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