Hi everyone. Thank you for attending tonight. We’re excited to have our palliative care team and as part of Smile shares with the primary care. This is a series that Karen Brown and I really have developed and lots of people have helped with to really focus on. The perspective of cancer and palliative care, and and palliative care, and cancer and palliative care services for patients. And let’s see,
let’s start with the slides please.

And just so you folks know, if you ever, if you or other people want to access these afterwards there’s a YouTube link.

And actually we’ve been having lots of folks access those earlier or earlier lectures that we’ve had.

So next slide please.

As many of you may know this is a monthly lecture series that focuses on primary care perspectives and cancer and hematology.

We love having our faculty panel with featuring primary care and our smilo.
And other experts and we try for Tuesdays the first Tuesday of the month, 5 to 6.
Again, you can access these afterwards.
While there are lots of different venues that can teach you about cancer topics, this is really a case based discussion that highlights key understandings and advances from the primary care perspective.
Next slide, we are going to do some introductions and then we’ll jump into our cases.
We have some great ones today. Next slide, I’m going to introduce, oh,
I’m a medical oncologist.

I’m going to introduce Doctor or Karen Brown is going to introduce herself and then and then start out with our introductions. Thanks.

Thank you. Thank you, Ann, and thank you to everyone joining as well as to the panelists who have prepared a really terrific session in primary care.

One of our greatest challenges is caring for patients with cancer and the most challenging parts of that are when they first present and we need to make a diagnosis and at the end. In the middle, there’s a lot of heavy oncologic care and they kind
00:02:45.276 --> 00:02:46.826 of know where they’re going.

00:02:46.830 --> 00:02:50.008 So I’m especially looking forward to

00:02:50.008 --> 00:02:52.654 learning more today about how we can

00:02:52.654 --> 00:02:55.098 help them at the the end of their

00:02:55.098 --> 00:02:57.288 cancer journey or as they get more

00:02:57.288 --> 00:02:59.268 advanced in their cancer journey.

00:03:01.470 --> 00:03:04.242 I want to introduce my Northeast

00:03:04.242 --> 00:03:06.690 Medical Group colleague, Dr.

00:03:06.690 --> 00:03:08.810 Ola Rosinski.

00:03:08.810 --> 00:03:11.474 She received her undergraduate degree in

00:03:11.474 --> 00:03:16.707 She then went on to medical school

00:03:16.707 --> 00:03:19.970 at Yagolonian did I get it right?

00:03:19.970 --> 00:03:22.250 University Medical College in Poland,

00:03:22.250 --> 00:03:24.272 and she completed her residency and

00:03:24.272
internal medicine at Saint Vincent’s Medical Center here in Bridgeport. She was in academic medicine and was the assistant and then associate program director for Internal Medicine at Saint Vincent’s and she was also the ambulatory Education Coordinator and worked on developing the ambulatory resident curriculum. We were fortunate that she joined Northeast Medical Group in 2019. She sees patients full time in New Haven and also teaches students in her office. She is well regarded by her patients and our medical community. And in her spare time,
she likes to bake, and she's a history buff with an special interest in the ancient Near East. I'll pass it along to you. And for your introductions, I on now? That’s helpful, I’d like to introduce Doctor Morgan Bain. He’s currently the section head for palliative care at Greenwich Hospital. He studied undergraduate at Wesleyan and got his Med school degree at VCU and trained at Norwalk Hospital in
Connecticut in affiliation with Yale, followed by a Geriatric Medicine fellowship at Mount Sinai in New York City. He's board certified in internal medicine, hospice and palliative medicine, and geriatric medicine, and he has many years of experience caring for vulnerable adults with complex medical needs. His passions are patient care and medical education, having taught hundreds of medical students and physicians throughout his career.

Next, I have Dr. Kristen Edwards.
She's a board certified physician, controlled medicine, Hospice and palliative medicine. She's the medical director of palliative care at Bridgeport Hospital. She manages all aspects of the PAL care program there, including clinical care education management. She's the site director for the Yale Geriatrics Hospice and Palliative Medicine Fellowship. She's an assistant clinical professor of medicine at Yale. And in 2019, she was actually awarded emerging Leader.
in Hospice and palliative medicine,

a national award given every five years to 40 leaders in the field of palliative care.

So fantastic work, Christian.

And then finally Doctor Liz Persich.

She’s a physician specializing in medical oncology and palliative care.

She received her medical degree from George Washington.

University School of Medicine and did her residency and fellowship at Brown.

She is certified.

Also in sorry, she had a fellowship also at Brown.

focusing on end of life and palliative care.
So she's double fellowship, Medoc and.
Palliative care.
She's an assistant professor at Yale.
She's the director of adult inpatient palliative care at Yale.
New Haven Hospital and firm chief for the medical oncology unit.
And she's dedicated to serving patients with serious life or life limiting illness with complex medical needs.
Difficult to control symptoms and supporting their caregivers.
This is a just a terrific team of folks I've had the pleasure
00:06:56.456 --> 00:06:58.761 of working with and so really,
NOTE Confidence: 0.854956277777778
00:06:58.761 --> 00:07:01.023 really excited about the panel tonight.
NOTE Confidence: 0.854956277777778
00:07:01.030 --> 00:07:03.627 I’m going to turn it over to
NOTE Confidence: 0.854956277777778
00:07:03.630 --> 00:07:06.228 Doctor Rosinski to to start off.
NOTE Confidence: 0.9553487
00:07:12.270 --> 00:07:13.510 Good evening everyone.
NOTE Confidence: 0.9553487
00:07:13.510 --> 00:07:17.480 So let’s get started case one.
NOTE Confidence: 0.9553487
00:07:17.480 --> 00:07:20.720 Is an 82 year old female comes to the office
NOTE Confidence: 0.9553487
00:07:20.794 --> 00:07:23.618 for an urgent visit regarding a lump in
NOTE Confidence: 0.9553487
00:07:23.618 --> 00:07:26.758 her left breast that she noted yesterday.
NOTE Confidence: 0.9553487
00:07:26.760 --> 00:07:28.640 Her last screening mammogram
NOTE Confidence: 0.9553487
00:07:28.640 --> 00:07:30.520 was 15 years ago.
NOTE Confidence: 0.9553487
00:07:30.520 --> 00:07:32.160 She doesn’t have any pain,
NOTE Confidence: 0.9553487
00:07:32.160 --> 00:07:35.760 although it does feel tender
NOTE Confidence: 0.9553487
00:07:35.760 --> 00:07:39.036 when she presses on it.
NOTE Confidence: 0.9553487
00:07:39.040 --> 00:07:41.990 ***** discharge or weight loss.
NOTE Confidence: 0.9553487
The exam is notable for a mass in the left breast, 2 by 4 centimeters in the 11:00 o’clock position, 10 centimeters from the ******. The mass is firm, with no tenderness of the mass itself, but there is tenderness of the surrounding tissue. There is left axillary lymphadenopathy present. Diagnostic mammogram and ultrasound were ordered. The patient herself is very afraid that this is cancer and that she will die.
She says that she’s not ready.

So you order the mammogram and there is a 3.2 centimeter irregular mass with an indistinct margin and the left breast at the 12:00 o’clock middle depth.

And the biopsy shows invasive ductal carcinoma poorly differentiated.

The patient would like to pursue curative treatment.

So how would you structure your conversation with this patient and would you even mention palliative care at this point?

And to help us answer those questions, I’d like to turn over to my colleague, Doctor Edwards.
Thank you. So couple things I think let me, can everybody hear me, okay, on this patient. You know really we’re still trying to find out what is her prognosis at this point. I’m sure she’s overwhelmed with emotions and really just trying to figure out what next steps are. So I think the conversation would really be a lot of listening and and I we’re going to get to some of those communication pearls in my second slide, I’m going to tackle the first question, then, the second question first then, which is what I mentioned palliative care.
I probably wouldn’t mention palliative care in this particular interaction because again, it’s very early and still trying to figure out what exactly is going on. And part of that is because of what the definition of palliative care is. So if you can, go to the next slide. So there are a couple of models out there for palliative care that are helpful to understand. Palliative care used to be thought of as very sequential. So the Top Model is what’s called an integrated model, which was the new and improved way of thinking of palliative care.
NOTE Confidence: 0.8141212
00:10:03.383 --> 00:10:05.777 care about 10 to 15 years ago.
NOTE Confidence: 0.8141212
00:10:05.780 --> 00:10:07.341 Before that we thought of it really
NOTE Confidence: 0.8141212
00:10:07.341 --> 00:10:09.135 as all of these therapies to prolong
NOTE Confidence: 0.8141212
00:10:09.135 --> 00:10:11.095 life then almost a flip the switch
NOTE Confidence: 0.8141212
00:10:11.095 --> 00:10:13.209 and then there was Hospice which was
NOTE Confidence: 0.8141212
00:10:13.209 --> 00:10:14.864 approximately the last six months
NOTE Confidence: 0.8141212
00:10:14.864 --> 00:10:16.256 and bereavment care afterwards.
NOTE Confidence: 0.8141212
00:10:16.260 --> 00:10:18.180 And that was when the Hospice
NOTE Confidence: 0.8141212
00:10:18.180 --> 00:10:20.100 benefit was introduced in the 1970s.
NOTE Confidence: 0.8141212
00:10:20.100 --> 00:10:21.856 The integrated model recognizes
NOTE Confidence: 0.8141212
00:10:21.856 --> 00:10:23.612 that palliative care includes
NOTE Confidence: 0.8141212
00:10:23.612 --> 00:10:25.580 the end of life portion,
NOTE Confidence: 0.8141212
00:10:25.580 --> 00:10:27.694 but also includes all of these therapies
NOTE Confidence: 0.8141212
00:10:27.694 --> 00:10:29.973 that are geared at relieving suffering or
NOTE Confidence: 0.8141212
00:10:29.973 --> 00:10:32.220 improving quality of life along the way.
NOTE Confidence: 0.8141212
Palliative care is the other part of it’s really important to understand is that there’s primary palliative care and specialty level palliative care. And so everyone who’s on this call already does some primary palliative care. That is the the basic how do you deliver bad news, how do you have a serious conversation, how, what symptoms are you controlling? And so whether or not you referred this patient to specialty level palliative care initially, I’m not sure that I would introduce it in this particular conversation. If it came up, I certainly would,
but and I would have that explanation that palliative care is an extra layer of support,
but I wouldn’t necessarily introduce it as the first thing on my mind.
The second model that I think is important to understand is this other model,
which is the bow tie model. This one came out in about 2014 and it’s one of my favorite models because it shows it’s the same diagram but it shows how they overlap. And whether you look at it from a disease manager perspective or a palliative care perspective, you see that palliative care is
much more than just Hospice.

So in fact palliative care can be done even when patients are expected to get better.

This talk is obviously focused about patients with oncology, but we do palliative care in all settings. So we do palliative care for other disease serious illnesses and even include. Trauma, burn, etcetera, in which patients are definitely expected to get better.

So it’s someone who has a serious illness but not necessarily terminal illness and needs additional symptom management communication and goals of care decision making along that process.
Can we go to that, my next slide,

oh, oh, sorry, let me go back,

let me go back to that one.

The communication phrases I'm going to.

I think what I would focus on

for this particular patient would

be setting the stage for her to

focus specifically on next steps.

For the moment,

I think my communication pros will come
00:12:34.132 -- 00:12:36.004 in after the next part of this case.
NOTE Confidence: 0.94151147125
00:12:36.010 -- 00:12:37.487 So I’ll I’ll talk about that then.
NOTE Confidence: 0.941691228571429
00:12:40.700 -- 00:12:43.017 So we’re going to continue the case.
NOTE Confidence: 0.941691228571429
00:12:43.020 -- 00:12:45.188 The patient afterwards underwent
NOTE Confidence: 0.941691228571429
00:12:45.188 -- 00:12:47.898 lumpectomy with lymph node dissection.
NOTE Confidence: 0.941691228571429
00:12:47.900 -- 00:12:51.267 She had 12 or 14 Sentinel notes
NOTE Confidence: 0.941691228571429
00:12:51.267 -- 00:12:53.500 positive for metastatic disease.
NOTE Confidence: 0.941691228571429
00:12:53.500 -- 00:12:55.528 About four months later,
NOTE Confidence: 0.941691228571429
00:12:55.528 -- 00:12:58.570 the patient really begins to decline.
NOTE Confidence: 0.941691228571429
00:12:58.570 -- 00:13:00.970 The work up at that time included a
NOTE Confidence: 0.941691228571429
00:13:00.970 -- 00:13:03.644 pet CT that showed avid mediastinal
NOTE Confidence: 0.941691228571429
00:13:03.644 -- 00:13:06.144 bilateral hilar and left internal
NOTE Confidence: 0.941691228571429
00:13:06.144 -- 00:13:08.683 mammary lymph nodes that were
NOTE Confidence: 0.941691228571429
00:13:08.683 -- 00:13:10.647 highly suspicious for metastasis,
NOTE Confidence: 0.941691228571429
00:13:10.650 -- 00:13:13.608 avid multifocal liver and osseous metastasis,
NOTE Confidence: 0.941691228571429
00:13:13.610 -- 00:13:15.596 lytic metastasis involving
00:13:15.596 --> 00:13:18.244 the right occipital condyle.

00:13:18.250 --> 00:13:19.768 Her daughters at this point are

00:13:19.768 --> 00:13:21.490 with her in the appointment,

00:13:21.490 --> 00:13:24.087 and I’ve heard that even with Mets,

00:13:24.090 --> 00:13:27.040 some patients can be cured.

00:13:27.040 --> 00:13:30.040 Her declining functional status is noted.

00:13:30.040 --> 00:13:33.200 She has by this point been spending more

00:13:33.200 --> 00:13:36.520 than half her time in bed during the day.

00:13:36.520 --> 00:13:38.907 So the question that we have is

00:13:38.907 --> 00:13:41.880 how do you transition her goals of

00:13:41.880 --> 00:13:45.114 her goals of care at this juncture?

00:13:45.120 --> 00:13:46.604 And I think Doctor Edwards is going

00:13:46.604 --> 00:13:48.558 to talk a little bit more about that.

00:13:49.580 --> 00:13:50.760 So if we could go to, yeah, so,
through some of the communication tools and some of these would have been appropriate even in the first conversation that I had with this patient. So that’s really important to recognize. You may have seen some of these tools already there. While we do think of them as palliative care tools, they’re really just communication tools and some of them you will have seen in other forms that do communication. So whether it’s leadership training or education or patient standard relation communication, you may have seen similar
00:14:21.492 --> 00:14:22.950 phrases that are used.

00:14:22.950 --> 00:14:24.230 So I'm going to go through each one of these.

00:14:24.230 --> 00:14:28.505 Some of these are what the I wish statements,

00:14:28.510 --> 00:14:31.318 I’m sorry the the slide I think got.

00:14:31.320 --> 00:14:32.328 Change. So the first one is

00:14:32.328 --> 00:14:33.259 actually supposed to read, ask,

00:14:33.259 --> 00:14:34.813 tell, ask and then the second

00:14:34.813 --> 00:14:36.559 one is I wish statement.

00:14:36.560 --> 00:14:37.304 So bear with me.

00:14:37.304 --> 00:14:38.919 It’s not important for the slide but it does,

00:14:38.920 --> 00:14:40.558 it does matter in terms of the the terms.

00:14:40.560 --> 00:14:41.148 So ask, tell,

00:14:41.148 --> 00:14:42.520 ask is a way we think of

00:14:42.579 --> 00:14:44.079 structuring the conversation.

00:14:44.080 --> 00:14:45.816 So actually if you go back to

NOTE Confidence: 0.9251585
that first conversation with the patient. When you ask, you ask what they know and what they want to know. You wait for their answers and then you tell them what they've asked and what the clinical update is and then you ask again. What have they heard so that you make sure that you have explained it well? What questions do they have and what else do they want to know? And the reason to do it in this structure is it really helps pace the conversation for what somebody can absorb,
especially when they’re overwhelmed with emotion in a first encounter. So if you think about that very first encounter when you met her, to help her focus on those next steps, I would have used an ask, tell, ask strategy to get through that conversation. The other comments tell me more is a good one to use when you’re not sure what someone is saying or what you’re there said something but you want to explore a little bit more what’s behind the statement or the question.
So simply tell me more and then the next one. That should be an I wish statement or an I worry those two things I wish and then I worry we use I wish statements there to say. When someone is expressing something that you don’t think is realistically possible. So an example would be I wish that we were going to be able to cure this cancer with more chemotherapy, and I’m worried that that may not be possible given your functional status. The When you combine them that way, it does two things.
it reinforces the reality of what’s there.

It also with the I wish it aligns you with that person. And so it’s really is empathy building and relationship building. The I worry part of it allows you to introduce some of the concerns that might come up. It’ll like again allows you to empathize and to align yourself with that person and it allows you to introduce a little bit of the humanity of you as the clinician interacting with that patient as well. The next one here is we’re
in a different place.

This comes from vital top training.

I know Liz will certainly recognize that one,

and that’s.

But this patient in particular,

she may have wanted curative intent.

You may have had suspicions that that might not have been possible in the first time,

but it wasn’t entirely clear.

But then to say,

I know we started chemotherapy

or I know we wanted chemotherapy,

we’re in a different place

now than when we first met.

Let’s talk about how we can

still meet your goals here.
It's a way to signpost that we're going to be transitioning to a different plan than we had before in terms of exploring goals. So when you do signpost, then we can transition. So what are you hoping for? Now that you've gone through some of that? Here's where we are. This is what's realistic. I like to ask what are you hoping for? It gives an understanding of what their values are. If time were short, I use were in this case because sometimes.
Well, actually almost always planning for the future and putting some distance between you and the future is actually much easier for patients to do. So if you were to get sicker, can we talk about what you would want? It’s often psychologically easier to discuss than if you do get sicker or when you get sicker. So that’s a little bit of a nuance there. And then the comment of what else are you hoping for can be useful in terms of when somebody says, well, I’m hoping to get better. Well, I’m hoping for that too.
And I’m worried if that doesn’t happen, is there something else that you’re hoping for that we can aim for?

Again, it just softly redirects them to something that might be able to be achieved, rather than perhaps something that’s not realistic for them.

One of the other key things that we use is silence, obviously, to allow people to express their emotions, gather their thoughts.

Most people on the giving end of information, so clinicians feel much more uncomfortable with the silence than
the person on the receiving end.

They’re just trying to get their heads around whatever news has been delivered.

And so if you wait, they will usually offer what they need to say next.

If it goes on and on, you can certainly ask can you tell me what you’re thinking?

Lastly, there is a pneumonic to help reinforce those empathic statements.

So nurse emotions, which is stands for you, name the emotion.
It sounds like you’re very frustrated or it sounds like you’re very sad. Understand. Can you tell me a little bit more about what’s helping? What’s making you feel sad right now? I respect. So respect is we respect the journey, respect that personhood. I can understand how you might feel sad in the circumstances. I would certainly feel sad too. The support piece is really important for aligning yourself with that person for the duration of their care. I am going to be here and walk you.
through every step and then lastly
NOTE Confidence: 0.954891272727273
is explore what else is making you
NOTE Confidence: 0.954891272727273
sad or what would support you so.
NOTE Confidence: 0.954891272727273
So that’s just a little snippet of how
NOTE Confidence: 0.954891272727273
to address emotions in an encounter.
NOTE Confidence: 0.954891272727273
Lastly,
NOTE Confidence: 0.954891272727273
I just wanted to leave some tools
NOTE Confidence: 0.954891272727273
that we have within our system.
NOTE Confidence: 0.954891272727273
So within Epic itself there are two
NOTE Confidence: 0.954891272727273
places where you can find some advanced
NOTE Confidence: 0.954891272727273
care planning pathway tools that
NOTE Confidence: 0.954891272727273
can help guide these conversations.
NOTE Confidence: 0.954891272727273
So one is the advanced care planning pathway,
NOTE Confidence: 0.954891272727273
unfortunately it is only for inpatient
NOTE Confidence: 0.954891272727273
right now, but it does exist.
NOTE Confidence: 0.954891272727273
And then the other is advanced care
planning tools where there is a serious illness guide conversation, it is literally you can print it out and while that sounds, Scripted if you say, you know, I’m just going to keep these questions here because I want to make sure I cover the important things for you many times that is actually very well received by patients and families. And then lastly if you additional training on how to have some of these conversations would be through catsy vital talk and then the serious illness conversation which is the last one there.
So I think for this individual

NOTE Confidence: 0.954891272727273

going back to the case,

NOTE Confidence: 0.954891272727273

can we flip back one more slide backwards?

NOTE Confidence: 0.937509036363636

So the how would I transition her from
goals of care, from cure to treatment

NOTE Confidence: 0.937509036363636

What's important to you?

NOTE Confidence: 0.937509036363636

I'm worried that we're not going to be
able to get more chemotherapy at this time.

NOTE Confidence: 0.937509036363636

So case two is a 47 year old female with
a gist tumor metastatic to the liver, treated with SUTININIB, seeks advice for fatigue, abdominal pain, sores in the mouth, nausea and insomnia. Her dose was actually recently increased and she does not think this is going well. Her gist tumor was first diagnosed five years ago. At that time she underwent surgery with splenectomy. Initially she was treated with imatinib and then transitioned to sunitinib 50 milligrams due to recurrence. She’s having the abdominal pain every day.
and she wants to avoid opiate medications. She has nausea daily. She has trouble eating and has lost about £10 so far. She has a sore in her mouth which is bothering her greatly and also prevents her from eating. Overall, she’s feeling stressed, tired, and she can’t sleep. So the questions are, how can palliative care help us manage her symptoms? How does prognosis factor into this discussion? Remember, she does have metastatic disease to the liver.
And what is the role of primary care here now?

She’s been stable for a long time, even with the metastatic disease.

So I’d like to go to my colleague and thank you Doctor Brzezinski.

Actually you can go back the previous slide and we can tackle some of these questions though.

So this is an example of a patient who is not in the beginning of her cancer journey.

She’s been diagnosed and has been undergoing treatment for many years at this point, but is experiencing a lot of side effects and disease related issues at this point and.
This is a typical patient we would kind of see in the outpatient pitive care arena before coming to you on the Haven health system. I was at Duke as the medical director outpatient pitive care and so many patients in the Duke Cancer Center that were actively going through treatment. We weren’t at end of life scenario. This was trying to help them live as best as possible and so that’s the goal of pitive cares to help improve quality of life. Regardless of where they are in their treatment trajectory. So how can palliative care help manage her symptoms?
So we’d like to think that we’re experts in managing symptoms related to serious illness, in this case cancer. We have assessment tools like the Edmonton Symptom Assessment Scale, which just has about 8 to 10 questions about fatigue, pain, sleeping, anxiety, nervousness, and depression. It’s a regular thing that we assess for patient encounters.
and not uncommon pain and fatigue

are the most common symptoms that we find for patients with cancer.

So we deal with it quite frequently.

So one is just assessing how severe are the symptoms.

Is it just mild and a mild nuisance to her or is this something that really

is moderate to severe and so it’s

just trying to figure out where they’re at.

And those are through basic questions

that we’re all taught through

our medical training, so.

When we are taking care of patients,

we will frequently see them.

It may be every week depending upon the
severity and if we’re titrating medicine, sometimes it’s every couple of weeks, but for more stable people is usually once every month they would come and visit us and we would assess change medications, change treatments and then go from there, so. So we certainly could help this patient manage her pain. She has a preference for not using opioid medication. I often say that when we’re managing symptoms, it’s best to use non-pharmacologic therapies first.
So that might include psychological support through cognitive behavioral therapy. It might include sort of alternative therapies like acupuncture, meditation, things of that nature. Certainly we could use pharmacological medications that don’t use opioids right up front. Sometimes we can use adjuvant medicine such as gabapentin or other. You know, nonopen medications. But when it does get moderate and severe and it’s not being controlled with the current regimen, then sometimes quite frequently we have to escalate into the stronger...
00:25:48.800 --> 00:25:51.068 pain medicines and that it’s really weighing the benefits and burdens of it.
00:25:51.070 --> 00:25:52.988 But hopefully our role is to help support the patient through that process so that they are aware, they know what they’re getting into,
00:25:52.990 --> 00:25:56.543 where they’re to monitor them closely.
00:25:56.543 --> 00:26:03.030 Nausea is certainly another chemo related immune related disease side effect.
00:26:03.030 --> 00:26:06.630 And so one other thing I’d like to say is that sometimes we like to pull things out of our sleeves like with fatigue certainly.
00:26:06.630 --> 00:26:10.230 Most commonly, we recommend exercise.
00:26:10.230 --> 00:26:12.890 Sometimes we’re talking about energy conservation techniques,
but sometimes we pull out medicines that most others don’t think about or don’t use, such as methylphenidate. Sometimes for severe cases, we’ll use those kind of medications and it’s not something that many providers will know how the expertise and how to use. Moving to the second question, how does prognosis factor into the discussion? It’s a very good question as hopefully we follow these people through their journey, we will get a sense of what they’re likely prognosis is. Certainly there are therapies that we wouldn’t recommend if it was
a long prognosis of many years.

Certainly steroids we use for pain management as an adjuvant, but we don’t want to put people on steroids for several months to years knowing the side effects of that. There’s certain things that we wouldn’t recommend if prognosis is short, things like total parental nutrition for help with nutritional support. If the prognosis is less than three months, the literature would generally not support that. So it definitely plays a factor into what is going to provide the most benefit.
and minimize the burdens in those situations.

So and we get that through following the patient,

we also get it through frequent conversations with the oncologists.

The goal is to work side by side with them and that's how my experience has been.

And so it's a dialogue back and forth as to how are they doing on their regimen,

are they progressing,

are they improving,

are they changing treatments?

What does that mean for the patient?

So it's a close collaboration to get a sense of what that prognosis is.

Certainly prognosis can be talked
about at length in another venue, but it’s important for patients to know that sometimes for life planning and other things.

Moving to the last question, what is the role of primary care in the care team here? As mentioned, I’m trained in geriatric medicine, hospice and palliative medicine. And in those two disciplines it’s very much a team sport.

I know that I can’t provide the care myself. It takes, you know, our social workers, our therapists,
our nurses, our other volunteers. And so primary care is a very important part of that team collaboration. It also depends on the scenario. I've seen patients where they just started with a new primary care physician and don’t know them very well, haven’t had many interactions. So there’s not a lot of trust build up yet. But then certainly there’s patients who’ve been followed by their primary care physician for several years and they completely trust them. So it’s good for us to know those things because we can go back to their
primary care physicians and try to include them in the care and sort of again have a dialogue back and forth. A lot of times patients when they’re getting cancer care, just want to know who do I call when I have a problem, you know, as opposed to just going to the emergency department. They want to have somebody at the at the ready on the phone and we kind of try to help sort that out with them and who’s responsible for what. So including primary care is certainly an important part of that next slide so.
And I was asked to talk about a few things related to this case and that the case is presented one about Pine to care triggers. When do you want to get pine of care involved? Sometimes it’s readily apparent and sometimes not so much. So this is just a list of some criteria. Certainly there’s many different lists in the literature about criteria, but quite often we’re thinking of people that have life limiting or life threatening illnesses, or what we call a serious illness. There’s primary criteria,
00:30:05.002 --> 00:30:06.010 secondary criteria,
00:30:06.010 --> 00:30:07.246 and this was published by Dr. David Weissman and his colleague Dr. Diane Meyer several years ago.
00:30:11.570 --> 00:30:13.937 But we also talk in the To Care World about the surprise question,
00:30:13.937 --> 00:30:16.168 and that is, when looking at a patient in any venue,
00:30:16.170 --> 00:30:17.103 that you would be surprised that this patient died within the next 12 months?
00:30:17.103 --> 00:30:19.770 And it’s used for research purposes
00:30:19.770 --> 00:30:22.056 and just an easy question to gauge whether somebody would potentially benefit from palliative care.
00:30:22.056 --> 00:30:24.680 Palliative care is more focused on
00:30:35.702 --> 00:30:37.560 needs and not necessarily prognosis,
NOTE Confidence: 0.950317
00:30:37.560 --> 00:30:40.143 but it’s a it’s an entry question
NOTE Confidence: 0.950317
00:30:40.143 --> 00:30:42.230 to figuring out the trigger.
NOTE Confidence: 0.950317
00:30:42.230 --> 00:30:44.180 Certainly people are coming to
NOTE Confidence: 0.950317
00:30:44.180 --> 00:30:46.040 the hospital frequently if they’ve
NOTE Confidence: 0.950317
00:30:46.040 --> 00:30:48.110 had a severe decline in function,
NOTE Confidence: 0.950317
00:30:48.110 --> 00:30:50.082 unintended decline in weight.
NOTE Confidence: 0.950317
00:30:50.082 --> 00:30:52.054 Secondary criteria include things
NOTE Confidence: 0.950317
00:30:52.054 --> 00:30:54.430 such as an elderly patient,
NOTE Confidence: 0.950317
00:30:54.430 --> 00:30:57.510 metastatic or locally advanced cancer,
NOTE Confidence: 0.950317
00:30:57.510 --> 00:31:00.510 cardiac arrest. So it goes on and on.
NOTE Confidence: 0.950317
00:31:00.510 --> 00:31:02.586 And so they exist out there.
NOTE Confidence: 0.950317
00:31:02.590 --> 00:31:04.732 We in the hospital here have a
NOTE Confidence: 0.950317
00:31:04.732 --> 00:31:06.608 resource card which we carry around
NOTE Confidence: 0.950317
00:31:06.608 --> 00:31:08.701 and it has a number of questions.
NOTE Confidence: 0.950317
00:31:08.710 --> 00:31:11.034 Or triggers both in the Ed and
also in the ICU.

So.

So we have tools in the system that can help people understand when they might want to get palliative care involved.

I was also asked to talk about sort of the palliative care stigma and I I leave a quote from my mentor and national leader and palliative care, Dr. Diane Meyer out of Mount Sinai.

And she told me early on when I was a fellow that if you’re trying to sell death, no one is going to buy.

And I think frequently my colleagues and I run into patients,
00:31:38.390 --> 00:31:40.706 run into staff who, you know,
NOTE Confidence: 0.943913124545454
00:31:40.710 --> 00:31:43.718 we hear the words patient is not ready
NOTE Confidence: 0.943913124545454
00:31:43.718 --> 00:31:46.470 for palliative care and that is a barrier.
NOTE Confidence: 0.943913124545454
00:31:46.470 --> 00:31:47.946 If they’re not ready for palliative
NOTE Confidence: 0.943913124545454
00:31:47.946 --> 00:31:49.710 care or don’t want palliative care,
NOTE Confidence: 0.943913124545454
00:31:49.710 --> 00:31:51.530 then we’re not allowed to
NOTE Confidence: 0.943913124545454
00:31:51.530 --> 00:31:53.350 be involved in their care.
NOTE Confidence: 0.943913124545454
00:31:53.350 --> 00:31:57.984 And so it’s trying to highlight the
NOTE Confidence: 0.943913124545454
00:31:57.984 --> 00:31:59.669 positive things about palliative care.
NOTE Confidence: 0.943913124545454
00:31:59.670 --> 00:32:01.812 You know, palliative care is there
NOTE Confidence: 0.943913124545454
00:32:01.812 --> 00:32:03.799 to help improve quality of life.
NOTE Confidence: 0.943913124545454
00:32:03.800 --> 00:32:07.651 And that’s the focus talking about Hospice,
NOTE Confidence: 0.943913124545454
00:32:07.651 --> 00:32:09.639 talking about stopping treatments,
NOTE Confidence: 0.943913124545454
00:32:09.640 --> 00:32:11.875 talking about death is certainly
NOTE Confidence: 0.943913124545454
00:32:11.875 --> 00:32:14.110 very charged and very powerful
NOTE Confidence: 0.943913124545454
00:32:14.190 --> 00:32:16.110 and patients don’t readily.
Embrace that and that is often a barrier to getting high to care involved. So, so this is a what I call a Diane Meyerism that sticks in my head and it's always to try to highlight the positive things that high to care does. We certainly do help manage with end of life situations, but we don’t sort of bill ourselves as that next slide. Another part of support for patients and especially the Cancer Center is about advanced care planning. Most patients and families don’t know exactly what advanced care planning is,
but really the goal of it in our
daytoday conversations is to enhance
patient and family education about
their illness about likely prognosis.
Outcomes of alternative care plans,
we hear what treatments they’re on.
We gauge how well they’re
doing with those treatments.
We kind of want to know what other things
might be available if it doesn’t work.
So we take the time to talk to patients and
families about all those different things.
Certainly, we wanted to find key priorities
in the end of life care and develop a
care plan that addresses these issues.
A lot of those conversations is something
00:33:23.769 --> 00:33:25.881 that Kristen already brought up and we
use those tools in these conversations.

00:33:27.580 --> 00:33:29.236 And also to help shape future
clinical care to the fit the patient’s
preferences and values, you know,

00:33:30.026 --> 00:33:34.740 do they want to go to the emergency room?

00:33:34.740 --> 00:33:35.980 If they should get sick,

00:33:37.732 --> 00:33:41.140 Would they want to be resuscitated?

00:33:41.140 --> 00:33:42.420 These are all conversations that
we have every day in the hospital.

00:33:44.380 --> 00:33:46.548 And if we can move some of these
conversations into the nonemergency setting,

00:33:48.420 --> 00:33:51.010 into the primary care office or to
the Cancer Center visit, you know,

it’s a better conversation in that sense.

There are certainly documents in

Connecticut that help with these things.

Most recommended I would say is the

healthcare representative form.

If a patient lacks capacity to

make decisions in the hospital,

the providers are going to be

looking for somebody that can

make decisions for that person.

And we want the patient to maintain

control as much as possible.

And so through this document they

can designate who they trust to

make medical decisions for them.
Living Will is sort of another document that exists. It’s not the greatest tool in my sense, but certainly helps with promoting the conversation. And then the last document is the medical orders for life sustaining treatment which exists in Connecticut. We do have conversations but it’s not most common. I’d say the healthcare representative conversation is the most common that we have. The next picture on the slide is just go back one is just
how for all of our encounters,
all of our patients,
we always keep them in the center when we work as a team.
We're all working around the patient.
And so certainly primary care is part of those,
one of those surrounding circles along with physicians and others.
So it’s just again A-Team sport and we just need to communicate with each other.
This is the last slide I have.
It’s just some common things that we are concerned about when we engage with patients and families,
we sort of look at, you know, suffering as a total, total pain scenario. You know, what are they suffering from? Is it physiologic, is it social, is it spiritual, is it emotional? So questions that we have are are there distressing symptoms? Is there significant social concerns, spiritual concerns affecting their daily life? Does a patient, family surrogate understand the current illness? There’s many a times when I speak to patients who have incurable disease,
but they still think that it is curable and we do have to help with those conversations to help transition the goals at that point. We also asked what are their goals, what treatment options they prefer? Have they completed advanced care planning documents or conversations? And then lastly, what are the key considerations for a safe and sustainable transition from one setting to another? Certainly, we see patients that come back and forth from home to the hospital or hospital to nursing home,
00:36:24.940 --> 00:36:26.896 nursing home back to the hospital.

00:36:26.900 --> 00:36:29.112 And so we are familiar with a lot of transitions and we try to help support it as best we can.

00:36:31.179 --> 00:36:33.090 And I think that is it.

00:36:41.360 --> 00:36:44.237 Okay. So this is our last case.

00:36:44.240 --> 00:36:47.128 It is a 65 year old female with metastatic lung cancer who presents as a new patient due to a recent move.

00:36:49.319 --> 00:36:52.400 She is being managed by a new oncologist and is not responding to the current regimen.

00:36:52.400 --> 00:36:55.800 She is there with her niece who is her caregiver.

00:36:55.800 --> 00:36:58.194 The patient had to move in with her niece.

00:36:58.194 --> 00:37:00.678 She is on causing great distress to her.

00:37:00.680 --> 00:37:04.176 The patient had to move in with her niece.
as she lost her house due to mounting medical bills and inability to work. The patient herself has no children. She needs help with toileting, dressing meals and ambulates only with a Walker for short distances in your office. She is in a wheelchair. The niece has bags under her eyes and she looks very upset throughout the entire encounter. You ask her what is the matter and she begins to cry. The niece tells you she is under a lot of stress, taking care of her aunt and working full time. She feels like she is working two jobs.
She is not taking care of her own. Diabetes and her blood sugars have been in the three hundreds recently. This is clearly an argument the Paris had in the past. The patient states she does not want anyone else in the House because she would not trust them and she’s far too young to go to an old folks home. Also she says she has no money and if her niece does not take care of her, she will be out on the street. So this is a very difficult situation. So how can you take care of the patient and help the niece as well?
00:38:20.720 --> 00:38:23.270 And how can palliative care
NOTE Confidence: 0.93889291875
00:38:23.270 --> 00:38:25.820 help you in this scenario?
NOTE Confidence: 0.93889291875
00:38:25.820 --> 00:38:27.620 So I’m going to turn over to my colleague.
NOTE Confidence: 0.77635235
00:38:36.140 --> 00:38:37.660 Liz, you’re on mute.
NOTE Confidence: 0.931867433333333
00:38:42.960 --> 00:38:44.478 I am so sorry about that.
NOTE Confidence: 0.931867433333333
00:38:44.480 --> 00:38:45.502 I was trying to make sure you
NOTE Confidence: 0.931867433333333
00:38:45.502 --> 00:38:46.640 didn’t hear my kids screaming in
NOTE Confidence: 0.931867433333333
00:38:46.640 --> 00:38:48.920 the background, and here we are.
NOTE Confidence: 0.931867433333333
00:38:48.920 --> 00:38:49.924 So I’m Liz persichen.
NOTE Confidence: 0.931867433333333
00:38:49.924 --> 00:38:52.039 Thank you so much for giving me the
NOTE Confidence: 0.931867433333333
00:38:52.039 --> 00:38:53.434 opportunity to speak here today.
NOTE Confidence: 0.931867433333333
00:38:53.440 --> 00:38:55.424 I think what struck me most about that
NOTE Confidence: 0.931867433333333
00:38:55.424 --> 00:38:57.407 last slide is the comment that the niece
NOTE Confidence: 0.931867433333333
00:38:57.407 --> 00:38:59.278 felt that she was working two jobs.
NOTE Confidence: 0.931867433333333
00:38:59.280 --> 00:39:01.096 And I want to take a moment to
NOTE Confidence: 0.931867433333333
00:39:01.096 --> 00:39:01.907 acknowledge the significant
00:39:01.907 --> 00:39:04.049 caregiving burden that so many of our
patients and their families face.

00:39:04.049 --> 00:39:05.699 And I know that many of you in the
primary care field have seen your own
patients be caregivers and seeing the
significant caregiving burden that
many of your patients require for care.

And I think one thing just to step
back is to define palliative care.

And palliative care is really a
team-based interdisciplinary means
to support patients facing serious
illness as well as their caregivers
and addressing the caregiver distress
and the caregiver needs is an
important part of what we do as well.

So the niece is working two jobs.

She's a caregiver.

Our team offers a true interdisciplinary mechanism to support patients and families that are facing serious illness together.

And what I wanted to highlight here is really the amazing team that we have both within SMILo and in the palliative care programs throughout the only Haven hospital, the only Haven health system.

And I was going to talk through them one by one. So many times people think you know.
Patient is very sick. They need certain resources. Let’s send a referral to palliative care and what exactly does that mean? What do you get with a palliative care referral? What do you get with a palliative care consultation? And I, I want to make sure folks know that consultations are available in the inpatient setting for patients with all diagnoses and in the outpatient setting. Our current availability is really only for the patient population with
cancer and that is a big limitation,
I understand,
but. We are working on that in the background today,
we’re going to talk about resources for patients with cancer.
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we’re going to talk about resources for patients with cancer.
we’re going to talk about resources for patients with cancer.
bereavement care as well as ancillary services within and without our palliative care program, including medical, legal support, psycho oncology, integrative medicine and also relationships with Hospice caregivers. So our social work groups offer individual and group programs including both bereavement and grief support groups, not just for patients but also their caregivers. So a mechanism to connect with other people who are
facing loss or serious illness.

Whether you are the patient or whether you are the caregiver is really important.

Our spiritual care chaplains are available both inpatient and outpatient.

They help with Value based resources, spiritual resources, support for existential concerns, and also help complete some of the advanced care planning that Morgan had discussed earlier.

Our palliative care chaplain at Yale is actually one of 20 palliative care certified chaplains in the country, which he’s really proud of.

So really a dedicated and
focused response there. Our Psycho Oncology team has support for resilience building, emotional support skills, CBT as well as expressive therapy and art therapy and we contract with the art therapist who is part of our services as well. And then we have a very well structured bereavement group as well for both telephone outreach in real time, monthly bereavement seminar support and also support around times of holidays and memorials for patients and families.
So this is all clearly kind of. Some of this is at end of life and post end of life, but available for patients and caregivers throughout the disease process. And of course we have our physician and APP colleagues who work primarily symptom management and also navigating these difficult conversations for goals of care, medical decision making, et cetera. So when you reach out for a palliative care consult, you're getting all of these different services. I did want to speak briefly about
the medical legal support system.

So within Yale we have a relationship with Yale Law School and they have a pro bono program for medical legal support for patients that are in need, whether that be related to financial constraints, social constraints or health related issues, situations that need to be dealt with in a time sensitive manner, whether that be in the hospital, in the patient’s home, etcetera.

We’ve helped navigate guardianship Wills financial complex situations that need to be dealt with in a time sensitive manner, whether that be in the hospital, in the patient’s home, etcetera.
00:43:22.454 --> 00:43:24.509 instant for instance for patients
NOTE Confidence: 0.9754755
00:43:24.509 --> 00:43:26.359 that are facing serious illness
NOTE Confidence: 0.9754755
00:43:26.359 --> 00:43:28.079 that have either minor children
NOTE Confidence: 0.9754755
00:43:28.079 --> 00:43:29.890 or dependent adult children,
NOTE Confidence: 0.9754755
00:43:29.890 --> 00:43:31.582 where times of the essence and
NOTE Confidence: 0.9754755
00:43:31.582 --> 00:43:33.130 these are very important things,
NOTE Confidence: 0.9754755
00:43:33.130 --> 00:43:35.410 not just logistically but also
NOTE Confidence: 0.9754755
00:43:35.410 --> 00:43:37.907 in terms of bringing peace and
NOTE Confidence: 0.9754755
00:43:37.907 --> 00:43:39.209 a sense of closure to families,
NOTE Confidence: 0.9754755
00:43:39.210 --> 00:43:40.170 knowing that their loved ones
NOTE Confidence: 0.9754755
00:43:40.170 --> 00:43:41.130 will be cared for and.
NOTE Confidence: 0.9754755
00:43:41.130 --> 00:43:43.230 Things that are important to
NOTE Confidence: 0.9754755
00:43:43.230 --> 00:43:45.810 them that they value are done.
NOTE Confidence: 0.9754755
00:43:45.810 --> 00:43:47.922 We also work with our integrative
NOTE Confidence: 0.9754755
00:43:47.922 --> 00:43:49.835 medicine colleagues who have both
NOTE Confidence: 0.9754755
00:43:49.835 --> 00:43:51.607 inpatient and outpatient services.
00:43:51.610 --> 00:43:54.480 For patients that are within the smilo system, they offer massage therapy, Reiki, aromatherapy as well to patients in and out of the hospital, which is a huge support. And then also we work closely with Hospice. So if there’s any questions about the Hospice referral program, resources in the community, we’re not a Hospice agency. Of course, a lot of times people can find Hospice and highlighted care, but we can certainly help navigate what that system is,
inform, educate and also be a bridge if and when Hospice is appropriate for patients and families, so. You know, I think we have a lot to offer besides symptom management and goals of care and a lot to offer throughout the trajectory of a patient’s serious illness. I think that alludes to Kristen slides. You know from the time of diagnosis whether the intent is curative or whether this is a lifelong illness or some an illness of the very short prognosis, palliative care has a lot to offer in palliative care has a lot to offer in
terms of improving quality of life,
not just for patients but also for their caregivers.
And I think we all recognize the enormous financial, social, psychological and medical challenges that so many people face with serious illness.
I think I answered all the questions I was hoping to get to.
I’m really looking forward to Q&A. I hope this has been a helpful presentation and I look forward to discussing more with our audience and other panelists.
Thank you so much. That was.
Really great with a lot of very practical pearls in addition to kind of a nice theoretical concept of palliative care. I love the specialty versus nonspecialty palliative care because I think in primary care we are doing palliative care all the time. And so it’s nice to hear that, kind of recognize it and realize that some of the same tools you use are things we can apply across broader diagnosis. I think just a couple of housekeeping things is there will be a survey at the end and that’s how you get the CME. Doctor Chang just posted that and we do have our upcoming talks.
In the meantime, I want to make sure that we open up for questions. We've had some really good attendance and I'm interested to hear questions that people have. And Ola, I don’t know if you have any questions, additional questions on the cases that you presented before we move to those who are watching. I guess my just my one question is actually in terms of the medical orders for life sustaining treatment, I feel like that is a very useful
tool and I'm wondering how we can get that in Connecticut. So the Department of Health actually will send them to you for free. That's how we get it here in Greenwich Hospital. It differs from state to state. The physician orders for license taking treatment. My years in North Carolina. The document was what we called Pulsar Pink, very bright pink. Here in Connecticut,
NOTE Confidence: 0.931785312307692
00:47:12.330 --> 00:47:13.728 it’s more of a neon green,
NOTE Confidence: 0.931785312307692
00:47:13.730 --> 00:47:16.316 so it was intended to stand
NOTE Confidence: 0.931785312307692
00:47:16.316 --> 00:47:18.730 out in a written chart,
NOTE Confidence: 0.931785312307692
00:47:18.730 --> 00:47:21.446 but we don’t have written charts anymore.
NOTE Confidence: 0.931785312307692
00:47:21.450 --> 00:47:22.334 Some of my colleagues,
NOTE Confidence: 0.931785312307692
00:47:22.334 --> 00:47:23.660 it may not be just the
NOTE Confidence: 0.931785312307692
00:47:23.718 --> 00:47:25.050 completion of the document,
NOTE Confidence: 0.931785312307692
00:47:25.050 --> 00:47:26.786 but it serves as sort of a
NOTE Confidence: 0.931785312307692
00:47:26.786 --> 00:47:27.530 template for conversation.
NOTE Confidence: 0.918178208333333
00:47:29.230 --> 00:47:31.330 Yeah. And my understanding is
NOTE Confidence: 0.918178208333333
00:47:31.330 --> 00:47:34.709 that because it has to be green,
NOTE Confidence: 0.918178208333333
00:47:33.190 --> 00:47:34.709 it’s not as easy to scan in.
NOTE Confidence: 0.918178208333333
00:47:34.710 --> 00:47:36.918 So the patient has to carry
NOTE Confidence: 0.918178208333333
00:47:36.918 --> 00:47:38.390 around the green form.
NOTE Confidence: 0.918178208333333
00:47:38.390 --> 00:47:40.105 But certainly having things well
NOTE Confidence: 0.918178208333333
documented in the chart and whether
we do it from inpatient or outpatient,
these advanced care planning
has a huge free text section.
So I hope that you guys look at that
when we do that from primary care
for bidirectional communication.
I'll just add a question as well
while we wait for some in the
audience to come up with some.
So and we're getting that diagram
that you gave which had that kind of
circle and then all the caregivers
around the patient and their family.
Sometimes I feel like, you know,
Smilo has such complete services
that in primary care we're a little bit like in outer space around that, maybe not outer space, but in a different room. We're all on the same chart, right? But at the same time, sometimes that communication would be hard. Is it possible to initiate a palliative care consult yet palliative care advice or interact? What's the best way to kind of interact with you guys? Very good question. So different avenues.
people want to call and hopefully we can provide that to the audience. Epic, certainly there is messaging capability from provider to provider, so that could be another platform. And those are the typical ways I communicate when I see a patient and write a note, I CC their primary care physician so that hopefully they get to see the notes as well and are up to speed with what changes may have been done. And then let’s move. We do have a question that came in and the question was, is it possible to introduce
00:49:28.430 --> 00:49:30.926 palliative care too late?
And I think, Liz, you had answered that a little
in writing, if you want to.
Yeah, I I wanted to answer that.
And you know, I, I do inpatient palliative care and a lot of oncology and and
oftentimes like our consoles do come too, too late by some traditional metrics.
I would argue to say that it’s never too late to introduce palliative care, however.
I think sometimes we’re involved in short periods of time,
very short periods of time,
but have an enormous impact on the patient,
on the family, on bereavement for the
00:49:59.640 --> 00:50:01.880 caregivers and for a sense of closure and
NOTE Confidence: 0.895637679166667
00:50:01.940 --> 00:50:04.397 sometimes the most helpful support we give,
NOTE Confidence: 0.895637679166667
00:50:04.400 --> 00:50:07.246 just making sure I’m not muted is when we
NOTE Confidence: 0.895637679166667
00:50:07.246 --> 00:50:08.938 can help support those with complicated
NOTE Confidence: 0.895637679166667
00:50:08.938 --> 00:50:10.637 bereavement needs after a patient’s death,
NOTE Confidence: 0.895637679166667
00:50:10.640 --> 00:50:11.704 let’s say, you know,
NOTE Confidence: 0.895637679166667
00:50:11.704 --> 00:50:14.090 the illness was very brief and there was
NOTE Confidence: 0.895637679166667
00:50:14.090 --> 00:50:15.920 a very difficult short hospitalization.
NOTE Confidence: 0.895637679166667
00:50:15.920 --> 00:50:17.280 There’s a lot of.
NOTE Confidence: 0.895637679166667
00:50:17.280 --> 00:50:19.950 Sense of regret or uncertainty or, you know,
NOTE Confidence: 0.895637679166667
00:50:19.950 --> 00:50:22.155 lack of closure for the family member.
NOTE Confidence: 0.895637679166667
00:50:22.160 --> 00:50:24.722 Our social workers will contact them
NOTE Confidence: 0.895637679166667
00:50:24.722 --> 00:50:26.960 and have bereavement support groups,
NOTE Confidence: 0.895637679166667
00:50:26.960 --> 00:50:27.692 one-on-one, counseling,
NOTE Confidence: 0.895637679166667
00:50:27.692 --> 00:50:28.424 telephone outreach,
NOTE Confidence: 0.895637679166667
00:50:28.424 --> 00:50:30.620 in addition to whatever other support
00:50:30.674 --> 00:50:32.330 services they may have access either
00:50:32.330 --> 00:50:33.800 through Hospice or other places.
00:50:33.800 --> 00:50:35.456 And that is a really important
00:50:35.456 --> 00:50:36.560 resource for many people.
00:50:36.560 --> 00:50:39.112 So I would argue it’s never ever too
00:50:39.112 --> 00:50:41.720 late to introduce palliative care,
00:50:41.720 --> 00:50:42.160 ever.
00:50:43.040 --> 00:50:46.218 I’m so glad Liz asked that or answered that.
00:50:47.704 --> 00:50:49.083 of that because that was the other
00:50:49.083 --> 00:50:50.664 thing that I wanted to mention is
00:50:50.664 --> 00:50:52.074 the bereavements of part the other.
00:50:52.080 --> 00:50:53.905 The other thing, there’s actually
00:50:53.905 --> 00:50:55.120 a study, and I’m sorry,
00:50:55.120 --> 00:50:56.520 I don’t know the authors at the moment,
but there was a study that looked at patients, families of patients who had died and asked them how they felt about when palliative care was introduced. And most of the researchers thought that they would be too late. And no matter when in the disease trajectory, palliative care was introduced, the family thought it was the right time. Which whether that’s a psychological confirmation bias or what, it’s just interesting to me that almost always families are just grateful for when it’s offered. And the one thing I will add is
going back to that very first case.

How early can you introduce palliative care?

So, so that my one question was

as I was thinking that as this

was coming up it it is possible

to introduce it right early on.

I wouldn’t have referred that patient

to palliative care at the time of


diagnosis if it wasn’t mastatic

and she didn’t have symptoms.

But if it was either metastatic or she

had symptoms needing to be controlled,

then yes,

absolutely would consider referring

to specialty level powdered care.
And you can introduce it the way I introduce it and my guess is that my palliative care colleagues, it would be pretty similar because we have sort of a national expectation of how we stand. I say it’s a specialty of medicine, it’s a focus on symptoms, communication and sometimes decision making. The best way to think of it as an extra layer of support. There are other versions whether it’s a team of experts who are going to help partner with me to...
manage your symptoms etcetera.

But it's that whole concept of it's a team.

So, so yes, absolutely could have referred it.

I think that my thought in that first case is she's just getting the diagnosis, she's completely overwhelming.

So you really just want to ground her in next steps and if she weren’t actively symptomatic, I’m not sure I would have referred at that point yet.

If I can jump in, just give talks about what I call fishing further upstream,
meaning trying to get involved earlier from the time of diagnosis for palliative cure. Because when you’re introduced as just another part of the team, you’re not sort of looked at as the Boogeyman or boogeywoman. That sense you, I worked with the brain tumor center at Duke and it was sort of what day should we put the to care visit as they’re seeing the radiation oncologist, medical oncologist, surgical oncologist, it’s just it was baked in into the care as that extra layer of support.
And when you’re caring for people earlier on, you develop relationships with them, they develop trust with you and you get to know the team and and know their their desires basically. So it’s.

Earlier is better but at any time we can certainly help that’s terrific. I I don’t, I don’t see more questions coming in but I’ll just make one more comment and and that is that all, all of these words matter and I know that and you know Ola knows that because we see the families afterwards.
whether it’s because they’re also our patients or because we kind of do a later follow up that’s I think not always but often part of primary care after a longstanding relationship. And I can’t tell you how much words matter. And people will recount entire conversations that happened in those, whether it was a turning point in management to more palliative care, to Hospice care or the actual death and, you know, words that set them. Help them be comfortable with what’s happening ring especially true it helps them to you know not feel guilty or
not feel bad about how things went. So I think it’s great. We have one more question that came in. Can you repeat information on training for having tough conversations. I think that was one of Kristin’s slides. Yeah. Are these slides made available for people afterwards as well because they’re actually links on them to the specifics. It’s, yeah, it’s a recording. Maybe I can send those to you Karen, and maybe we can send them out. But the there there are
three sites, so one is cap
NOTE Confidence: 0.933963975
The next
NOTE Confidence: 0.933963975
one is vital talk, which is W
NOTE Confidence: 0.9301902
w.vitaltalk.isitorgorcapccapc.org.
NOTE Confidence: 0.9301902
Vitaltalk.org I believe and then if you
NOTE Confidence: 0.9301902
Google cuz the the the link was quite
NOTE Confidence: 0.9301902
long the serious illness conversation
NOTE Confidence: 0.9301902
would be the one that the other one.
NOTE Confidence: 0.9301902
All right so
NOTE Confidence: 0.931867433333333
and do you wanna I think
NOTE Confidence: 0.9402536
you had one more comment.
NOTE Confidence: 0.852159575
I I just wanted
NOTE Confidence: 0.94427896
to I know this is geared towards
NOTE Confidence: 0.94427896
the primary care population and they
NOTE Confidence: 0.94427896
just want to highlight how important
NOTE Confidence: 0.94427896
you know you Karen was saying that
NOTE Confidence: 0.94427896

00:55:49.912 --> 00:55:51.827 words matter and the words that you
NOTE Confidence: 0.94427896

00:55:51.827 --> 00:55:53.172 share the conversations you have
NOTE Confidence: 0.94427896

00:55:53.172 --> 00:55:54.968 with your patients matter more than
NOTE Confidence: 0.94427896

00:55:54.968 --> 00:55:56.478 any advanced care planning document
NOTE Confidence: 0.94427896

00:55:56.478 --> 00:55:58.060 or healthcare representative.
NOTE Confidence: 0.94427896

00:55:58.060 --> 00:55:59.660 Those are certainly important but
NOTE Confidence: 0.94427896

00:55:59.660 --> 00:56:01.585 for the patients and their loved
NOTE Confidence: 0.94427896

00:56:01.585 --> 00:56:03.454 ones to know what their wishes are
NOTE Confidence: 0.94427896

00:56:03.454 --> 00:56:05.268 what they would or would not want
NOTE Confidence: 0.94427896

00:56:05.268 --> 00:56:07.090 is so important in the earlier you
NOTE Confidence: 0.94427896

00:56:07.090 --> 00:56:08.565 have those conversations and more
NOTE Confidence: 0.94427896

00:56:08.565 --> 00:56:10.156 honestly and openly have those
NOTE Confidence: 0.94427896

00:56:10.156 --> 00:56:11.347 conversations they matter and.
NOTE Confidence: 0.94427896

00:56:11.347 --> 00:56:12.589 Been involved in the care of
NOTE Confidence: 0.94427896

00:56:12.589 --> 00:56:13.739 many patients and patient who,
NOTE Confidence: 0.94427896
You know, they want to know what your PCP thinks you know. They've seen a million specialists, they've been through the wringer, they've had every test under the sun and they want to know what Dr. Brown thinks. And so when I'm able to engage with primary care doctors, it's like speaking to an old family friend or a loved one, like getting that history and that collaboration and also the medical expertise is there. And so I really value that work and want to thank everyone who's listening for that.
And also think of us if you’re worried about a patient with serious illness and you want the palliative care team to do a check. You know, I’m worried about symptoms. They’ve had a lot of financial stressors. Their loved ones are really struggling. You know, we’re happy to see your patients. We’re here to advocate along with you, and our team rolls deep. It’s not just doctors and nurses.
You've got a lot of great resources to help support your patient.

There is a question, let's see from the will you from an attendee, will you be able to send contact information for scheduling to those that attended tonight? I don't know if we can put something into the chat or else. Maybe folks can repeat that for scheduling. So that's for scheduling palliative care consultation. You think maybe we need to clarify that question or is it, I think there's a different way to do it inpatient and outpatient, right folks, I mean.
That’s how it kind of flows to us.

It’s an ambulatory referral to palliative care and it lists the different sites.

So New Haven or Greenwich that is the easiest for providers through the epic system.

Yeah. And it depends the, the organization is based on where their primary oncologist resides,

So if their primary oncologist is at York Street,

If they’re at North Haven or Greenwich, then that’s where their palliative care services would be rendered.

Yes, you can do it through epic.
I do it once several times a week.

We're a minute over want to thank.

I mean this is such a terrific team.

I'm so glad that you guys are here taking care of our patients and helping us.

I've learned so much from this presentation, Chris, and I've used half of those things today when I've talked to patients.

Hola, Karen, thank you.

Thank you all for your input and thanks for folks for showing up.

And continuing to show up.

Please tell your colleagues and of course, feel free to access this online.

Have a great night.
Thanks everybody and stay on for the questionnaire because that’s the CME.