Health System–Wide Integration of Palliative Care and Emergency Medicine (SA504)
Jennifer Kapo, MD, Yale-New Haven Hospital, New Haven, CT
Kristin Edwards, MD, Yale University and Bridgeport Hospital, New Haven, CT
Karen Jubanyik, MD, Yale University and Yale-New Haven Hospital, New Haven, CT

Objectives
- Describe the key metrics to show improved quality of palliative care delivered in emergency departments.
- Identify key members of a steering committee for a system-wide palliative and emergency care collaborative initiative.
- Identify the challenges of facilitating change across a health system of three hospitals with different institutional cultures and hospital-specific goals.

There is growing recognition that the collaboration of palliative care and emergency medicine teams caring for complex patients facing serious illnesses not only improves the quality of care but also has potential financial benefits for institutions through cost avoidance and improved resource utilization. During this interactive session, palliative and emergency medicine physicians will describe the development of an integrated, health system–wide palliative and emergency medicine program to provide comprehensive, seamless palliative care to patients receiving emergency room care across three hospitals. Topics discussed will include (a) the creation of an interdisciplinary steering committee comprising key emergency medicine and palliative care clinical leadership as well as institutional leadership from each of the three hospitals; (b) business-plan development describing the value of potential cost avoidance; (c) the creation and pilot testing of a consult trigger instrument using the electronic medical record to identify patients who might benefit from palliative care intervention; (d) the identification of the key operational, financial, and care quality metrics to prove value of the program; and (e) the development of the key program components including education initiatives, care protocols, and physical space renovations. The opportunities and challenges of approaching change and standardization across three distinct hospitals with their individual institutional cultures will be highlighted.