

End of Life Care in Central Vermont

How CVHHH and CVMC collaborate to support a better hospice referral process

Presenters:

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Culture of Collaboration in Central Vermont



Strong relationship between CVMC palliative care team and CVHHH

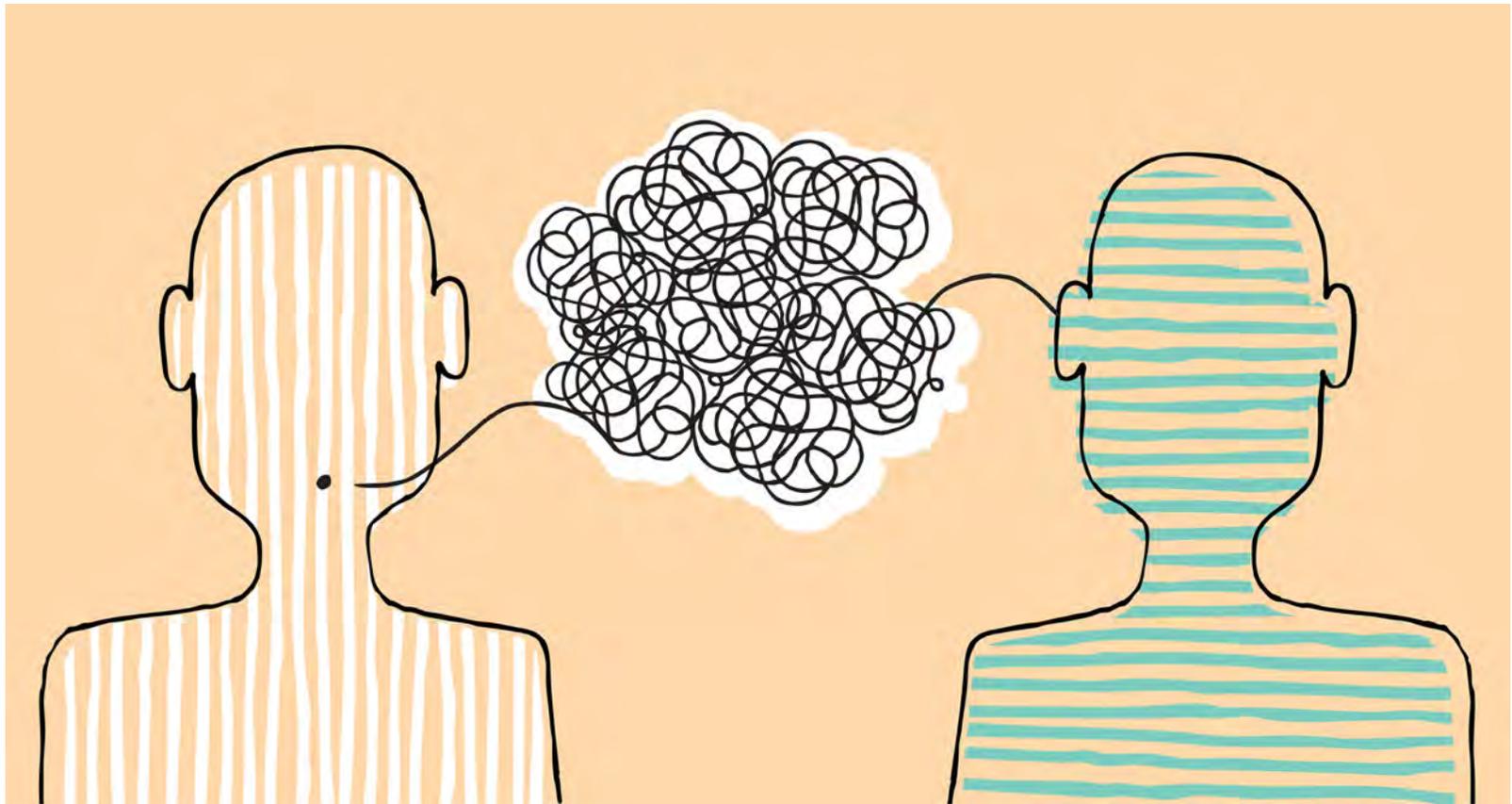


Built on effective communication



Improves quality of care and ensures smoother transitions of care for patients

What it can be like to speak with patients about hospice care...



Barriers to Hospice

#1: "She failed chemotherapy."

#2: "I can't go back to the hospital if I am on hospice."

#3: "Going on hospice means this is the end."

#4 "There is nothing more we can do."

What we do instead...

Meet people at their level



Move from "What more can the doctors do for me?"
to having open, honest discussions about end-of-
life care options

What happens in the hospital...

- Get to know the patient
- 60- to 75-minute conversation
- Asking permission to go ahead
- Ask-Tell-Ask: Gaining understanding about illness
- Education: "Aha" moments for patients
- Introduce hospice

Communication to capture patient/family dynamics
that can't be captured on paper

If a patient chooses CVHHH...

- F/T Hospital Liaison RN begins coordinating care
- CVHHH visits patient in hospital to continue conversation (what's next, intro to staff, what care looks like)
- Deepen relationship with patient
- Anticipate patient needs and provide better coordinated care
- We know patient before they come on to our care



Collaboration in the community

- Outreach with Primary Care Physicians
- Outreach with nursing homes
- Coordinating care for shared patients with community partners (CVCOA/SASH)

