

Table 4: Essential Ingredients for Building Successful Palliative Care Programs

A well defined vision that:

- Advances the institution's mission &
- Encompasses a comprehensive definition of palliative care

A well-planned implementation strategy that is:

- Manageable in scope &
- Consistent with available human and financial resources

Unwavering support from clinical and administrative leaders willing to:

- Champion the program &
- Help secure operational resources

Ongoing efforts to bridge the differences between palliative and acute care clinical cultures that:

- Entail learning on both sides &
- Integrate experienced staff with diverse expertise, including psychosocial and spiritual care

A focus on making “the right way the easy way” by:

- Responding to workday needs of time-pressured clinicians and management &
- Redesigning operations to embed and trigger palliative practices in daily routines

Ongoing education, support and attention to team building for clinicians and system personnel to:

- Ease adoption of innovation &
- Strengthen clinical interventions

An assurance that palliative care teams have:

- Authority to carry out their clinical recommendations and interventions for patient care &
- “Safe havens” for the discussion of problems and ideas

Attention to diverse ethnic and religious cultures of individual patients and families through:

- Sensitivity to the uniqueness of individuals and their preferences &
- Careful selection of language to convey program elements

Targeted data collection focusing on:

- Increased access to palliative care
- Improved quality of care
- Resource utilization and cost
- Patient/family/clinician satisfaction

A communications strategy for succinctly presenting relevant data to stakeholder

