Equipping Mid-Career Clinicians with Core Skills for Serious Illness Care

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This is Everybody’s Job

Most of the health care workforce cares for patients with serious illness.

We have an opportunity to relieve suffering – and improve value – in every clinical interaction.
The Need is Clear

Nearly 80% of crisis ED visits and hospitalizations (excluding those for pneumonia) are due to exacerbations of preexisting and chronic symptoms—such as shortness of breath in COPD, or chronic pain in cancer.


Anchor solutions to patient need

Unmet patient need is well-documented, so...

Equip all clinicians with the skills needed to improve quality of life for patients with serious illness.

Evidence base for palliative care is clear, so...

Ensure access to specialty palliative care for patients with most complex needs.
CAPC Online Curriculum: Scalable Mid-Career Education

→ **Who:** Clinicians from all specialties, disciplines, and care settings

→ **What:** Training in pain and symptom management, communication, caregiver support, and disease-specific strategies

→ **How:** Online, self-study continuing education platform
Training Highlights

➔ 47,000 individual health care professionals trained

➔ 355,000 courses completed

➔ 14,400 users with CAPC Designation (completion of full training unit, e.g. Communication Skills)

➔ 90% of users report likelihood to change practice
Growing Engagement

Annual Course Completions

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Course Completions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>26,856</td>
</tr>
<tr>
<td>2016</td>
<td>51,270</td>
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<tr>
<td>2017</td>
<td>68,367</td>
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<tr>
<td>2018</td>
<td>85,530</td>
</tr>
<tr>
<td>Q1-Q3, 2019</td>
<td>114,525</td>
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</tbody>
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Removing Barriers to Achieve Standardization
Reaching All Clinicians

➔ **Problem:** Effective training has been contingent on palliative care leadership…and palliative care leaders don’t have dedicated time.

➔ **Solution:**
  – Position palliative care leaders as strategic partners in population management for seriously ill patients – and allocate time for education
  – Recruit champions from among clinical/organization leaders
Palliative Care Skills?

Or Good Health Care?

The Case for Improving Communication and Symptom Management Skills

In the Care of Patients with Serious Illness
Reaching All Clinicians

→**Problem:** Physician engagement

→**Solution:**
  – Specialty professional associations
  – Motivation: MOC, training convenience
  – State requirements
  – Undergraduate/graduate-level training reqs
→ **Problem:** “This isn’t my job – don’t we have a palliative care team?”

→ **Solution:** Language matters. These aren’t palliative care skills – they are good health care for people with serious illness, as reflected in quality measures.
Creating Culture Change

Reaching All Clinicians

➔ **Problem:** Training alone is insufficient to create practice change.

➔ **Solution:** Leaders of provider organizations prioritize culture change around serious illness care

– American Hospital Association
– Community-based care providers
Training the Workforce We Have

Practicing US Clinicians:

- 1,005,295 physicians
- 141,150 physician assistants
- 165,480 nurse practitioners
- 2,951,960 registered nurses
- 380,659 social workers

>4.6 MM practicing clinicians


Training the Workforce We Have

10%? 15%?
The Bottom Line

We know what the needs are.

We know how to deliver training.

It’s time to execute.