



University of Rochester Medical Center Palliative Care Program Annual Report 2016-2017

Our Mission

To promote the best possible quality of life for our community's seriously ill patients and their families through expert clinical care, comprehensive educational programs, innovative research, and continuous performance improvement.

Family Members' Comments

from recent inpatient hospital surveys

"Our mother and our family received fantastic care and service. Everyone treated us with outstanding respect. We are so grateful for everyone in the unit."

"My husband received excellent care. Your staff was essential in helping me get through this very emotional difficult time. Thank you."

"The staff at the hospital treated my wife in her last days of her life. The quality of care of a 4 star hotel!"

Palliative Care is a Partnership

The URMC-Strong Palliative Care Program is honored to work together with our patients and their loved ones, and with other specialists involved in their care, to enhance each patient's well-being and quality of life.

We offer specialized medical care to improve the quality of life for people with serious illness and their loved ones by:

- ◆ **Managing pain, stress and other symptoms**
- ◆ **Assisting with difficult medical decision-making**
- ◆ **Providing emotional and spiritual support**

With any serious illness, and at any stage of illness, our palliative care teams work **with** patients and their families. Palliative care specialists often begin by asking patients about **what's most important to them**.

We care for all of our unique patients by learning what matters to them and their loved ones as they confront illness, and then helping them craft an optimal care plan based upon their **individual** character, values, and preferences.

Together, we offer a wide range of biological, psychological, spiritual and social treatments for patients of all ages, at any stage of illness, including alongside curative treatments.

We are proud to have earned our third Advanced re-Certification in Palliative Care from The Joint Commission in September, 2017.



University of Rochester Medical Center Palliative Care Program

Palliative Care Program Clinical Care

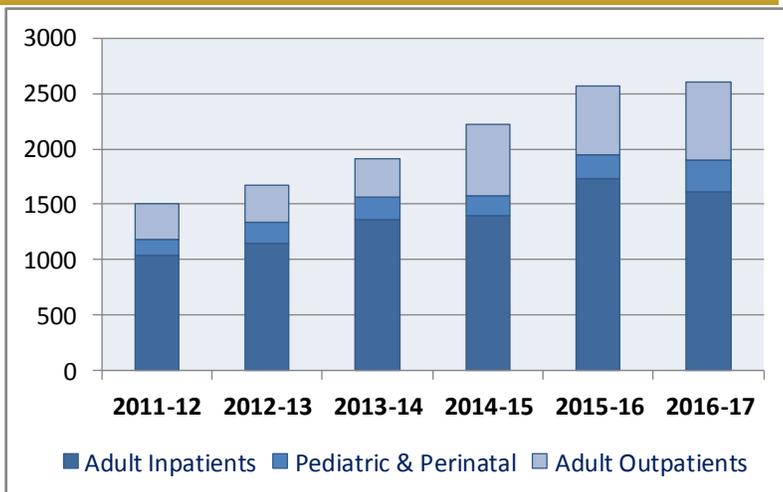
Inpatient Consultation: The overall goal of the inpatient component of the URM-C-Strong Palliative Care Program is to ensure that all hospitalized seriously ill patients receive expert, multidisciplinary management of pain and other symptoms, assistance in defining treatment goals, and emotional and spiritual support. During 2016-2017 our 12 board-certified palliative care physicians and 4 board-certified nurse practitioners cared for a growing number of patients at Strong and FF Thompson:

- ◆ **Strong Memorial Hospital:** on average, 130 adult new inpatient consultations each month (1,560 total), along with 624 follow-up visits per month to our hospitalized patients during this time.
- ◆ **F. F. Thompson Hospital:** on average, 38 adult new inpatient consultations each month (450 total), along with 90 follow-up visits per month to our hospitalized patients during this time.

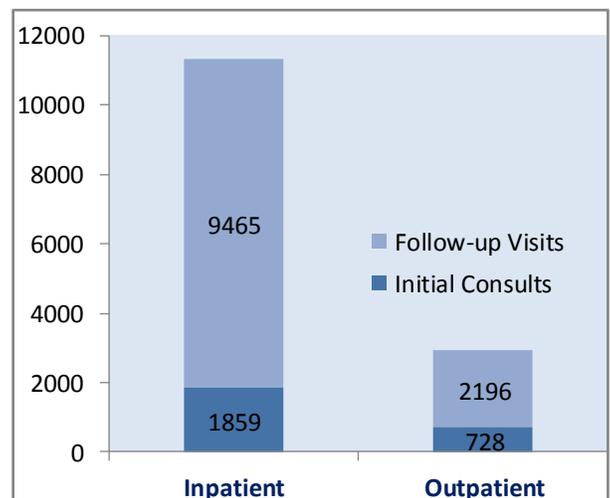
Outpatient Consultation: The hub of our outpatient, office-based Palliative Care Program is Suite C of the Wilmot Cancer Center, and our spokes extend regionally to: Interlakes Oncology in Canandaigua, Geneva and Greece, and Pluta Cancer Center. In the last year, we provided 700 new consultations, over 2,000 follow-up visits, and 48 (or “a handful of”) Home Visits to those too sick to travel to the office setting. In addition, we have begun utilizing tele-medicine as a way to extend our specialty care across the region.

Pediatric Palliative Care: Our Pediatric Palliative Care Program also continues to expand. In the past academic year, our consultants provided 250 new inpatient consultations, 932 follow-up visits, and an additional 28 office visits. Our Perinatal Palliative Care Program continues to see pregnant women whose babies potentially have serious fetal diagnoses. We also cared for 46 perinatal patients within the last year.

Growth in New Patients Served



Growth in New Consults by Patient Status



Visit Types in FY2016-17, all settings

Realizing Our Vision

The URM C Palliative Care Program **vision** is to ensure that all of our community's seriously ill patients have access to excellent palliative care. The Rochester area is blessed with more Palliative Care specialists than most other regions of the country, and yet even here we recognize that the key to achieving this vision is not simply growing Palliative Care specialty services, for two reasons: first, there are simply not enough Palliative Care specialists to care for all seriously ill patients, even with expanded training; and second, all clinicians who care for seriously ill patients should have at least basic palliative care knowledge. We are launching a dual effort: modestly expanding our prior accomplishments in our Program's three components (clinical, educational and research/quality improvement), and directing additional energy and resources into strategically disseminating palliative care knowledge, skills and confidence to the non-specialist workforce.

Clinical Program: In addition to maintaining excellence in inpatient and outpatient adult and pediatric clinical care, we will:

1. Develop and study innovative approaches to care delivery, including
 - ◆ Enhanced models of patient co-management with other specialist medical teams
 - ◆ Tele-medicine visits to meet face-to-face with geographically remote patients and families
2. Integrate Behavioral Health specialists into the Palliative Care team.

Educational Program: Palliative Care education of trainees is deeply integrated into the curricula of U of Rochester's Schools of Medicine and Nursing; all Internal Medicine and Medicine-Pediatrics residents rotate on the Palliative Care service for two weeks; and we recruit and train three Palliative Care specialty fellows yearly. Toward that end:

- ◆ Tom Carroll, MD PhD was named Director of Palliative Care Clinician Education, including development and delivery of formal didactic teaching
- ◆ Continued provision of "tele-mentoring" for clinicians in palliative care knowledge and skills

Research Program: Rochester has a long list of contributions to the palliative care research portfolio. Starting in the 2017-18 academic year, the program will benefit from generous support from the Department of Medicine and the Hospital in establishing our centralized Palliative Care Research Program, directed by Paul Duberstein, PhD, who will work closely with our Quality Specialist Sue Ladwig, MPH, and:

- ◆ Recruit and mentor junior faculty and post-docs,
- ◆ Close vital evidence gaps regarding care delivery models
- ◆ Elevate URM C's reputation as a premier, comprehensive and integrated Palliative Care Program.



After two years serving as Interim Chief, **Rob Horowitz, MD** has been named permanent Chief of Palliative Care at Strong Memorial Hospital/URMC, and the Georgia & Thomas Gosnell Distinguished Professor in Palliative Care. Rob is Associate Professor of Medicine & Pediatrics, and is board-certified in Internal Medicine, Pediatrics and Hospice & Palliative Care Medicine.

His experience includes: 18 years as Emergency Physician; founder and director for 16 years of URM C's Adult Cystic Fibrosis Program; director of Medical School courses focused on communication and development; facilitator of support groups for clinicians and staff; and medical director of Isaiah House, a hospice home in Rochester.

Rob is married to his High School Prom date and best friend, Rhea, and they are the proud parents of three amazing men.

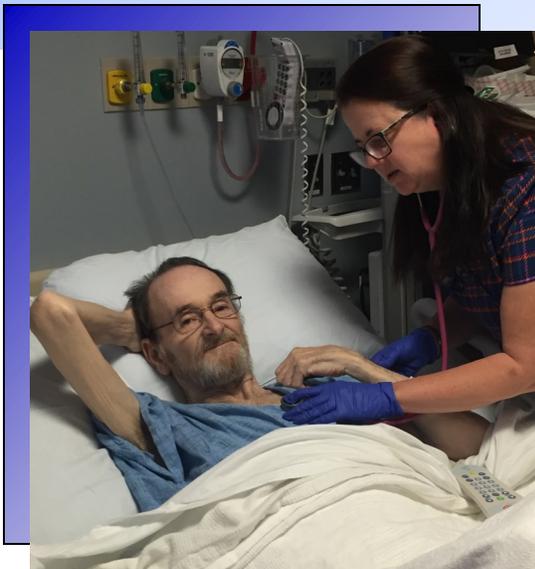
"I am humbled and grateful for the opportunity to serve my community by accepting the baton from Dr. Quill and leading forward this incredible Palliative Care Program. Given the compelling evidence that palliative care improves patient and family well-being and satisfaction, it is clear that creative and innovative extension of palliative care to the growing population of seriously ill patients is among the surest ways to achieve the Triple Aim (improved patient outcomes, patient experience, and value of care)."

University of Rochester Medical Center Palliative Care Program

Our Interdisciplinary Team

Our interdisciplinary clinical team includes nurses, nurse practitioners, palliative care board-certified physicians, a social worker, a chaplain, a dedicated pharmacist, a harpist, massage therapists, Reiki practitioners, and a bereavement support team. We supported the palliative care and education of **80** trainees in 2016-17, including medical students, internal medicine residents, NP students, and pharmacy students.

We are delighted to welcome new staff, including: Meaghan Neary, Nina Rosa, Amanda Barbara, and Elaine Townsend, NP; and to congratulate Rachel Diamond, MD, Kathy Lechner, RN and Deanne Fuller, RN on their new positions with our growing team!



Our Sussman Palliative Care Unit continues to prosper and be an extraordinary oasis for hospitalized patients who need palliative care. Satisfaction levels of patients, their families and our staff continue to be very high. Our outstanding staff continues to provide exemplary care, and it is supplemented by a wide range of complementary therapeutic support including therapeutic massage, Reike, live harp music and pet therapy.

Philanthropic Highlights

Thank you to all donors who provided philanthropic support for our program. We would like to take the time to recognize and thank some of our strongest supporters for their generosity.

- ◆ *Doug Brush*
- ◆ *June Brush*
- ◆ *Vincent Butler*
- ◆ *Mark and Maureen Davitt*
- ◆ *Richard DiMarzo*
- ◆ *Irene Elliott*
- ◆ *Keith and Kathy Kurz*
- ◆ *Ronald Lovell*
- ◆ *Mary Anne Palermo*
- ◆ *Carol Palmer*
- ◆ *Timothy and Penelope Quill*
- ◆ *Clare E. and Jerald J. Rotenberg*
- ◆ *Alvin Ureles*
- ◆ *The Waasdorp Family*
- ◆ *Spindler Family Foundation*
- ◆ *The Fraser-Parker Foundation*
- ◆ *Louis S. and Molly B. Wolk Foundation*

For those interested in learning more about providing philanthropic support to the Palliative Care Program, please contact Jodi Revill, Senior Director of Advancement at 585-276-4978 or jrevill@ur.rochester.edu.