

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

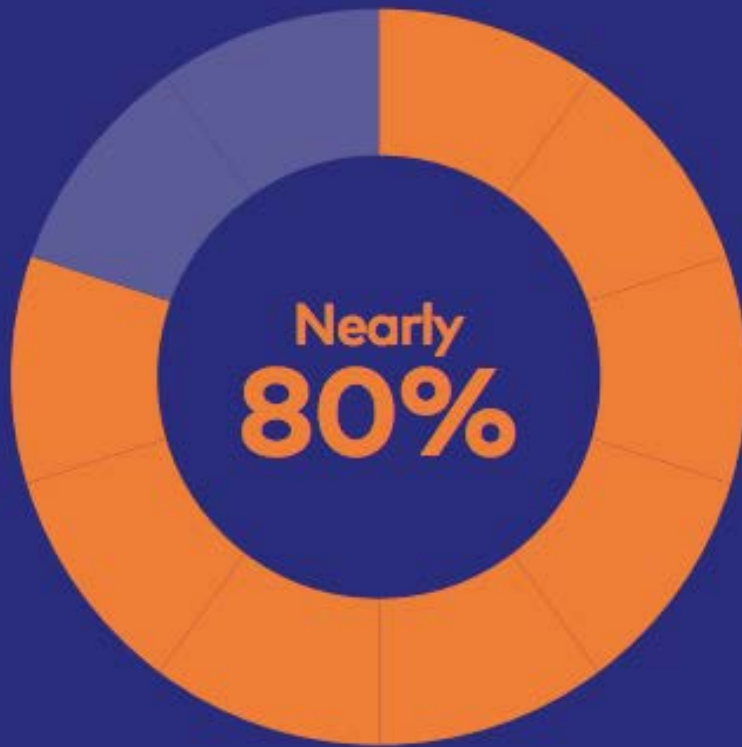
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This is Everybody's Job

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



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.

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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

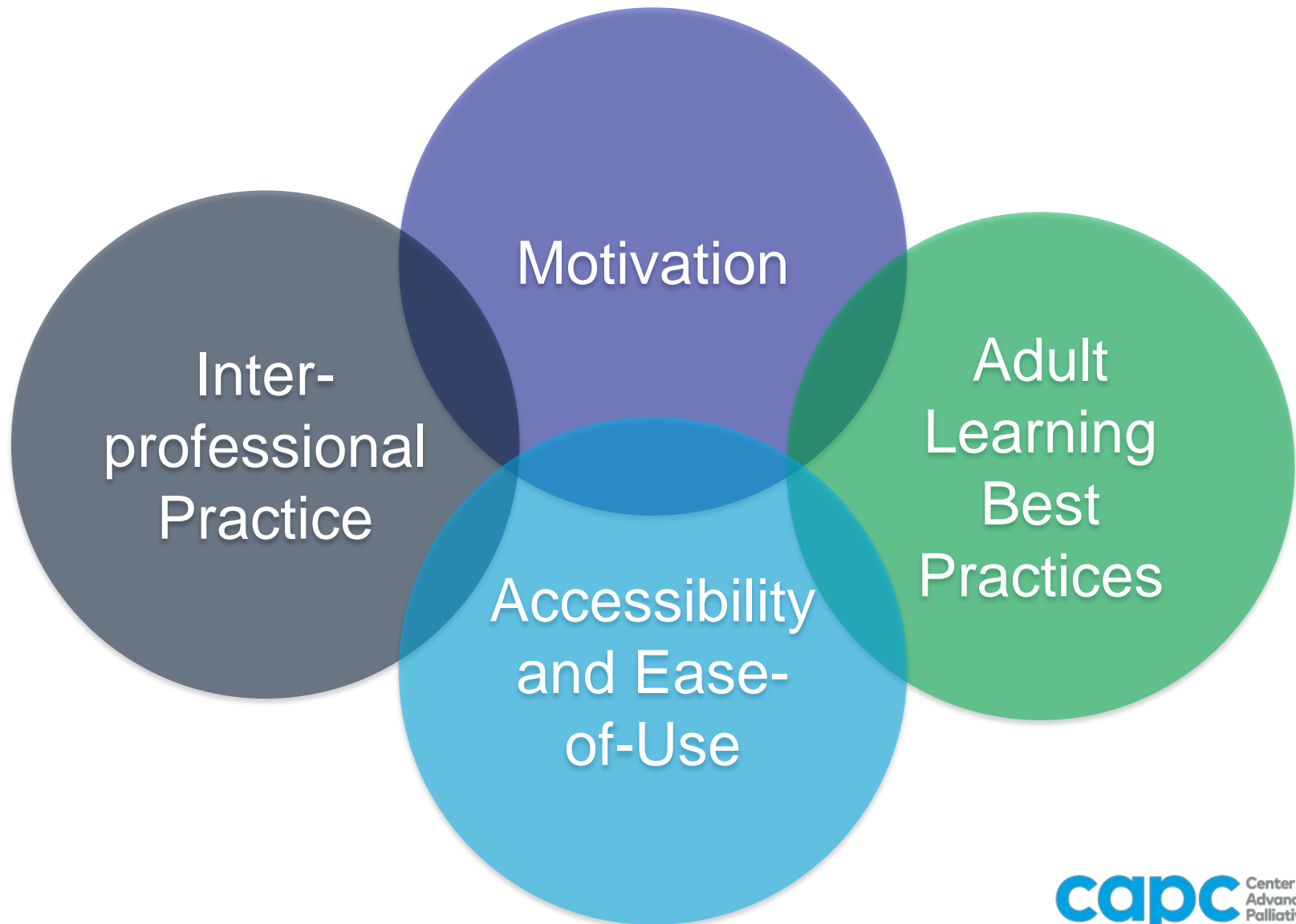
Evidence
base for
palliative care
is clear, so...

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

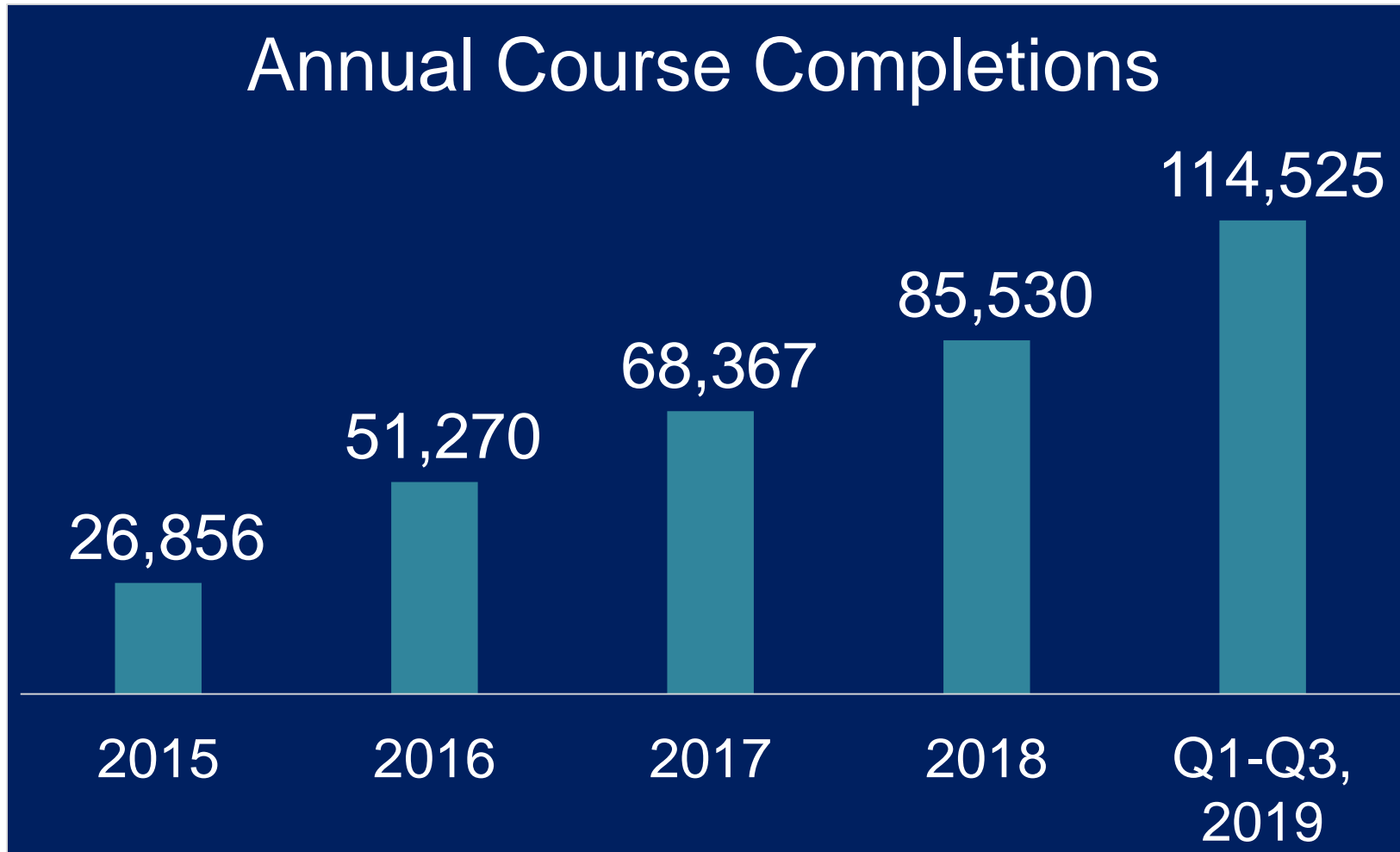
Strategies for Scale



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



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

Reaching All Clinicians

→ **Problem:** Physician engagement

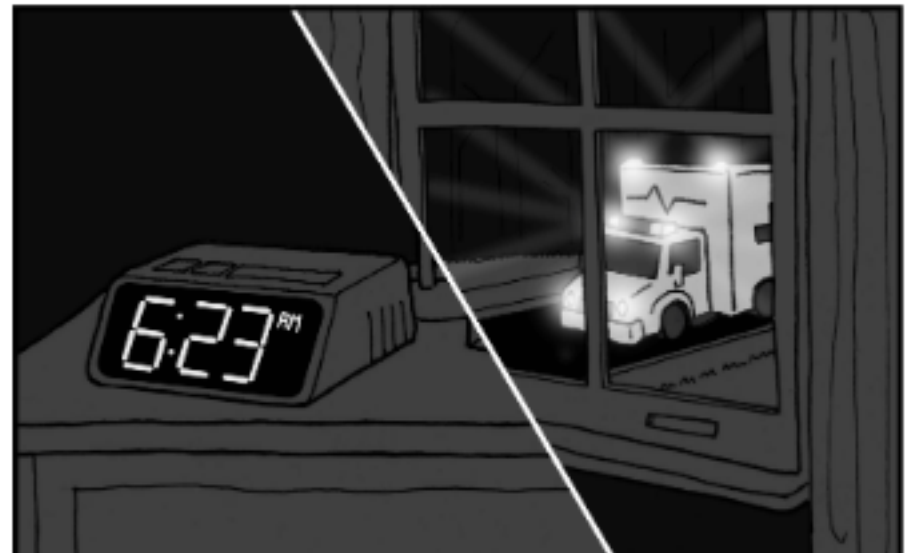
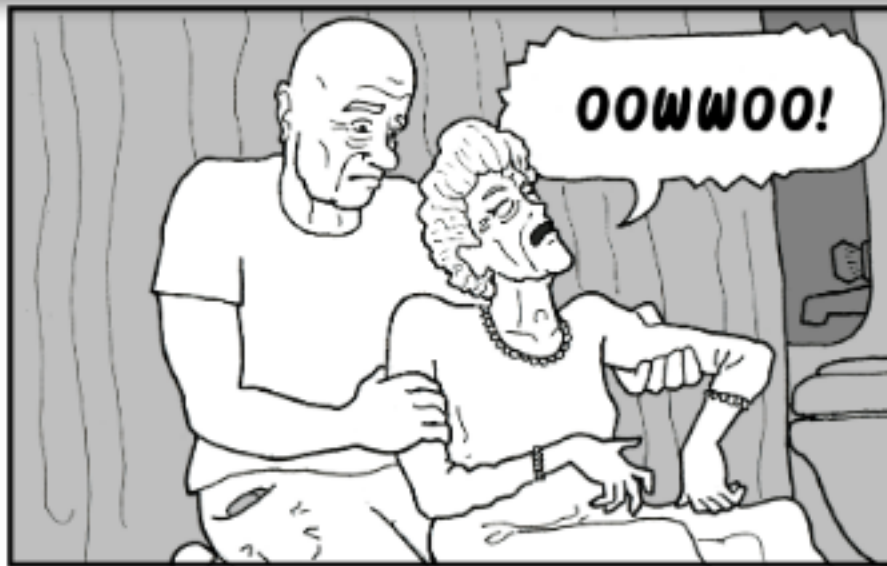
→ **Solution:**

- Specialty professional associations
- Motivation: MOC, training convenience
- State requirements
- Undergraduate/graduate-level training reqs

Reaching All Clinicians

- **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

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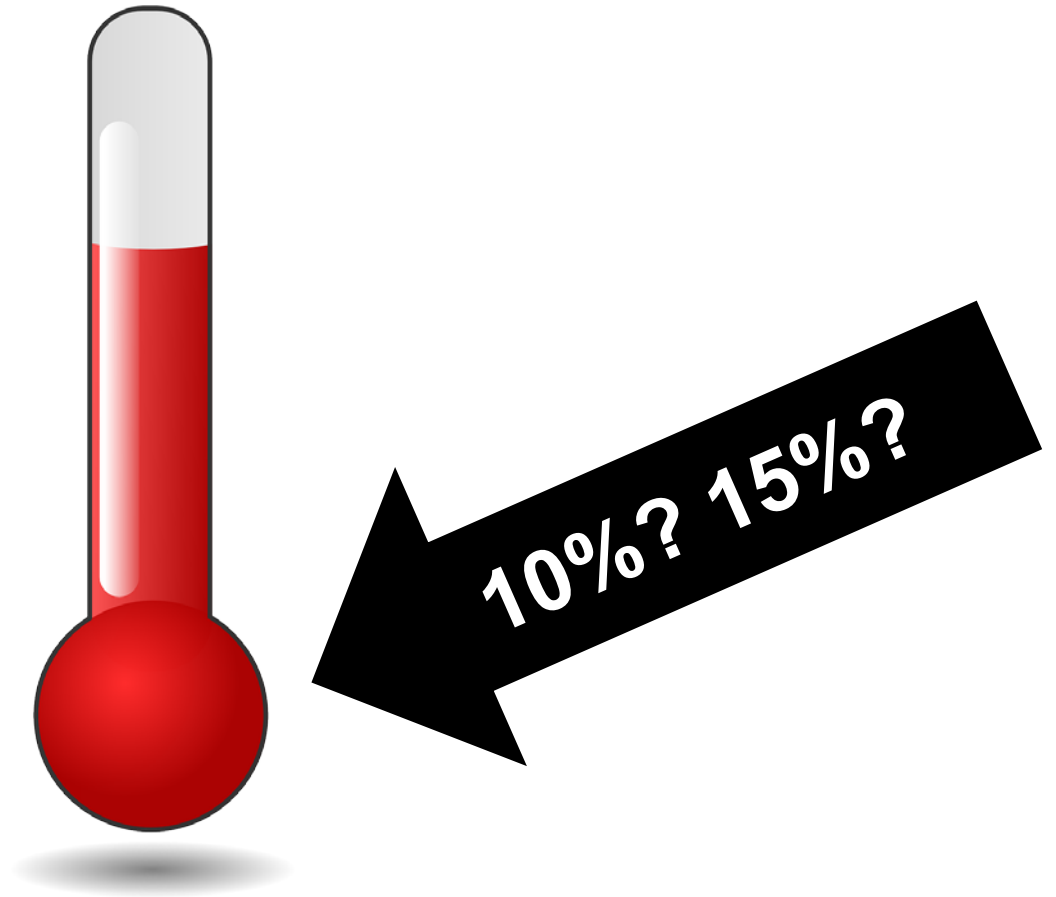
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National Commission of Certification of Physician Assistants. (2018). *2018 Statistical Profile of Certified Physician Assistants by Specialty: Annual Report*. Retrieved from <https://www.nccpa.net/research>.

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Training the Workforce We Have



The Bottom Line

We know what the needs are.

We know how to deliver training.

It's time to execute.

