

OneCare Vermont Network Success Story

Hospice Utilization Rates in **Vermont** | Activities & Improvements



In 2012 the “Dartmouth Atlas of Health” placed Vermont 44th among states with Medicare Beneficiaries who took advantage of the Medicare hospice benefits available to them.



The 2013 OneCare Vermont data revealed a rate of **28.4%** compared to United States average of **50.6%**.

The **Chittenden Community** Collaborative Hospice Subcommittee

Aim: Improve Rates of Hospice Utilization in Chittenden County
(VNA, Bayada, SASH, CHI, CVAA)

ACTIONS

- Implemented inpatient flag on patients with CHF to cue provider to refer to hospice if appropriate
- Trained 48 outpatient PCPs on hospice referral
- Focused discussion with providers on referral for patients with end stage dementia
- Conducted an educational session with role play on end-of-life conversation
- Reviewed charts to understand more about barriers to referral and acceptance of hospice services
- Produced easy to use referral card for providers to reinforce how to refer to hospice services

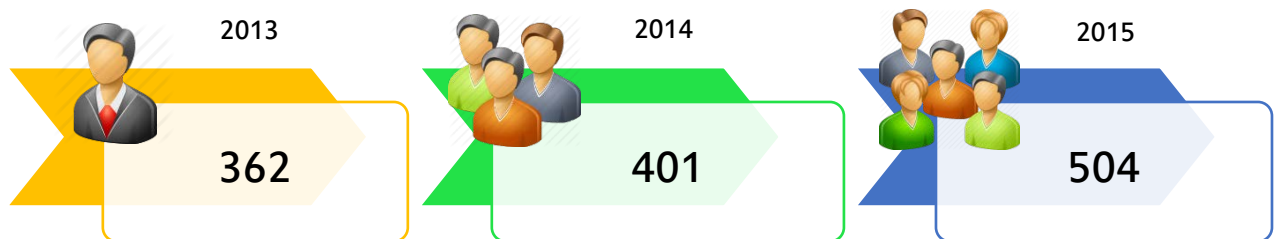
Increase in Hospice Utilization by Specific Diagnosis

	# Individuals Baseline*	% Increase	# Individuals Current
CHF	31	66%	47
Dementia	16	156%	41
Cancer	56	23%	69

* Baseline: 2/15-9/15; current 10/15-9/16.

Numbers represent individuals without overlap in time period and without overlap in diagnosis.

Chittenden County Hospice Utilization Increased!



Lessons Learned

- ✓ Both consumers and providers lack clear information about the differences between palliative care and hospice services.
- ✓ Communication regarding end-of-life care is a learned skill.
- ✓ Focusing on a few discrete diagnoses allowed for clearer opportunities to start the improvement activities.