



JOHNS HOPKINS
MEDICINE

Palliative Care

Relieves suffering. Improves quality of life.

Palliative Care Program at Clemenceau Medical Center

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Outline

- **1-Background**
 - **2-Objectives**
 - **3-Methods**
 - **4-Procedure**
 - **5-Results**
 - **6-Discussion**
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Background

- **WHO definition for Palliative Care (PC):** “Palliative care (PC) is an approach that improves the quality of life of patients & their families facing the problems associated with life-threatening illnesses, through the prevention and relief of suffering by means of early identification & impeccable assessment & treatment of pain & other problems, physical, psychosocial and spiritual. It begins when disease is diagnosed and continues regardless of whether or not the client is receiving treatment.”
 - PC is a new concept in the Lebanese health care system, which was only recently added to the list of medical specialties (Osman et al., 2013).
 - The National Committee for Pain Control & Palliative Care (NCPCPC) was established by the Ministry of Public Health for the development of a national strategy for palliative care.
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A mobile PC unit was launched at CMC in 2017 to improve the quality of life, experience & financial performance of patients with serious life-limiting illnesses.

The Journey of Palliative Care Service at CMC

NCPCPC

recommendations



JCI standards



CMC mission / vision
along with the
increasing patient needs



Hospital
Based PC
Mobile Unit

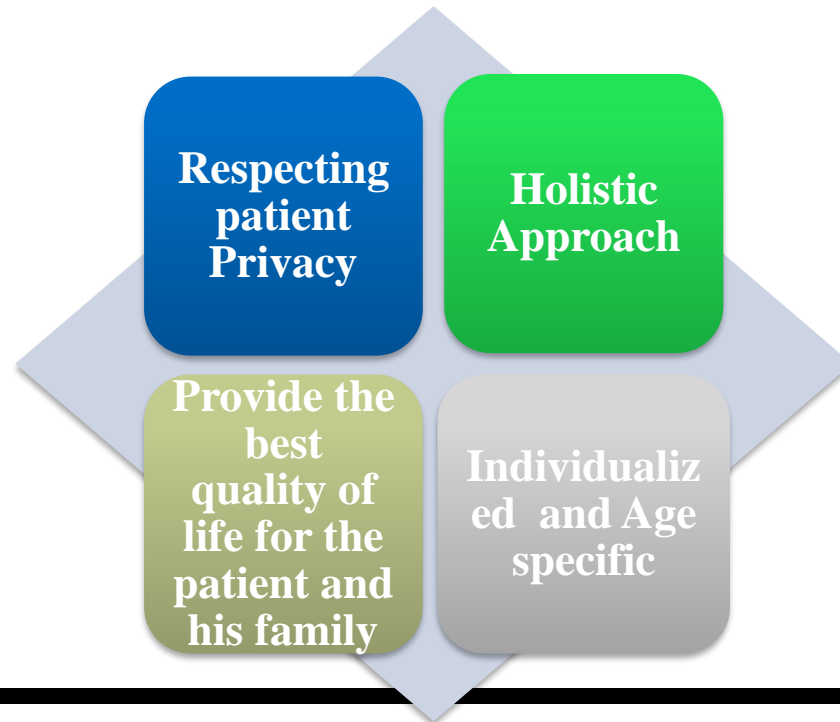


Improve the quality of life,
experience and financial
performance in patients with
serious life-limiting illnesses



Principles of Palliative Care Service

The developed Palliative Care Mobile Unit is a physician-led unit assisted by a nurse and is founded on below principles:



Objectives

The Palliative Care Mobile Unit aimed to achieve the following objectives:

Short-Term Objective

- Improving Quality of Care of Palliative Patients through Improved patient & family satisfaction

Long-Term Objective

- Enhance the global positioning & reputation of CMC as a provider of innovative medical & community services
 - Generate a new stream of revenues for CMC
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Methods

The Planning Phase:

- ❖ Appointment of a Palliative Care Physician and Nurse
 - ❖ Forming an interdisciplinary PC team including: psychologist, educators and oncology fellow
 - ❖ Development of unit operational policy and workflows including Model of care
 - ❖ Development of interdisciplinary plan of care
 - ❖ Training for healthcare providers by certified bodies
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MEET THE TEAM



CMC Palliative Care Services Model: Patient and Family Centered

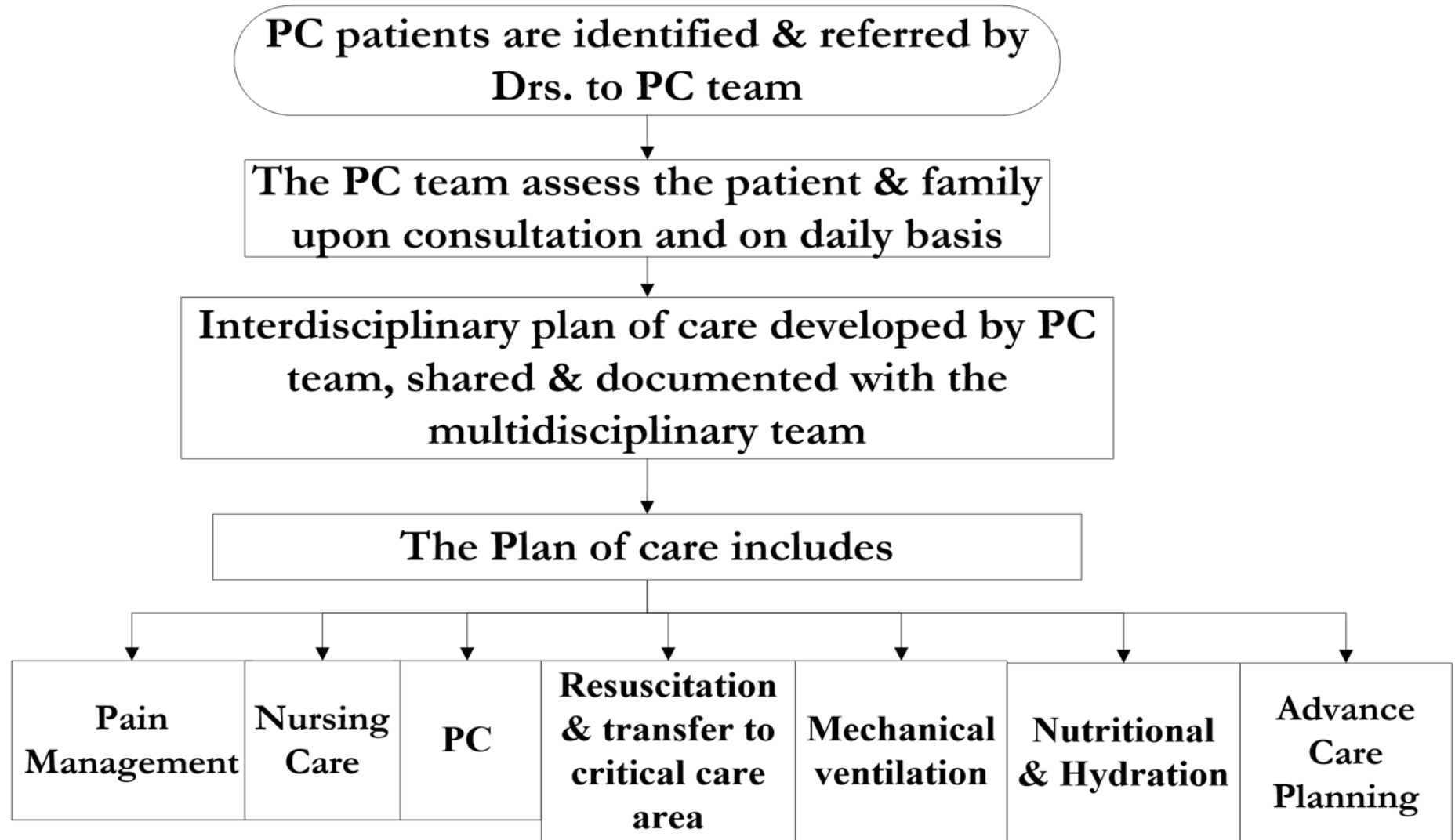


Procedure

Implementation phase:

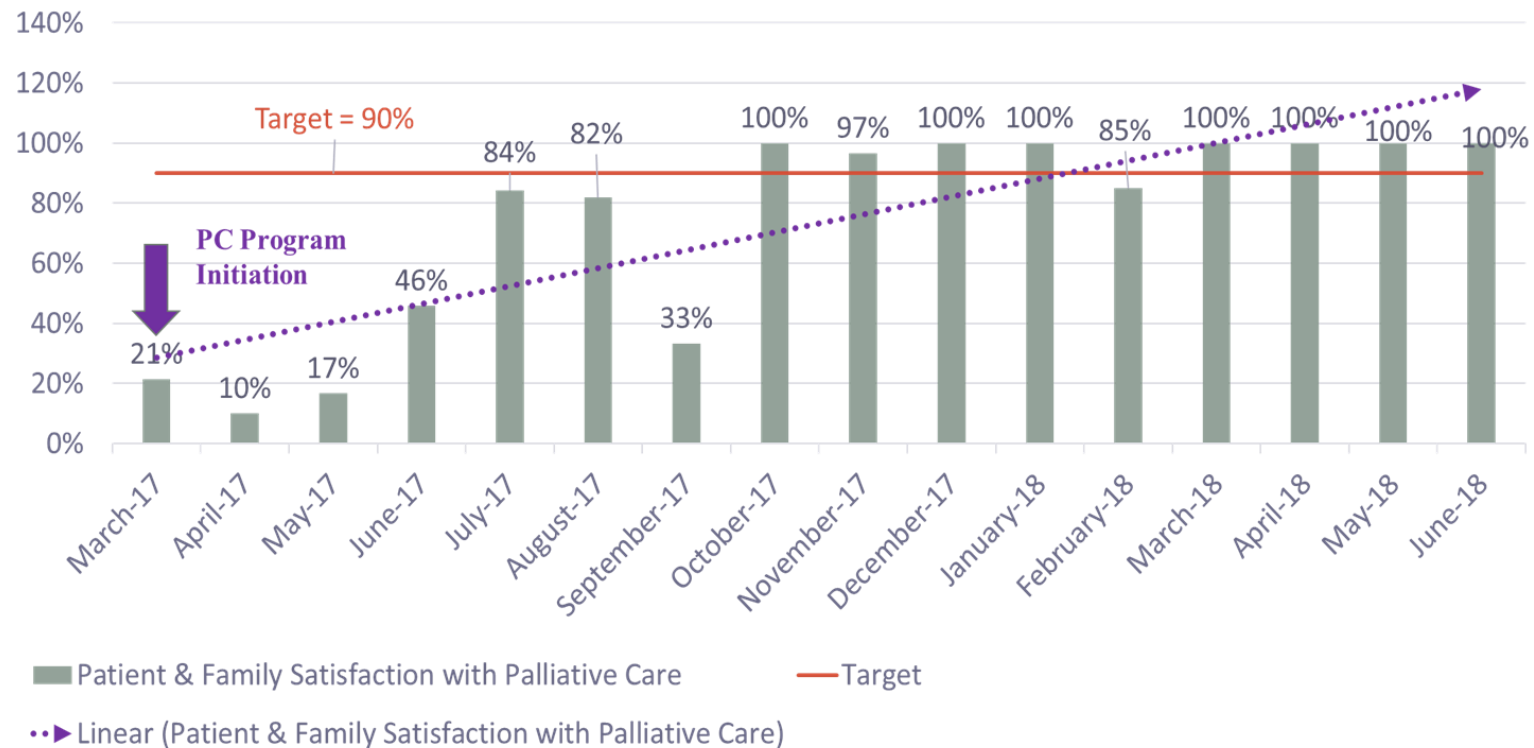
- ❖ 1- Awareness campaign: Grand-round, pamphlet
 - ❖ 2-Monitoring system: where a patient / family satisfaction survey was developed
 - ❖ 3- Referral process: Palliative Care process flow chart
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Palliative Care process flow chart

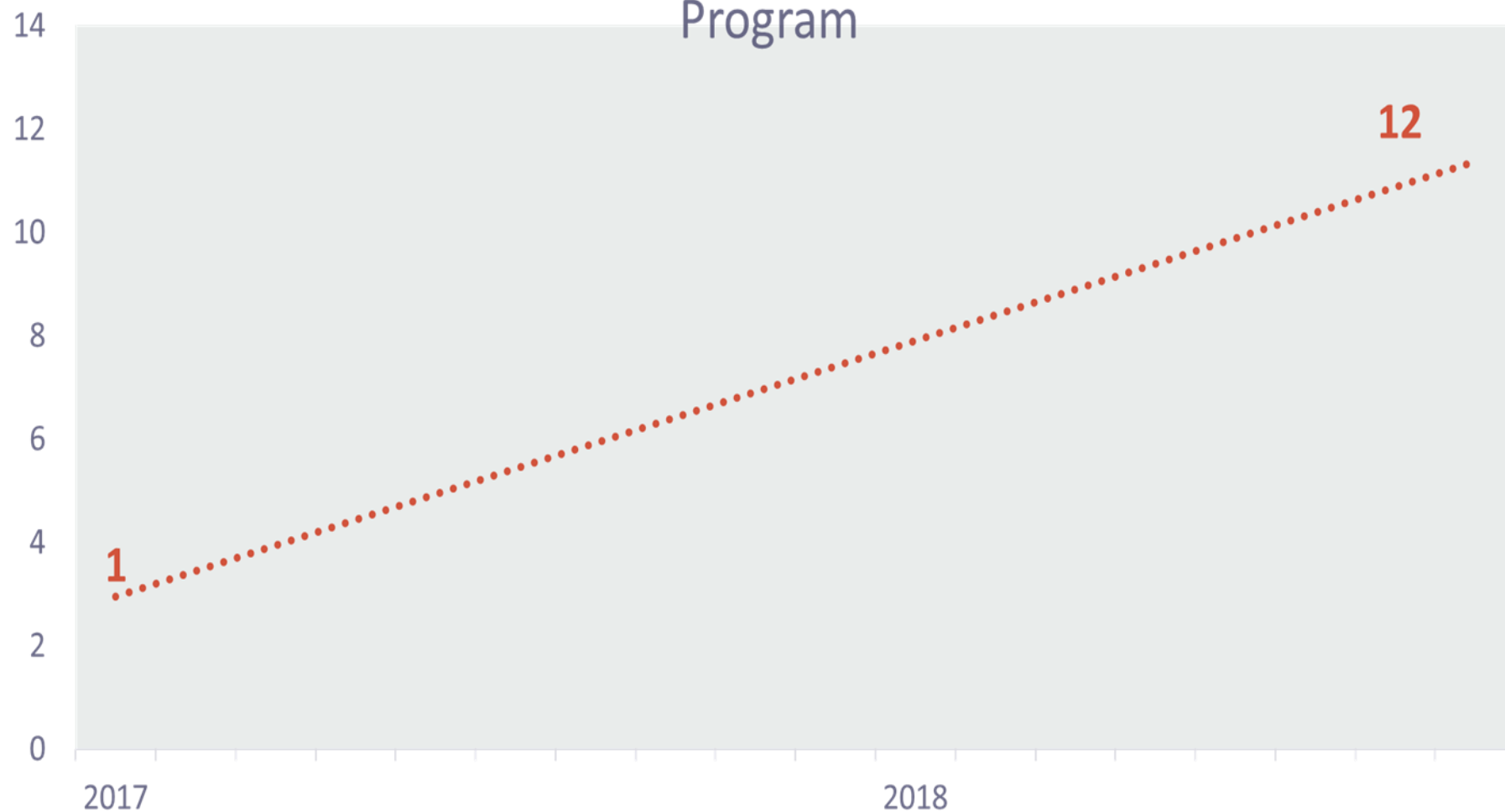


Results

Percent of Patient & Family Satisfaction with Palliative Care



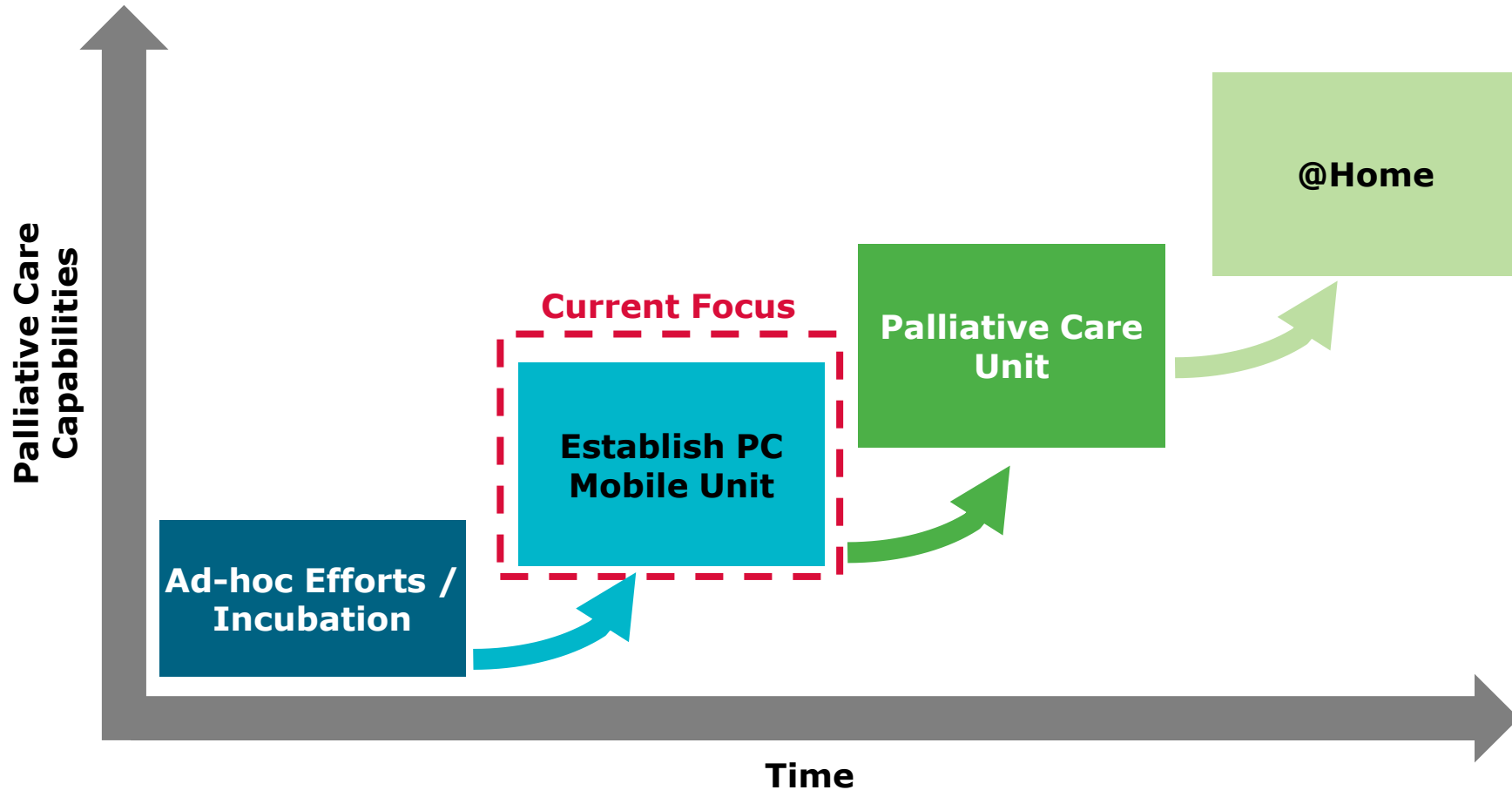
Total Number of Patients Enrolled in Palliative Care Program



Discussion

- ❖ Considerable utilization of PC services throughout 2018 along with increase in patient / family satisfaction
 - ❖ 75 % of PC services were linked to oncology patients at end of life that goes with Lebanese current status.
 - The identified challenges:
 - 1- At professional: lack of knowledge and skills and inappropriate attitudes and behaviors among health professionals
 - 2-System level: lack of resources, inadequate financial coverage, poor coordination of care, problems with drugs availability and accessibility, and lack of legislation
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VISION



Thank you

