

Palliative Care Toolkit

THE PALLIATIVE CARE TOOLKIT

Palliative Care can help in the coordination of care and improve quality of life for patients with advanced chronic or serious life-threatening illnesses. Members with these serious illnesses can be challenging for providers, hospitals, and health plans. Palliative care can assist in the management of these members and provide them with a better quality of life and understanding of their disease state.

The toolkit is intended to be a reference guide for providers who are looking to offer timely initiation of palliative care for patients with a serious illness. Clinically appropriate palliative care may reduce costs, avoid hospital admissions and Emergency Department utilization, and improve care.

The toolkit will support Primary Care Providers through the application of evidence-based materials and clinical experiences for members who would benefit from palliative care.

WHAT'S INCLUDED IN THE TOOLKIT

The toolkit provides the following information:

- Explains what Palliative Care is
- Benefits of Palliative Care
- Palliative Care in Primary Care
- Best Practices:
 - Identifying and Screening Members Appropriate for Palliative Care
 - Member Identification/General Palliative Care Criteria
 - Functional Scales and Prognostic Tools
 - Example Palliative Care Consult Note
 - POLST- Portable Medical Orders
 - Advance Care Planning
- Palliative Care in Quality Blue Hospital Program
- Medication Considerations in Palliative Care:
 - Best Practices
 - Symptom Assessment
 - Pain Management
 - Non-Pain Symptom Management
- Referrals
- Patient Education
- Provider Resources and References



This information is issued on behalf of Highmark Blue Shield and its affiliated Blue companies, which are independent licensees of the Blue Cross Blue Shield Association. Highmark Inc. d/b/a Highmark Blue Shield and certain of its affiliated Blue companies serve Blue Shield members in 21 counties in central Pennsylvania and 13 counties in northeastern New York. As a partner in joint operating agreements, Highmark Blue Shield also provides services in conjunction with a separate health plan in southeastern Pennsylvania. Highmark Inc. or certain of its affiliated Blue companies also serve Blue Cross Blue Shield members in 29 counties in western Pennsylvania, 13 counties in northeastern Pennsylvania, the state of West Virginia plus Washington County, Ohio, the state of Delaware and 8 counties in western New York. All references to Highmark in this document are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.

MORE INFORMATION

If you have questions regarding the Palliative Care Toolkit, please contact your assigned Provider Account Liaison, Clinical Transformation Consultant or Population Health Specialist. If you do not have an assigned contact, you may submit your inquiry to:

PopulationHealthUniversityInquiries@highmarkhealth.org

When submitting your inquiry, please include your Practice's Blue Shield ID number.