

in the

KNOW

**Family Hospice
& Palliative Care**

Part of UPMC HNA

SPRING 2018

GETTING TO KNOW YOU

Family Hospice Business Development

While some people may be fearful of talking with others about hospice care, the passionate Family Hospice business development team knows their role is vital in helping people get access to the care and support they need in their final season of life.

“I love what I do because we are the first point of contact for many patients and families seeking hospice care,” explains Eric Horwith (standing at left), Director of Growth & Business Development, who has been with Family Hospice for nine years. “We help to introduce them to our services, explain what to expect, and set the tone for their future care delivery. It’s truly a privilege to be able to help those most in need.”

Eric and Business Development Supervisor Chrissy Meduho (seated at center) lead a team of five Community Liaisons in the West and Northwest regions and two Community Liaisons in the Eastern region, all of whom work closely with healthcare providers and facilities in their respective regions to promote access to Family Hospice, provide education, and coordinate assessments of individuals who may be eligible for care.

Picture caption: Top row, left to right – Eric Horwith, Mike Sassano, Chris Allan, Ella Cessna, Steve Illig, Jeff Dawless. Bottom row, left to right – Emily Fearon-Jones, Chrissy Meduho, Maria Massucci



in the **INDUSTRY**

Beckwith Institute to Fund Initiatives for Decreased Hospital Visits

Preventing hospice patients from visiting the Emergency Room and receiving unnecessary care is not a new concept to hospice. What has been lacking is the software technology to track and alert when a patient has visited an Emergency Room with the ability to respond in real time.

To prevent an unnecessary hospital admission, Family Hospice and Palliative Care is implementing a software that will track patients using a unique identifier linked to the patient, identify when a patient has gone to an Emergency Room, and send an electronic alert to the Emergency Response Team (ERT), comprised of patient care supervisors, clinical managers, and physicians. After assessing the alert, the ERT will deploy the appropriate staff to support the patient and family to provide what is necessary to achieve the patient’s goals of care.

This ground-breaking project is being made possible through a grant from The Beckwith Institute, an organization dedicated to improving healthcare. Through its Frontline Innovation Program, The Beckwith Institute funds projects developed by UPMC staff that directly impact and improve bedside care and clinical practice. This project, led by Dr. Keith Lagnese, was chosen as one of 18 projects to be awarded Frontline Innovation funding for 2018.



Charting Growth with A New Pediatric Program

In the fall of 2017, Jennifer Vennare, Director of Clinical Operations, and her team recognized the need to enhance Family Hospice's existing pediatric program to better serve the community, so they approached and built a partnership with The Children's Hospital of Pittsburgh of UPMC.

To learn how to best care for children, Family Hospice staff from all disciplines participated in rounds at The Children's Hospital with their palliative care team. The hospice team works in collaboration with doctors and nurses at The Children's Hospital. Kids and their families have around-the-clock access to members of the Family Hospice team who can assist and collaborate with them on complex or difficult decisions.

"Every plan of care is individualized for the child and family," comments Megan Cameron, Pediatric Social Worker for Family Hospice. "Cases involving children can be more complex with psychosocial factors. Overall, our job is to consider these factors and establish a care plan that makes kids feel comfortable so they can still be kids."

Family Hospice's spiritual staff embraces that approach as well. The Rev. Mary Ann Trifaro shares that it's important to keep in mind that that kids' needs are basic and the focus is on meeting their immediate needs. "Children understand living in the moment, and all they want is to feel loved." What better way of approaching hospice and life.

Inaugural Hospice and Palliative Care Symposium 2018: No Patient is "Typical"

The Inaugural Hospice and Palliative Care Symposium takes place on Tuesday, May 1, 2018, from 8 a.m. to 4 p.m. in the UPMC Shadyside Herberman Conference Center. Presenters will speak to the expanding scope of treatments, diagnoses, circumstances, and populations that clinicians meet with in the care of patients and families navigating chronic or life-limiting illness. This is an excellent educational opportunity for physicians, PAs, RNs, CRNPs, MSWs. This event is co-sponsored by Family Hospice and Palliative Care and the UPMC Palliative and Supportive Institute.

Symposium presenters include Scott Miller, MD, Dr. Jennifer Pruskowski, PharmD, BCPS, BCGP, CPE, Keith Lagnese, MD, FACP, HMDC, Robert Arnold, MD, and Rachel Levine, MD.

To register, contact Carolyn Dorn at dornca@upmc.edu or 412-647-8313.



Celebrate **National Healthcare Decisions Day** on April 16. Join Americans across the country in making future healthcare decisions known to family, friends, and healthcare providers.