

Caring for People with Serious Illness during the COVID-19 Pandemic: A Workshop on Lessons Learned and Future Directions

The Case for Investing in Quality, Workforce and Payment Models for Care of People with Serious Illness

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COVID-19 Pandemic Trends...

- Disparate impact on BIPOC communities and people with serious illness
- Rapid innovation
- More care provided in the home



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...COVID-19 Pandemic Trends

- Acceleration of telehealth
- Workforce and supply shortages
- Increased clinician distress



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The Value Imperative and Serious Illness (SI)

$$\text{VALUE} = \frac{\text{QUALITY}}{\text{COST}}$$

Triple Aim = better outcomes,
better experience, lower costs

- Of 11 high-income nations, US ranks **last** in healthcare outcomes, **first** in healthcare spending
- Serious Illness is associated with poor outcomes, high costs
- Palliative care improves outcomes and often lowers costs, but is not adequately funded under traditional fee for service

<https://www.commonwealthfund.org/publications/fund-reports/2021/aug/mirror-mirror-2021-reflecting-poorly#rank>

Steps Toward Value— Medicare...

2010 ACA establishes CMMI

2014 CMMI grants Healthcare Innovations Award to Four Seasons Compassion for Life and Duke for community-based palliative care

2015 MACRA establishes Quality Payment Program (QPP), PTAC

2015 CMMI launches Medicare Care Choices Model (concurrent hospice care)

...Steps Toward Value— Medicare

2018 CMS awards MACRA funding to AAHPM and partners to develop palliative care quality measures for the QPP

2021 CMMI launches VBID Hospice Carve-in but puts hold on PCF-SIP and Geographic Direct Contracting models

2021 CMMI announces new strategic direction

Steps Toward Value— Stakeholder Orgs...

- 2015 Measuring What Matters is published in JPSM
- 2018 PTAC recommends AAHPM and C-TAC APMs for care of people with SI
- 2018 NCP Clinical Practice Guidelines for Quality Palliative Care, 4th edition, is published

...Steps Toward Value— Stakeholder Orgs

- **2019** Kelly, et al, publish a method for identifying the SI population using ICD-10 codes and claims
- **2021** Palliative Care Quality Collaborative launches registry
- **2021** Palliative Care Quality Measures Project submits two patient-reported experience measures for NQF endorsement

New Quality Measures...

- CMS-funded Palliative Care Quality Measures Project
- The percentage of patients with a recent outpatient palliative care visit who report—
 - Feeling heard and understood
 - Getting help they wanted for their pain
- Assessed at level of palliative care provider and team

<https://www.nationalcoalitionhpc.org/qualitymeasures/>

...New Quality Measures

- Matters to patients and clinicians
- Fills gap in measuring quality of communication and symptom management
- Included patients on expert panel
- Received comments from >200 stakeholders, mostly very positive
- Submitted for current cycle of NQF endorsement

Where We Need to Go

- Apply cross-cutting structural and process requirements and quality outcome measures for all payment models that care for people with SI
- Build on the work of Kelley, et al, to identify SI population
- Advance healthcare equity

For people with serious illness, quality of care should not depend on the payment model!

<https://www.nationalcoalitionhpc.org/coalition-submits-consensus-policy-recommendations-to-cmmi/>

Workforce Needs

- Specialty-level interdisciplinary palliative care workforce is insufficient for current and future needs
- The **Palliative Care and Hospice Education and Training Act** (PCHETA) would expand training at both the specialist- and generalist- level
- We need to study and leverage telehealth
- We must address *systemic* causes of burnout, moral distress, inequity

https://aahpm.org/uploads/advocacy/PCHETA_Summary.pdf

Five-part Aim

- Better outcomes
- Better experience
- Lower costs
- Sustained by thriving clinicians
- More equitable care

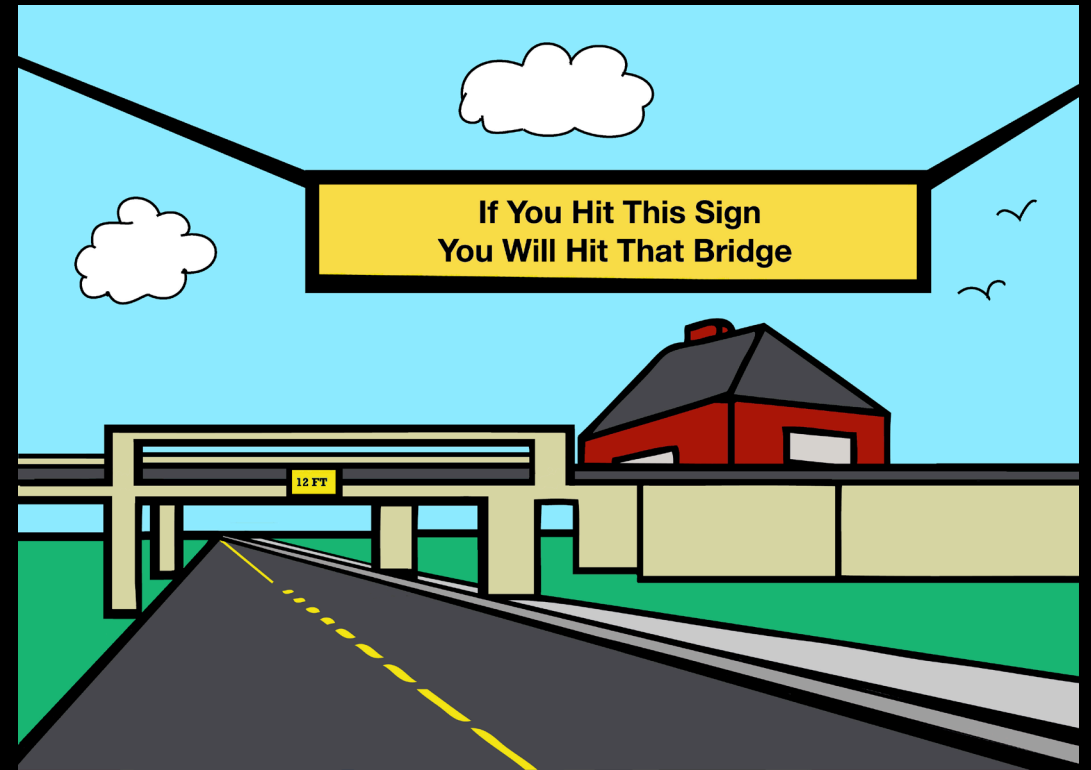


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Whatever surprises the future may hold, we must provide better care to people with serious illness and their families and caregivers.

We're poised now to make a difference!

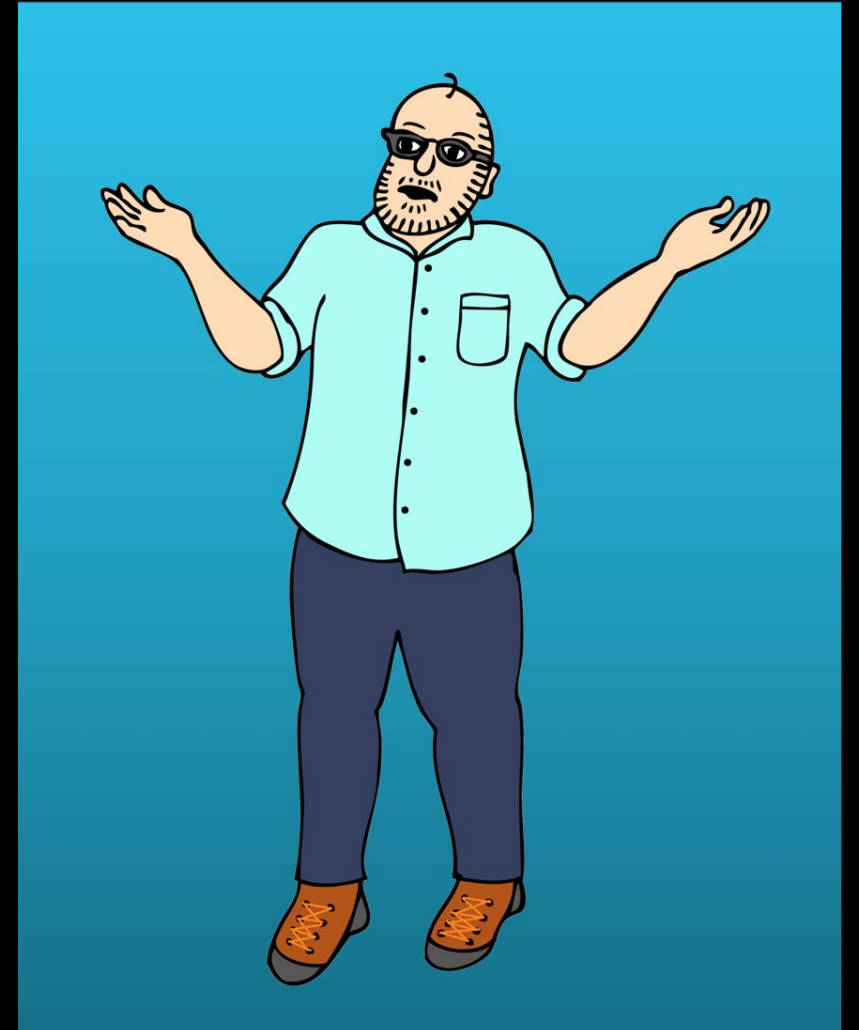


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