

Cedars-Sinai's Serious Illness Communication Initiative

Supporting and Sustaining the Workforce to Care for People with Serious Illness

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*National Academies of Sciences, Engineering, and Medicine
Washington, DC, April 2023*



[cedars-sinai.org](https://www.cedars-sinai.org)

Today's Discussion

1

About Cedars-Sinai

2

A Brief History of Cedars-Sinai's Goal-Concordant Care Efforts

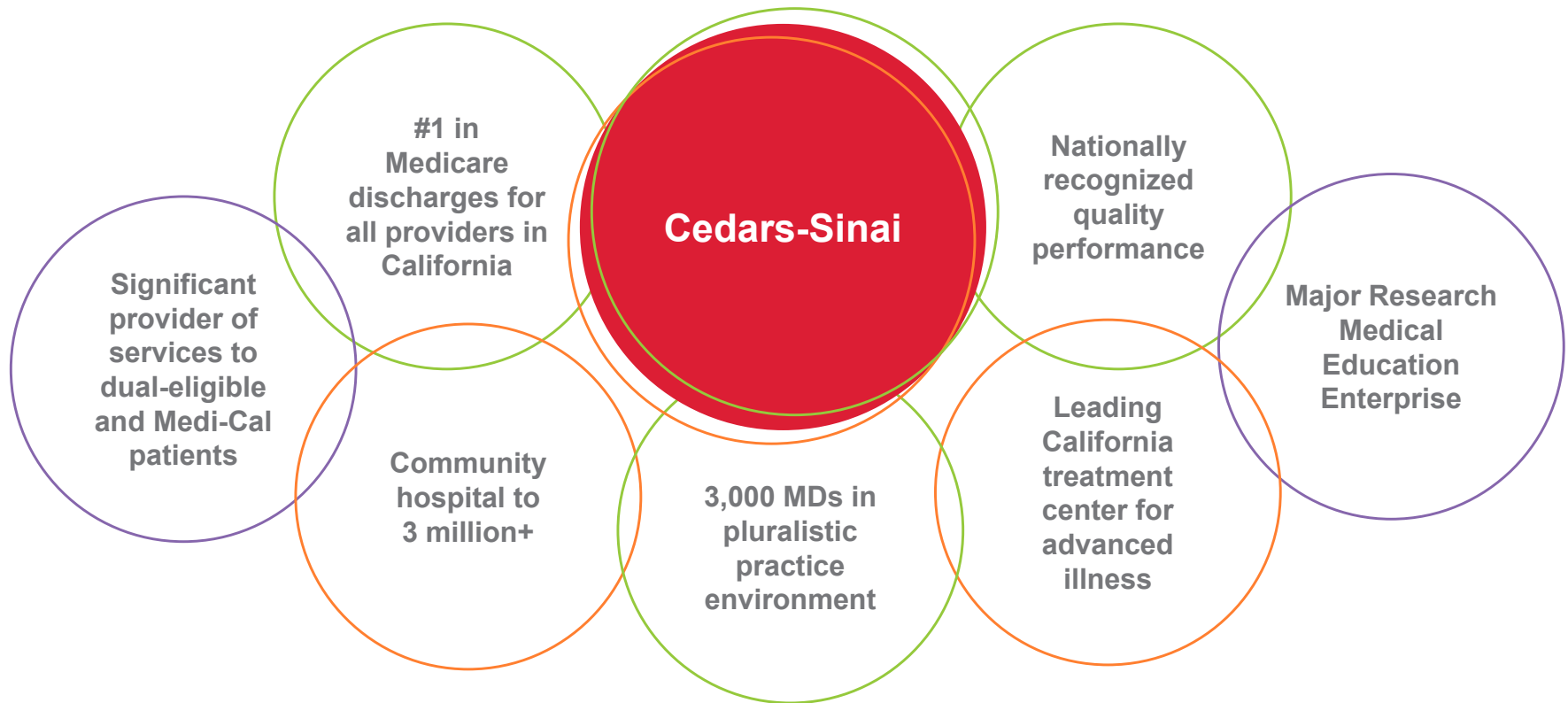
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Serious Illness Communication Initiative Overview

4

Lessons Learned, Factors for Success & Next Steps

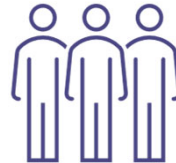
Cedars-Sinai Mission Profile



Cedars-Sinai—By The Numbers 2022 Snapshot



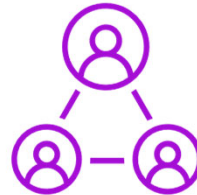
88 Residency & Fellowship
Training programs
491 Trainees



21,563
Medicare Inpatient Discharges
74
Average Age of Medicare Patients



1,098,153
Outpatient & ED Encounters



43%
Medicare Inpatient Hospital Days
made up of **Dual Eligible Patients**

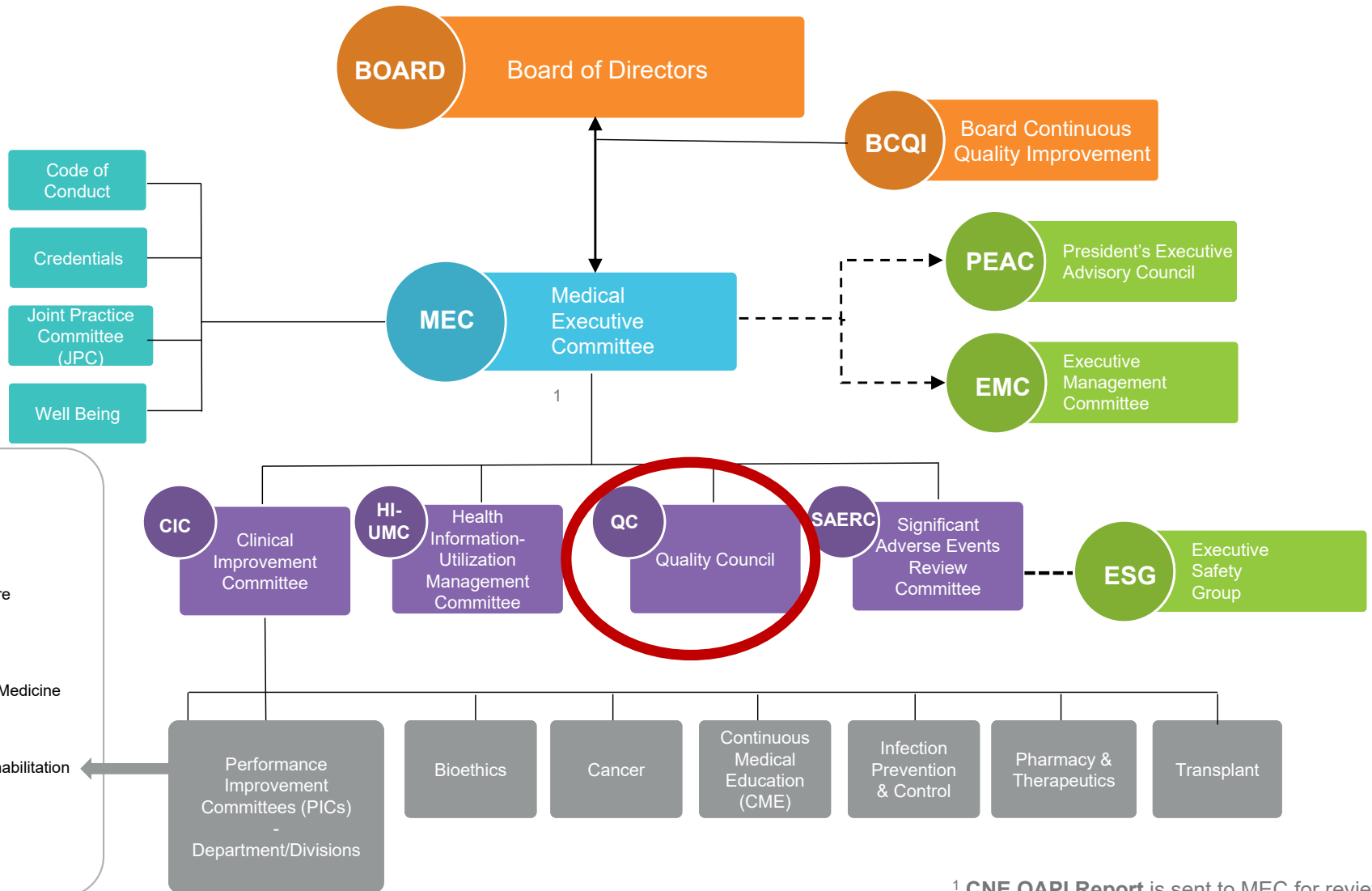


46,894
Inpatient Admissions



12%
Increase in **Hospital CMI**
Since 2019

CSMC Medical Staff Committee Structure

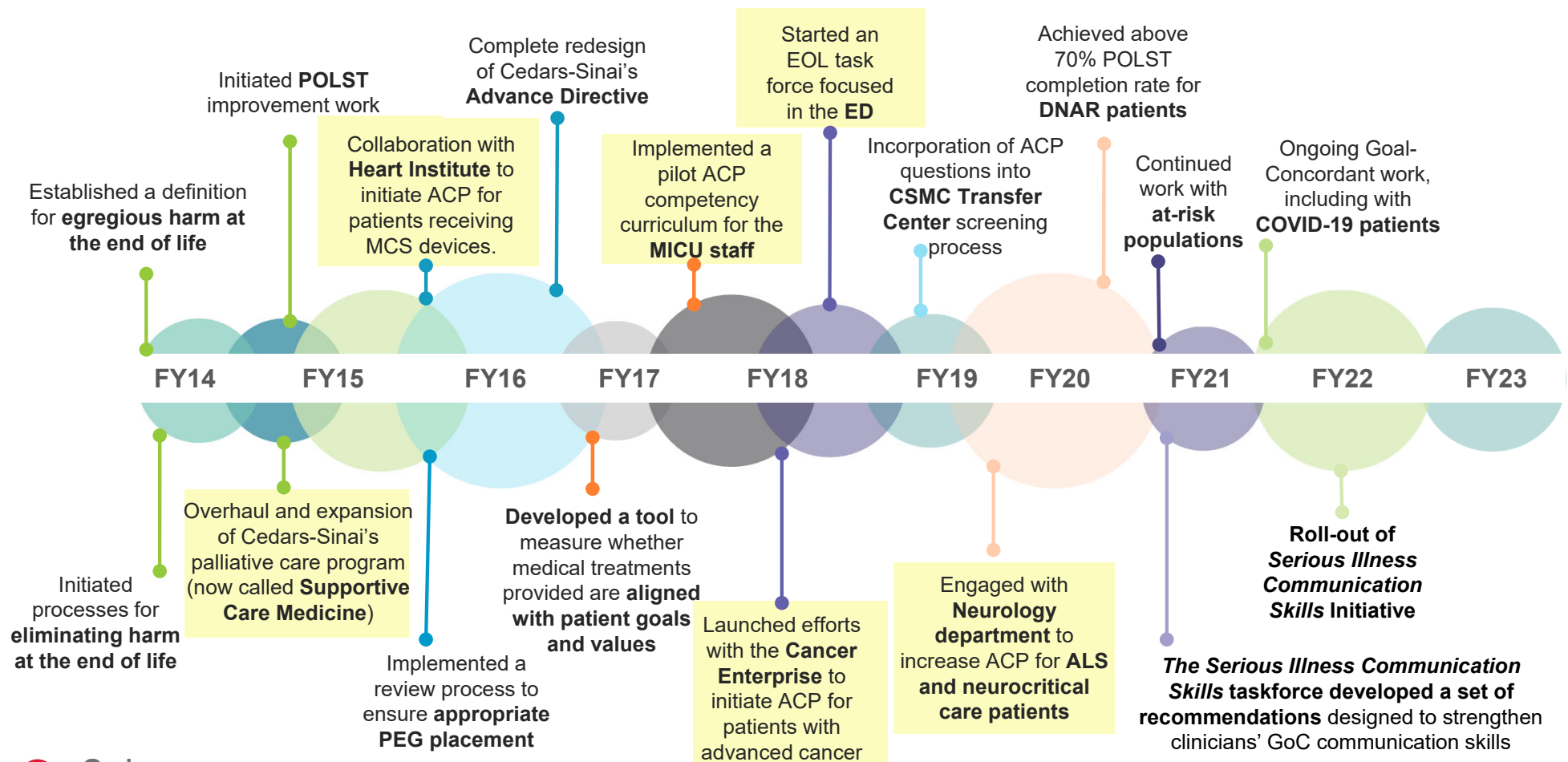


¹ **CNE QAPI Report** is sent to MEC for review

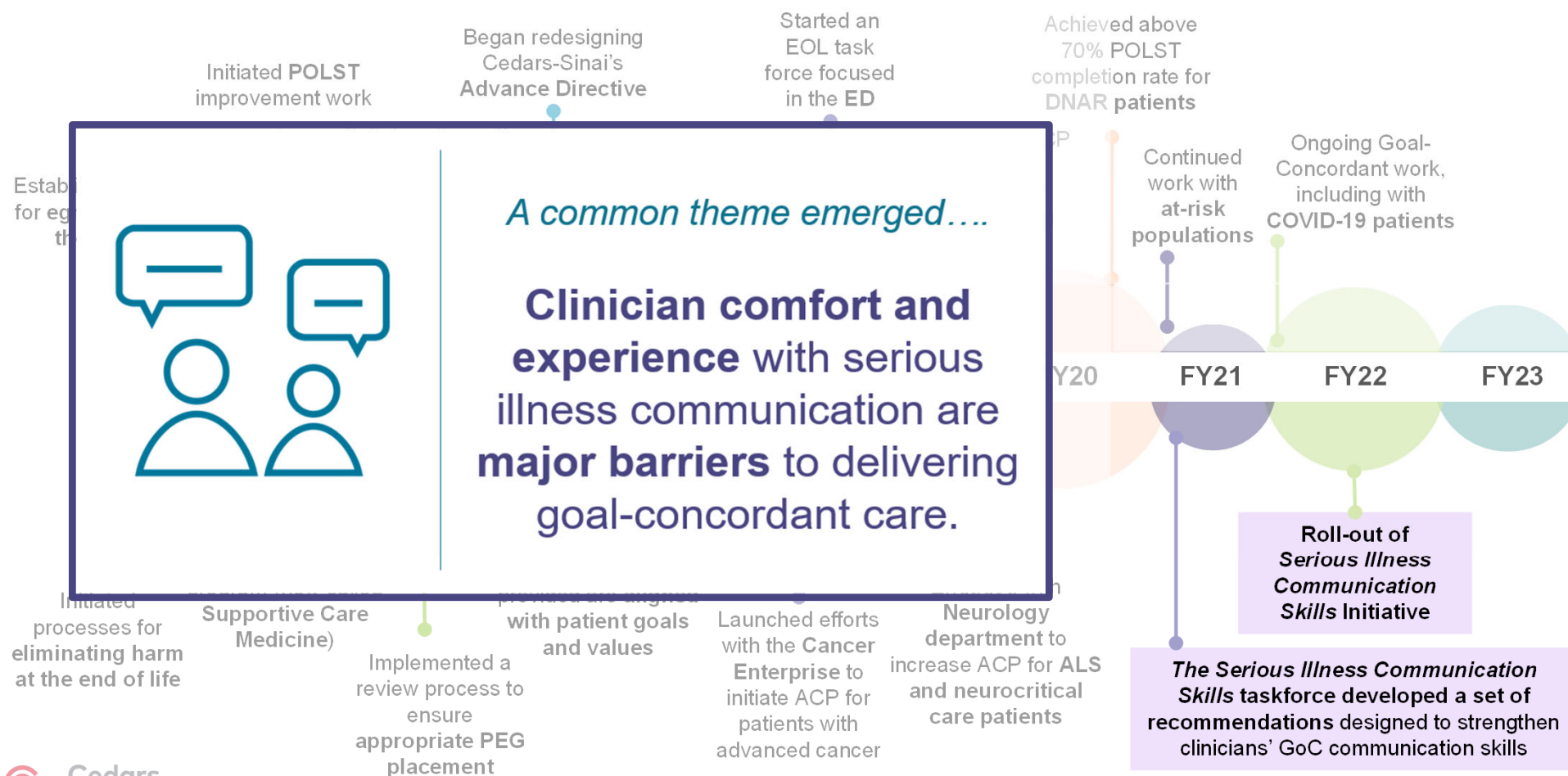
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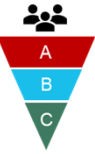
A Brief History of Cedars-Sinai's Goal-Concordant Care Efforts

Goal Concordant Care – Projects & Progress Over the Years



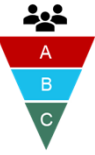
Why Pursue Serious Illness Communication Education?





3

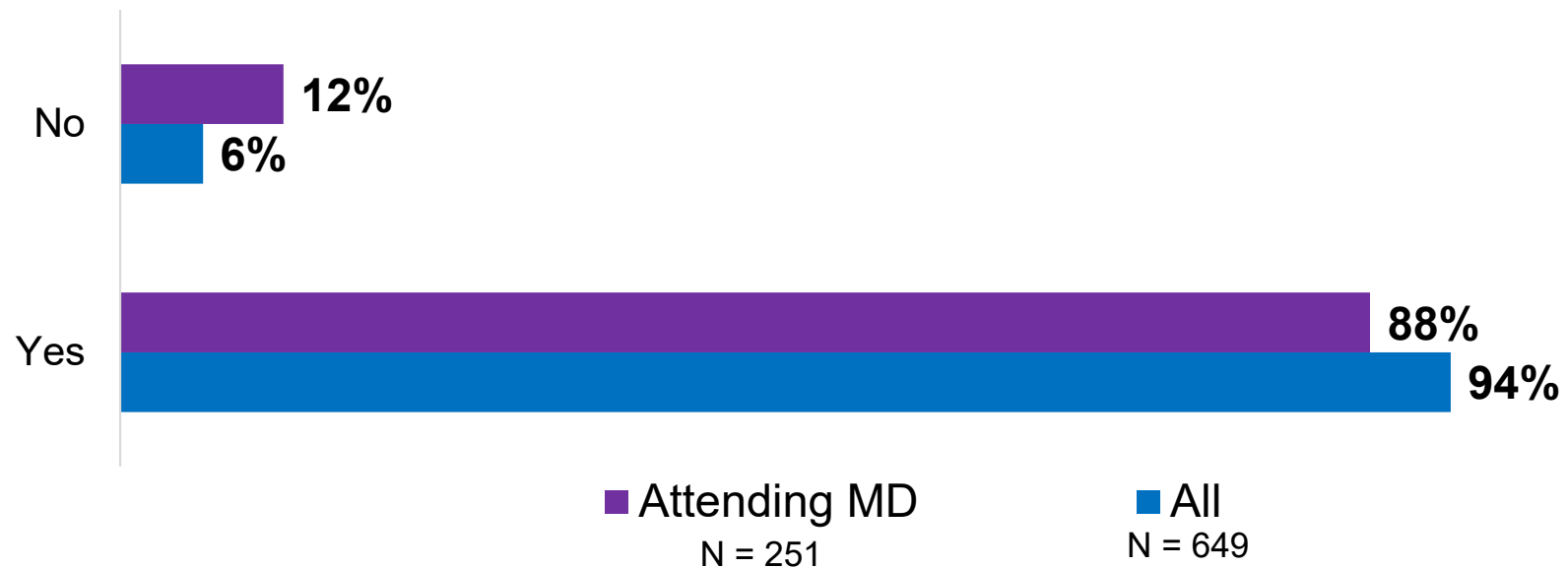
Serious Illness Communication Skills (SICS) Overview



Taking Cedars-Sinai's Temperature

We surveyed Cedars-Sinai providers before we launched SICS education:

“Do you think there would be value in Cedars-Sinai providing education and resources to improve clinicians’ serious illness communication skills?”



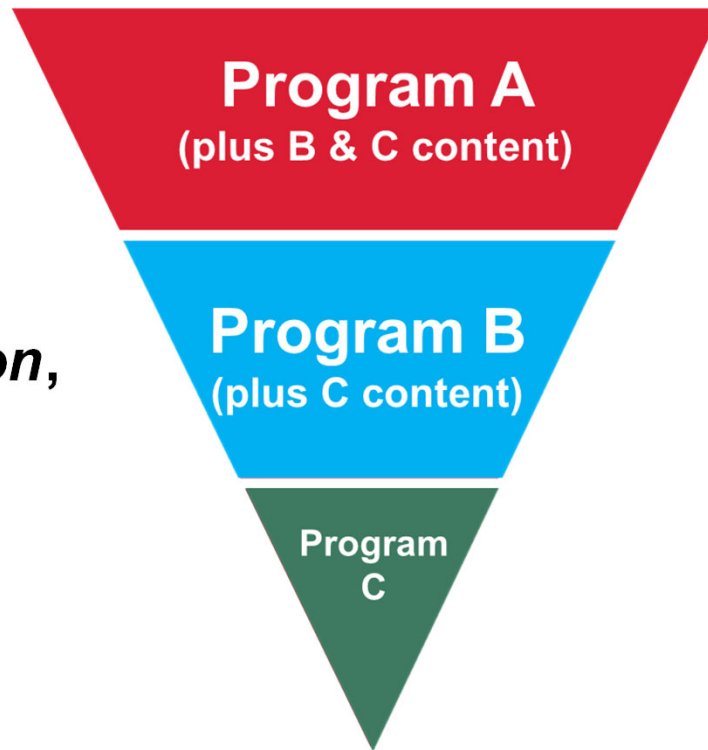
SICS Purpose & Structure



Patients with
Serious Illness

PURPOSE

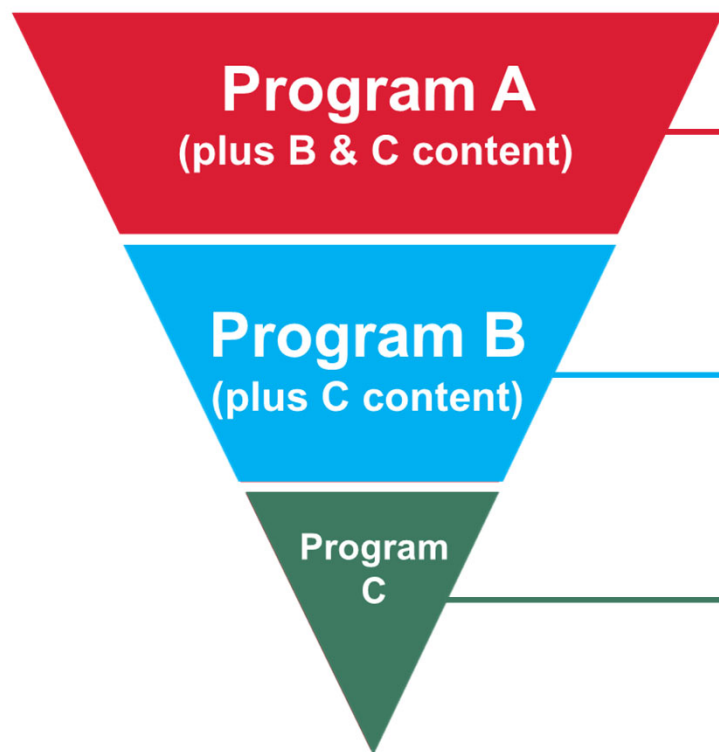
Ensure that all Cedars-Sinai
clinicians have access to
communication skills education,
which is key to ensuring
goal-concordant care.



Tailoring the SICS Educational Programming



Patients with
Serious Illness



Program A
(plus B & C content)

For those who are **directly and primarily responsible** for the care of patients with serious illness.



Examples
Oncologists
Intensivists
Geriatricians
Hospitalists

Program B
(plus C content)

For those who care for patients with serious illness, **but who are not primarily responsible** for initiating or leading goals of care discussions.



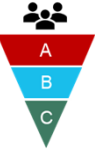
General Surgery
ID, GI, Ortho

Program C

For those **who do not regularly care** for patients with serious illness.



Pathologists
Dermatologists
Radiologists



AWARENESS CAMPAIGN

System-wide “Special Events” on Serious Illness Care and Communication



Diane E. Meier
MD, FACP, FAAHPM



BJ Miller, MD



Ira Byock
MD, FAAHPM

February 2021

*“Listening for the
Heart of the Matter:
Connecting with Your
Seriously Ill Patients”*

May 2022

*“Rediscovering Our
Purpose: Finding
Ourselves and Connecting
with Our Patients”*

May 11th, 2023

*“Making Goal-Concordant
Care the New Normal –
Realizing Value from
Personalized Care”*

Open to all members of the Cedars-Sinai community and our collaborators

SICS Curriculum & Progress To-Date



Patients with
Serious Illness

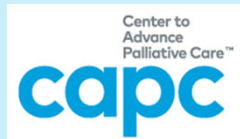


Program A
(plus B & C content)

Program B
(plus C content)



Collection of E-modules from the
Center to Advance Palliative Care

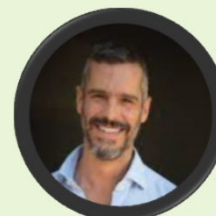


**Program
C**



February 2021
300+ Attendees

Diane E. Meier
MD, FACP, FAAHPM



May 2022
200+ Attendees

BJ Miller, MD



Upcoming
May 11th, 2023

Ira Byock
MD, FAAHPM

SICS Curriculum & Progress To-Date



Patients with
Serious Illness



Program A
(plus B & C content)

Program B
(plus C content)



Multiple Modules Distributed
+ *House-wide introductory video shared*

6 Department-Specific Sessions Held
(PM&R, Rad-Onc, Trauma, Urology, Neurology & Int. Med.)

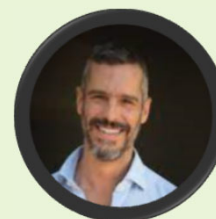


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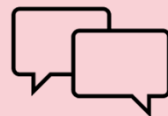
SICS Curriculum & Progress To-Date



Patients with
Serious Illness



Program A (plus B & C content)



Small-group, role-play-based educational curriculum based upon the *“Serious Illness Conversation Guide”* (created by **Ariadne Labs**)



Program B (plus C content)



Multiple Modules Distributed
+ *House-wide introductory video shared*

6 Department-Specific Sessions Held
(PM&R, Rad-Onc, Trauma, Urology, Neurology & Int. Med.)

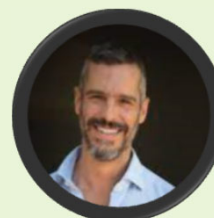


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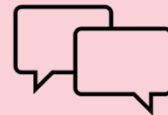
SICS Curriculum & Progress To-Date



Patients with
Serious Illness



Program A (plus B & C content)



103 Physicians & APPs Trained

(Hospitalists, Cardiologists, Emergency Medicine, Trauma Surg)

6 Internal Trainers Developed

(3 are principals who can teach other trainers)



Program B (plus C content)



Multiple Modules Distributed

+ House-wide introductory video shared

6 Department-Specific Sessions Held

(PM&R, Rad-Onc, Trauma, Urology, Neurology & Int. Med.)

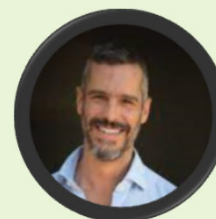


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Research: Studying the Impact of our Efforts

	DIMENSION	MEASUREMENT TOOLS
	Physician/APP Comfort & Competency	Pre-post surveys for those participating in SICS
	Nursing Perspective	IRB-approved survey of all inpatient and ED nurses re: the culture of serious illness care at Cedars-Sinai
	System-Level Measures	Pre-post analysis of ACP documentation and SCM (Palliative Care) referral rates
	Identifying Seriously Ill Patients in Real-Time	Artificial Intelligence, Natural Language Processing, and Machine Learning Algorithms

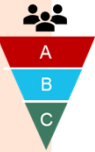
Lessons Learned & Enablers for Success

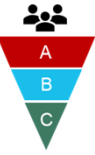
Leadership
Endorsement &
Support

Dedicated Time
for Clinicians to
Engage & Learn

Institutional
Support &
Resourcing

Hard-wiring GCC
into Culture of
Quality and PI





Next Steps

Continue broad roll-out of SICS educational efforts

Expand education to other disciplines (nurses, social workers, etc.)

Measure what works, refine our approach, and solidify long-term sustainment plans

Implement mechanisms for real-time identification of (and interventions for) seriously ill patients

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