

PhoenixCare

A palliative care program for our future

SERVICE COMPONENTS

PhoenixCare will support patients and improve their quality of life by:

- enhancing patient knowledge and empowerment
- facilitating caregiver/family knowledge and participation,
- mobilizing public and private community based services,
- stabilizing the disease process and
- improving coordination of physical, psychosocial and spiritual support services.

Disease & Symptom Management	Educational Services	Support Services
<ul style="list-style-type: none">• Routine and emergent care• Pain management• Management of pharmacological aspects of care• General nursing and health care management• Referral/transfer to hospice as appropriate• Emergency Response Kit• Assistive devices to promote functional independence• Conformance with Advance Care Planning	<ul style="list-style-type: none">• Disease/symptom self-management• Advance Care Planning• Health promotion• Communication and self-advocacy within the health care system• Medication management• Home safety• Emergency response plans• General financial and economic issues for patient and family	<ul style="list-style-type: none">• Exploration of social, psychological and spiritual impact of illness and end-of-life issues with short-term counseling• Referral/coordination of longer term counseling & spiritual support services• Referral for long term financial assistance, planning & support• Exploration, referral & coordination of health, social service and home care/support needs

RESEARCH COMPONENTS

PhoenixCare is a three year demonstration project (1999-2001). This program will demonstrate that managed care patients meeting specific clinical criteria can be provided a structured program of palliative care at no greater cost and with higher scores on quality of life, satisfaction, and outcome measures than similar patients who receive usual managed care services. Our goal is to provide a program with such positive outcomes that they serve to convince managed care organizations to contract for palliative care disease management programs for their plan members.

PhoenixCare will provide its services at no cost to 240 patients and compare findings from interviews and data on care, costs, satisfaction and quality of life outcomes with those of 240 managed care (usual care) patients not provided *PhoenixCare* services. All participants will sign informed consents to participate and be randomly assigned to either the *PhoenixCare* treatment group or usual care group. *PhoenixCare* is funded through grants from the Robert Wood Johnson Foundation, Flinn Foundation and St. Luke's Charitable Trust, and in-kind contribution from Hospice of the Valley.