education

- Patient education
- Family education
- Staff Education
- Advance Care Planning

Preferred Practices: Measure & Document Symptom Burden

- Pain
- Dyspnea
- Constipation
- Symptom Distress

Questions?