



Learning from PCQC's Clinical Quality Data

PCQC patient-level outcome data offers a rich source of insights on the care we provide to our patients. In this session we will explore PCQC's clinical, patient-level outcome data highlighting areas of high performance and discuss how to use this data to improve care.

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Professor in Palliative Care and the Chief of the
Division of Palliative Medicine
University of California San Francisco

Learning from PCQC's Clinical Quality Data

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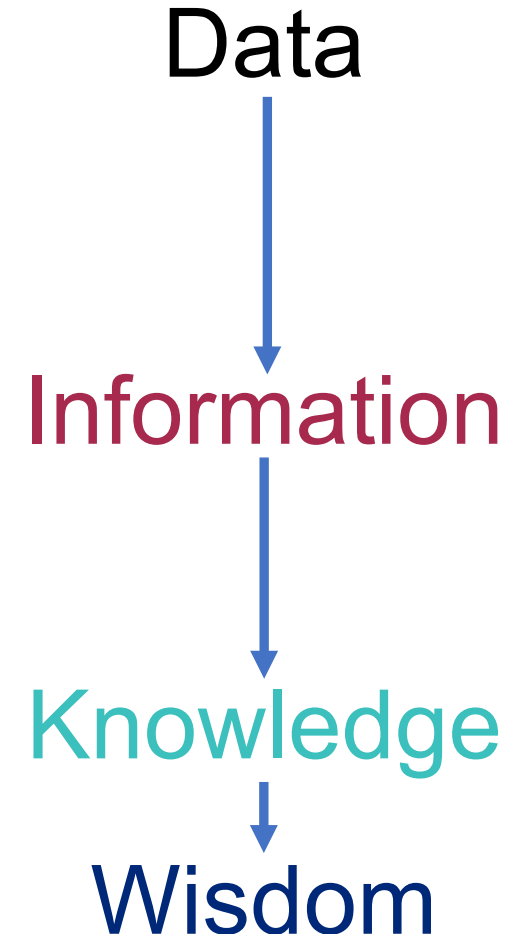
Kates-Burnard and Hellman Distinguished Professor of Palliative Care
Chief, Division of Palliative Medicine, UCSF

Board Chair, PCQC

December 8, 2022

Challenges in Patient-level Outcome Data Collection

- Putting data in
 - Collecting too much data
 - Collecting non-standardized data
- Getting data out
 - The fallacy and fantasy of the EHR
 - Manual chart review
- Data analysis
- Benchmarking



PCQC Patient Data Registry

- Standardized patient-level data
 - Informed by national guidelines, MWM, NCP, TJC
 - Comprehensive, not exhaustive
 - Feasible, clinically meaningful, prospective
- EHR integration
- Reports with benchmarking

PCQC Measure/Metric Domains

- Patient Characteristics --- *Referral source, demographics*
- Physical Aspects of Care --- *Screened for pain, initial visit*
- Psychological and Psychiatric Aspects of Care --- *Discussion of psychosocial needs*
- Social Aspects of Care --- *Documentation of Patient's Caregiver*
- Spiritual, Religious and Existential Aspects of Care --- *Discussion of spiritual/religious needs*
- Ethical & Legal Aspects of Care --- *Surrogate, POLST completed*
- Operations --- *Time from Referral to Initial Consult*

PQCQ Clinical Quality Data

Inpatient

46 teams

90,373 encounters

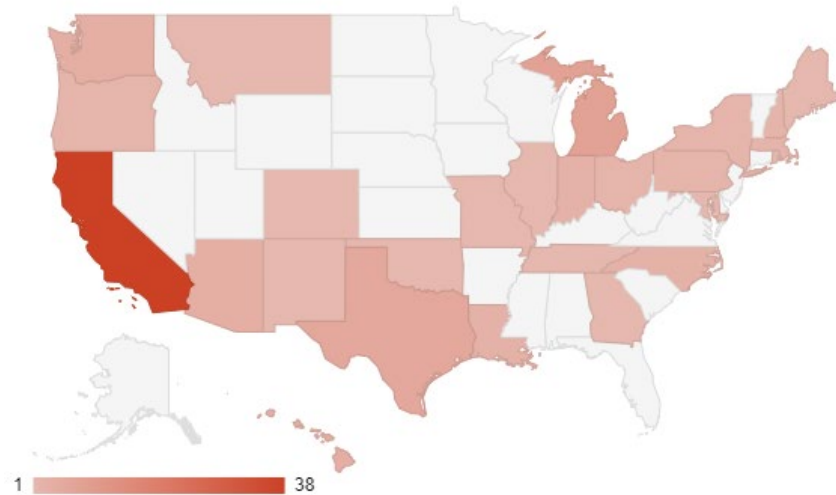
Outpatient

36 teams

30,576 encounters

4,335 initial

26,241 follow-up



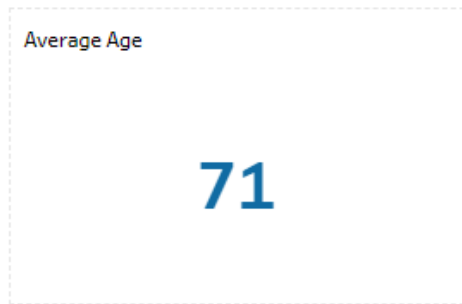
-  Home
-  Home
-  
-  Data Entry
-  Program Reports
-  Patient Reports
-  Invite Colleague
-  Resources
-  Help

POWERED BY

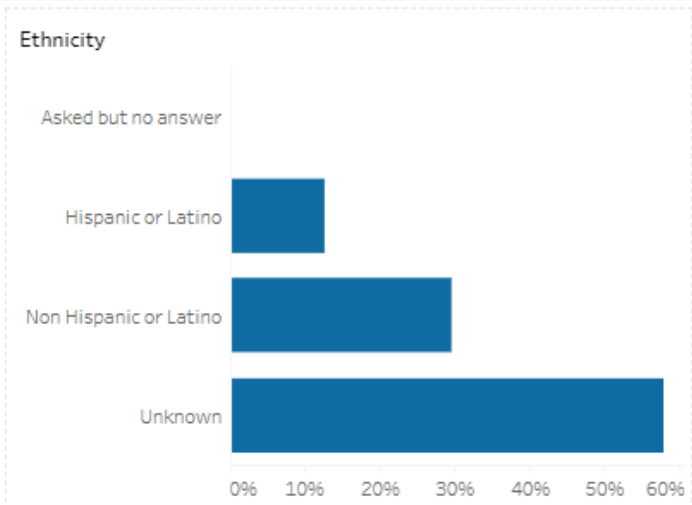
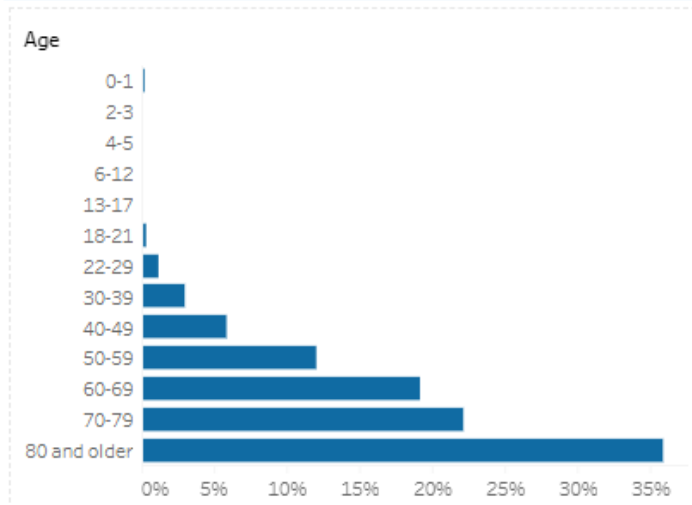
Hospital Demographics Summ... Hospital Clinical Summary Hospital Discharge Summary

Hospital Demographics Summary

Select a program, site, consultation location, or date range from the filters on the right. Hover on the visualizations for additional information. An asterisk (*) on the hover indicates that you have selected "All" from the filter. Measures with a tilde (~) indicate that optional data elements are used to inform the measure. Null values are excluded.



Demographics



Filters

Select Program: (All)

Select Site: (All)

Consultation Location: (All)

Encounter Date: 5/25/2000 11/22/2022

Patient Characteristics
Age
Ethnicity

Patient Characteristics

Age

Ethnicity

Community Demographics Su...
Community Clinical Summary
Community Discharge Summary

Palliative Care Quality Collaborative

Community Demographics Summary

Select a program, site, consultation location, or date range from the filters on the right. Hover on the visualizations for additional information. An asterisk (*) on the hover indicates that you have selected "All" from the filter. Measures with a tilde (~) indicate that optional data elements are used to inform the measure. Null values are excluded.

Average Age

67.0

Filters

Select Program:

Select Site:

Consultation Location:

Initial Consult Date:

Demographics

Age

Age Group	Percentage
0-1	~1%
2-3	~0%
4-5	~0%
6-12	~0%
13-17	~0%
18-21	~0%
22-29	~2%
30-39	~4%
40-49	~8%
50-59	~18%
60-69	~22%
70-79	~23%
80 and older	~25%

Ethnicity

Ethnicity	Percentage
Asked but no answer	~2%
Hispanic or Latino	~8%
Non Hispanic or Latino	~48%
Unknown	~42%

Patient Characteristics

Gender Identity

Race

Gender Identity	N
Female	8,904
Male	8,613
Transgender Female	4
Transgender Male	7
Non-Binary	6
Total	17,538

Race	N	%
American Indian or Alaska Native	204	1%
Asian	1,869	9%
Black or African American	1,744	9%
Native Hawaiian/Other Pacific Islander	211	1%
More than one	52	<1%
White	16,418	80%
Total	20,498	100%

Patient Characteristics Diagnosis

Primary Diagnosis	N	%
Cancer (solid tumor)	51562	42%
Cardiovascular	11748	10%
Pulmonary	10578	9%
Neurology	9065	7%
Other	8949	7%
Infectious	6843	6%
Hepatology	4299	4%
Cancer (Heme)	4231	3%
Unknown	3392	3%
Dementia	3197	3%
Renal	3016	2%
Gastrointestinal	2350	2%
Vascular	1061	1%
Trauma	838	1%
Genetic/Chromosomal	247	<1%
Metabolic/Endocrine	158	<1%
Hematology (non-cancer)	102	<1%
Total	121636	

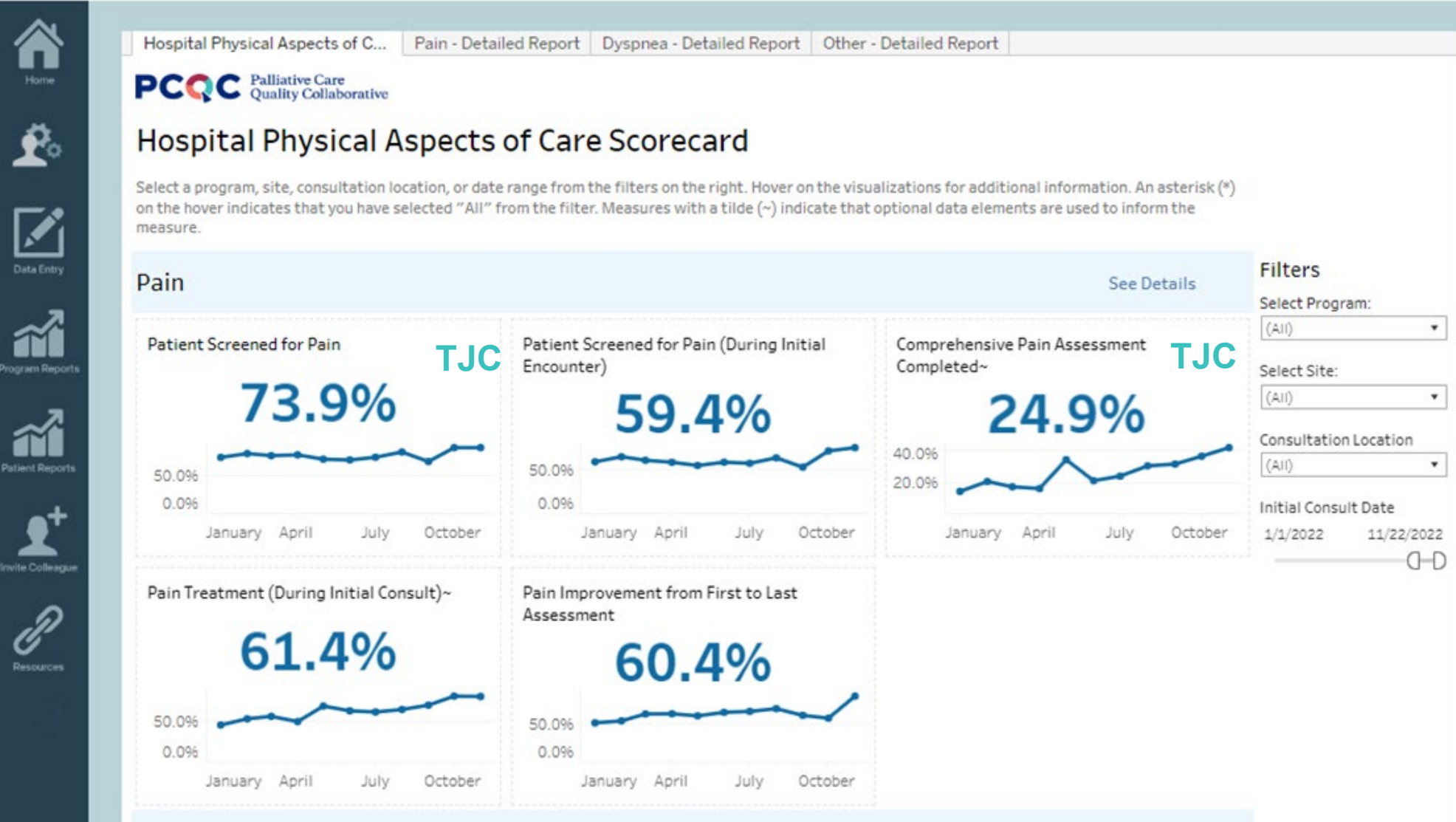
Patient Characteristics: PPS

Hospital PPS at time of initial consult/visit	N	
0%	207	1%
10%	3876	13%
20%	3070	10%
30%	5339	18%
40%	5360	18%
50%	5065	17%
60%	3099	10%
70%	1982	7%
80%	727	2%
90%	237	1%
100%	38	<1%
Unknown	1391	5%
Total	30391	
Mean		39%
Median		40%

Clinic PPS at time of consult/visit	Total	
0%	4	<1%
10%	6	<1%
20%	15	<1%
30%	162	4%
40%	424	11%
50%	923	24%
60%	760	19%
70%	732	19%
80%	329	8%
90%	172	4%
100%	38	1%
Unknown	359	9%
Total	3924	
Mean		59%
Median		60%

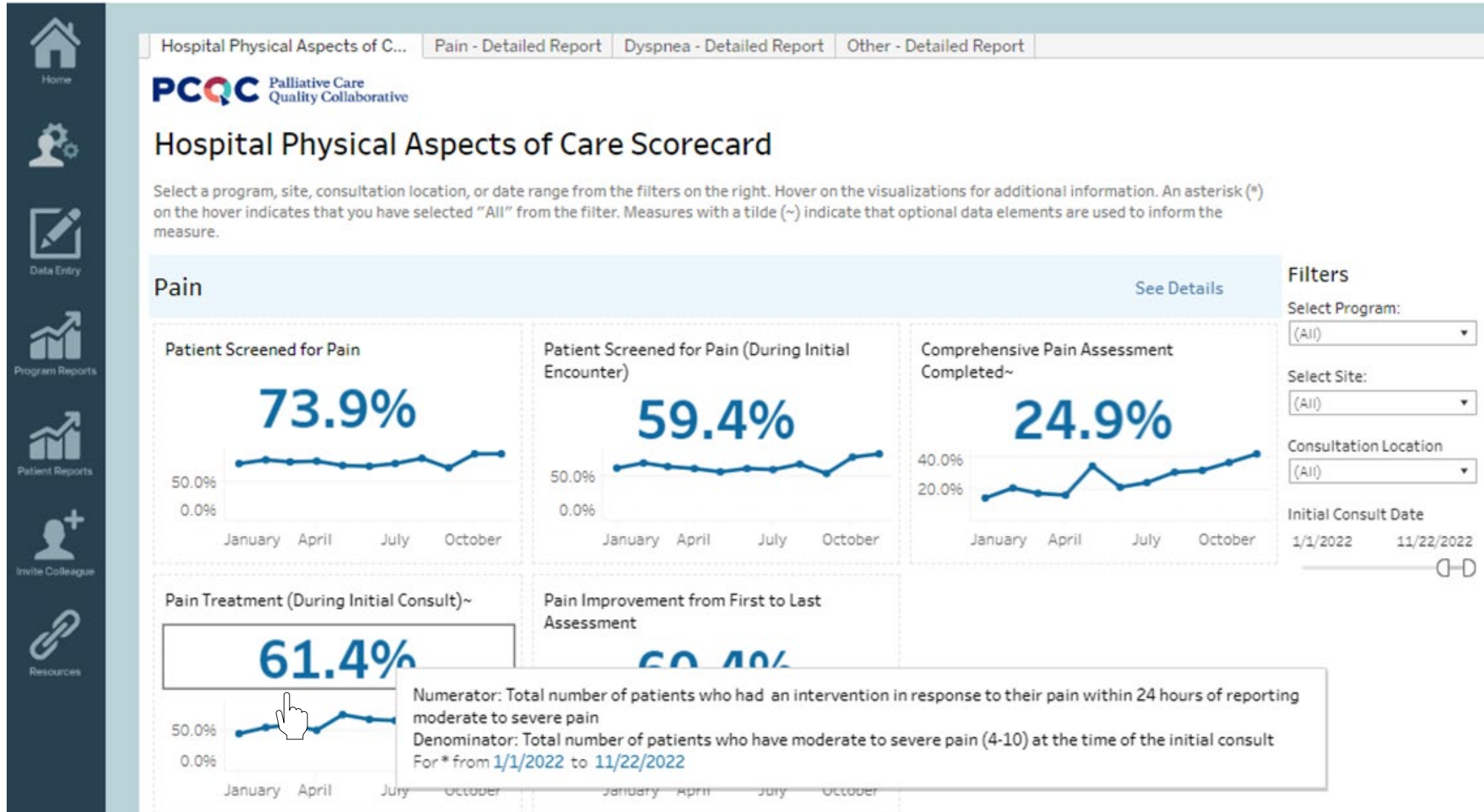
Physical Aspects of Care

Pain



Physical Aspects of Care

Pain



Pain - Detailed Report

[Return to Scorecard](#)

Select a program, site, consultation location, or date range from the filters on the right and compare your selection to all patients in PCQC. Use the dropdown below to select a measure from the menu. Hover on the charts and graphs for additional information. An asterisk (*) on the hover indicates that you have selected "All" from the filter. Measures with a tilde (~) indicate that optional data elements are used to inform the measure.

Select Pain Measures

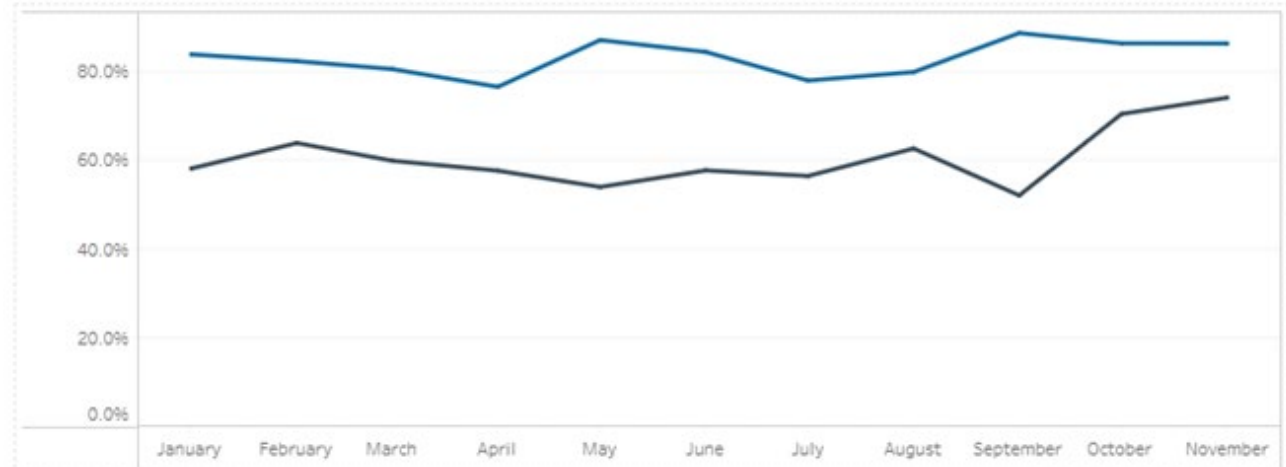
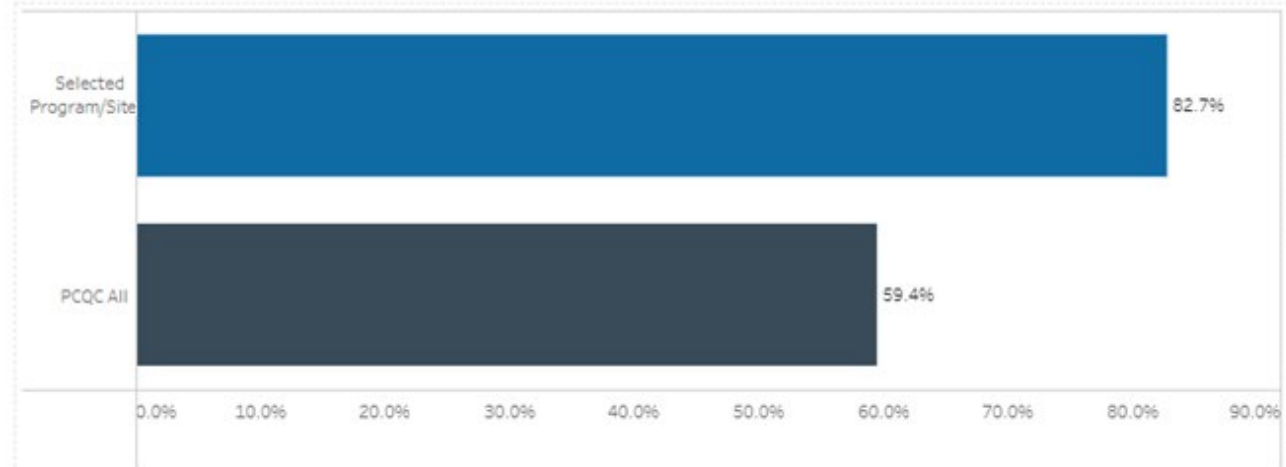
Patient Screened for Pain (During Initial Encounter)

Patient Screened for Pain (During Initial Encounter) Definition

Numerator: Total number of patients who have a symptom severity score for pain (0-10) at the initial consult

Denominator: Total number of patients receiving palliative care for one or more days, excluding patients who have "Patients unable to respond".

Selected Program/Site PCQC All



Filters

Select Program:

Select Site:

Consultation Location:

Initial Consult Date

1/1/2022 11/22/2022

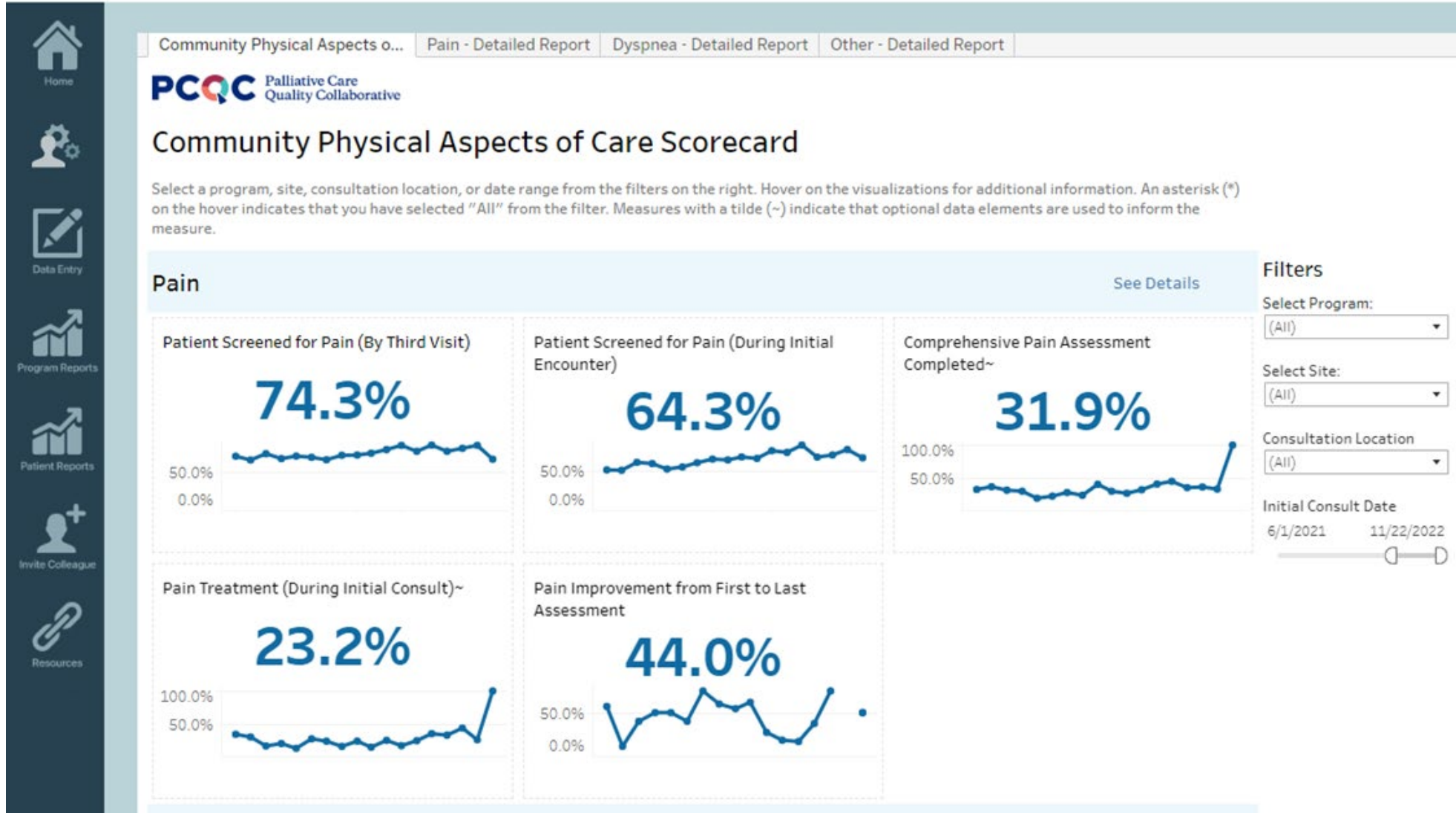
Trending Interval

Month

Physical Aspects of Care Pain

Physical Aspects of Care

Pain



Psycho-social and Spiritual Care

Caregiver Emotional needs


Home


Data Entry


Program Reports


Patient Reports


Invite Colleague

PCQC Palliative Care Quality Collaborative

Hospital Psychosocial & Spiritual Aspects of Care Scorecard

Select a program, site, consultation location, or date range from the filters on the right. Hover on the visualizations for additional information. An asterisk (*) on the hover indicates that you have selected "All" from the filter. Measures with a tilde (~) indicate that optional data elements are used to inform the measure.

Social Aspects of Care

[See Details](#)

Documentation of Patient's Caregiver

70.7%



Filters

Select Program:

Select Site:

Consultation Location:

Initial Consult Date:

Psychological Aspects of Care

[See Details](#)

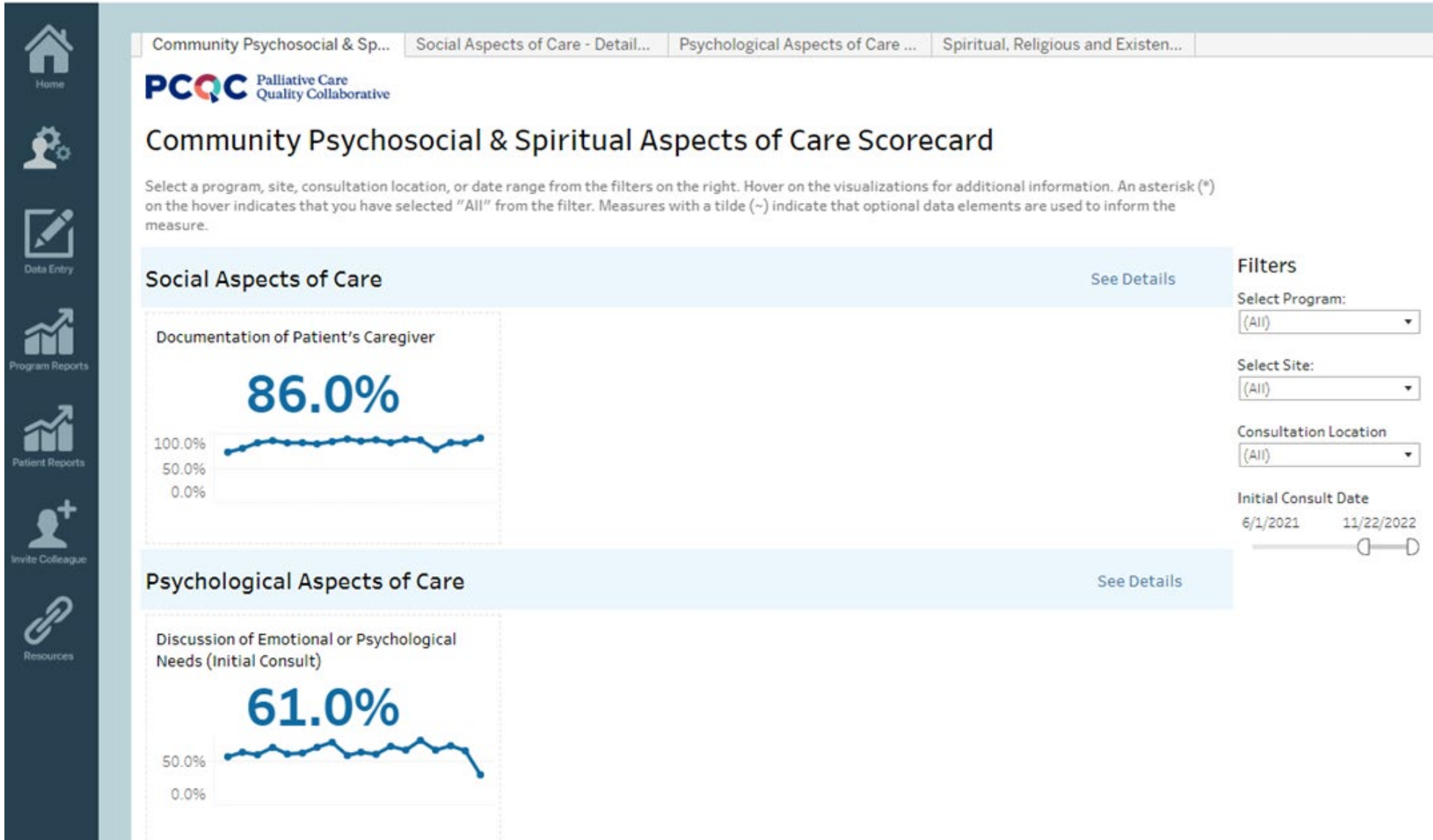
Discussion of Emotional or Psychological Needs (All)

80.9%



Psycho-social and Spiritual Care

Caregiver Emotional needs



Spiritual, Religious and Existential Aspects of Care - Detailed Report

[Return to Scorecard](#)

Select a program, site, consultation location, or date range from the filters on the right and compare your selection to all patients in PCQC. Use the dropdown below to select a measure from the menu. Hover on the charts and graphs for additional information. An asterisk (*) on the hover indicates that you have selected "All" from the filter. Measures with a tilde (~) indicate that optional data elements are used to inform the measure.

Select Spiritual, Religious and Existential Aspects of Care Measures

Discussion of Spiritual or Religious Concerns (Initial Consult) ▼

Discussion of Spiritual or Religious Concerns (Initial Consult) Definition

Numerator: Total number of patients who were screened for spiritual needs at the initial consult

Denominator: Total number of patients receiving palliative care for one or more days in a community-based setting and have an initial consult

Exclusions: Patients who are marked as unable to screen at the initial consult

Filters

Select Program: ▼

Select Site: ▼

(All)

Consultation Location ▼

(All)

Initial Consult Date

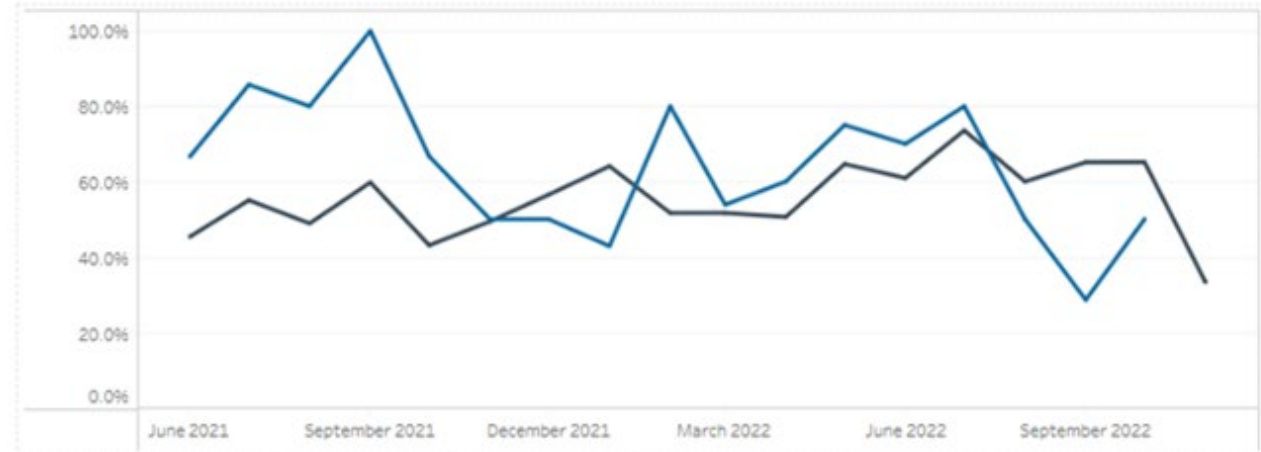
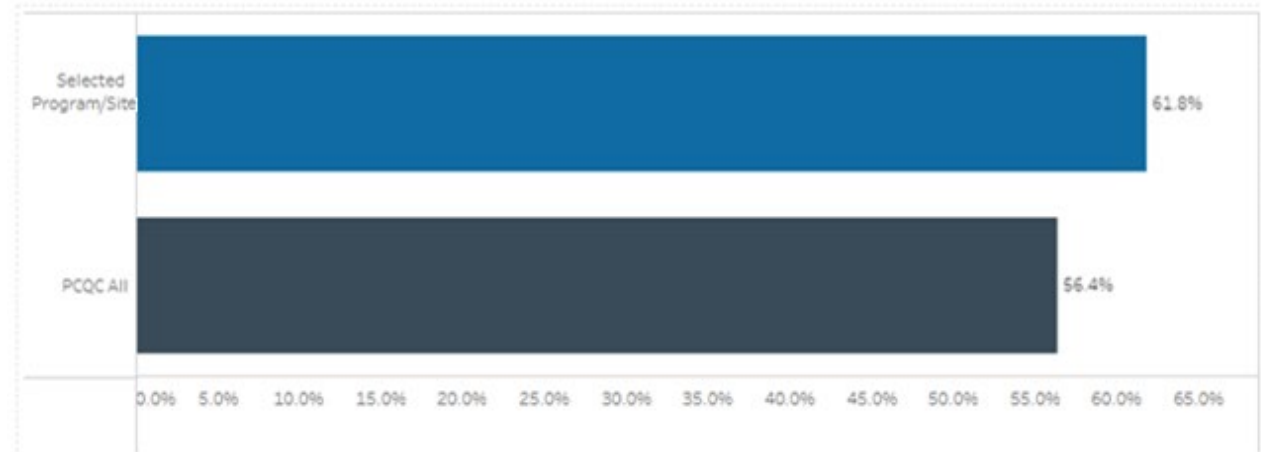
6/2/2021 11/22/2022

Trending Interval

Month ▼

Psychosocial and Spiritual Care

Discussion of spiritual or religious concerns



Ethical and Legal Aspects of Care



Community Ethical & Legal As... Ethical & Legal Aspects of Care...

Community Ethical & Legal Aspects of Care Scorecard

Select a program, site, consultation location, or date range from the filters on the right. Hover on the visualizations for additional information. An asterisk (*) on the hover indicates that you have selected "All" from the filter. Measures with a tilde (~) indicate that optional data elements are used to inform the measure.

Ethical & Legal Aspects of Care

[See Details](#)

Filters

Select Program:

(All)

Select Site:

(All)

Consultation Location

(All)

Initial Consult Date

6/1/2021 11/22/2022

Documentation of Goals of Care

87.3%



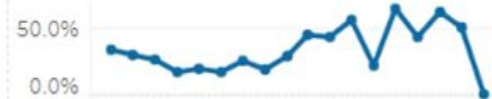
Documentation of Surrogate Decision Maker

83.5%



POLST Complete (at Live Discharge)

33.2%



POLST Complete (Not Full Code at Live Discharge)

37.2%



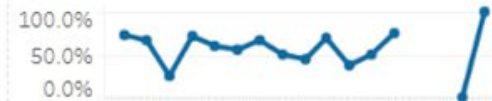
Advanced Directive Complete

42.8%



Treatment Preferences

59.0%



Ethical and Legal Aspects of Care

-  Home
-  User
-  Data Entry
-  Program Reports
-  Patient Reports
-  Invite Colleague

Hospital Ethical & Legal Aspects of Care Scorecard

Select a program, site, consultation location, or date range from the filters on the right. Hover on the visualizations for additional information. An asterisk (*) on the hover indicates that you have selected "All" from the filter. Measures with a tilde (~) indicate that optional data elements are used to inform the measure.

Ethical & Legal Aspects of Care

[See Details](#)

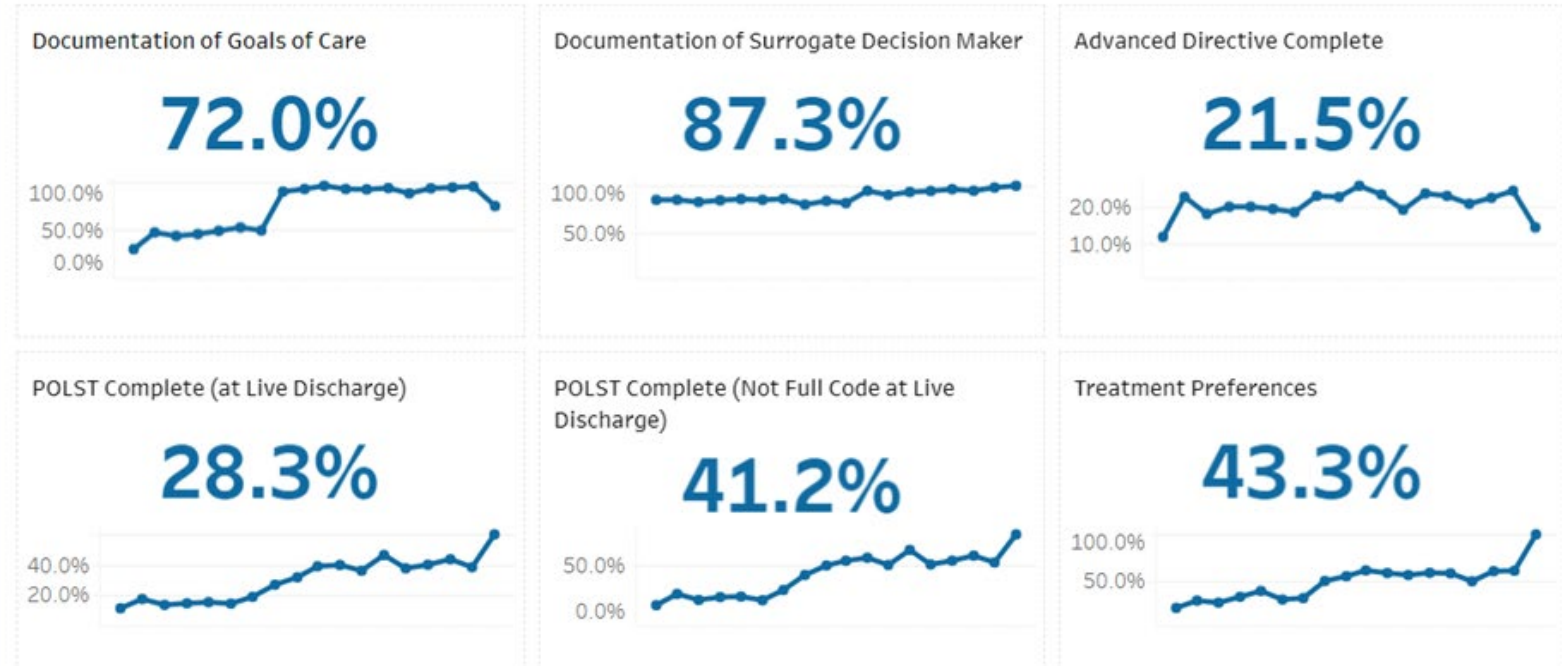
Filters

Select Program:

Select Site:

Consultation Location:

Initial Consult Date: 6/1/2021 11/3/2022



Ethical and Legal Aspects of Care

Advance directive complete

Ethical & Legal Aspects of Care - Detailed Report

[Return to Scorecard](#)

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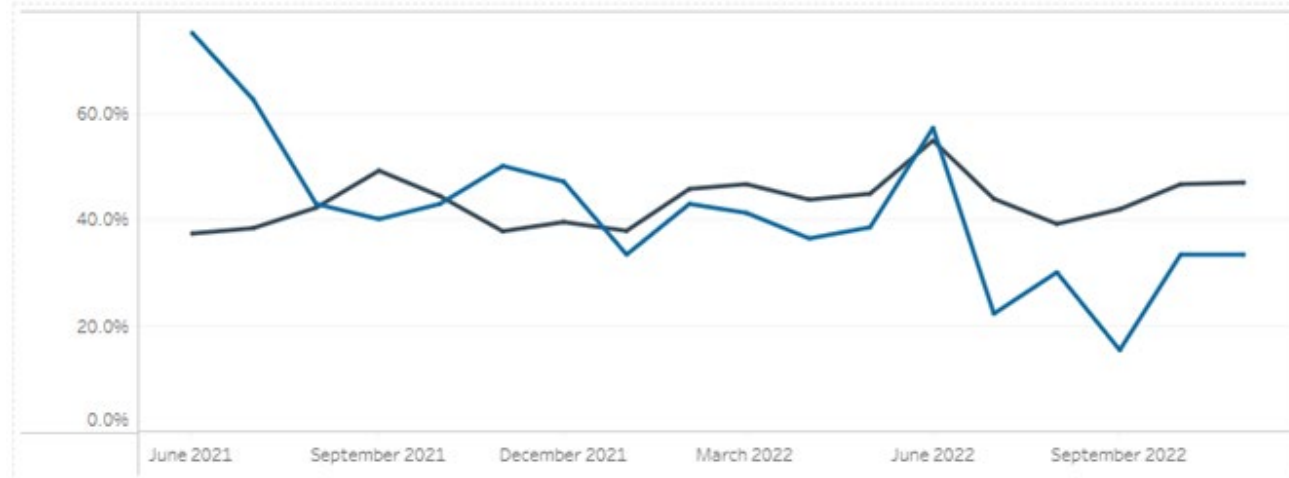
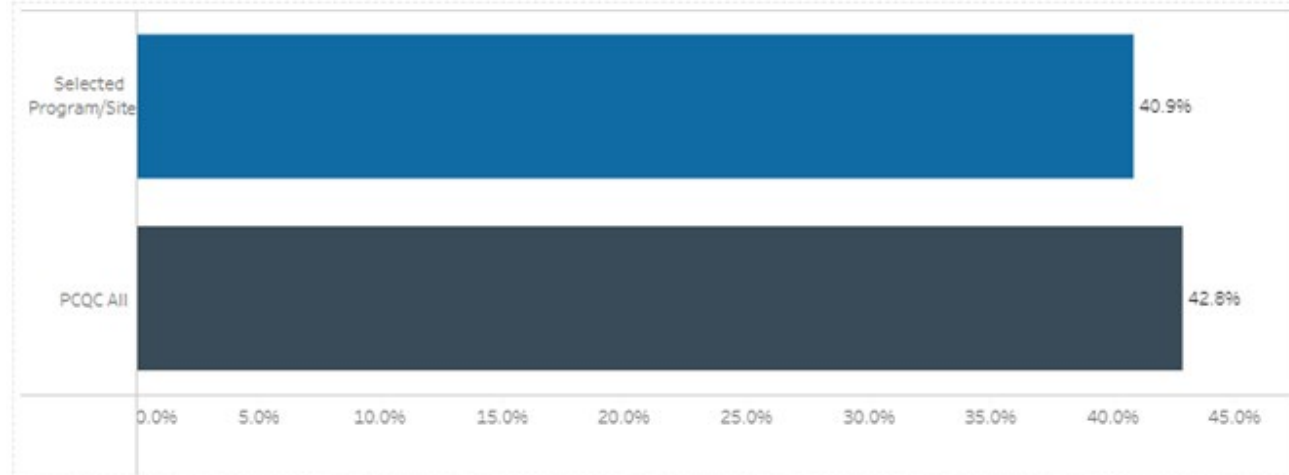
Select Ethical & Legal Aspects of Care Measures

Advanced Directive Complete

Advanced Directive Complete Definition

Numerator: Total number of patients with "Yes" for "Was advance directive documentation completed during the consultation?" or "Yes" for "Is an advance directive present?"...

■ Selected Program/Site ■ PCQC All



Filters

Select Program:

Select Site:

Consultation Location:

Initial Consult Date

6/1/2021 11/22/2022

Trending Interval

Month

Operations

Reason for referral

Symptom Management	45%
Decision Making	70%
Providing Support to Patient/Family	42%

Operations

Discharge disposition, services, LOS

Inpatient Discharge Disposition		
Alive	22,274	77%
Dead	6,505	23%
Total	28,779	

Services referred to upon discharge		
Home Health	3,495	17%
Palliative Care	1,434	7%
Hospice	5,738	29%
None	6,120	31%
TOTAL	20,062	

Length of stay	Mean (days)	Median (days)	Range (days)
Prior to initial consult	6	3	0 - 732
From initial consult to discharge	5	3	0 - 677



- We can collect standardized data
- There is variation in practice
- We do what we say
- Improvement is possible
- There is power in collaboration
- We can learn more together
- We owe our patients the best possible care

Ultimately, the secret of quality is love.

Avedis Donabedian

You have to love your patient, you have to love your profession, you have to love your God.

If you have love, you can then work backward to monitor and improve the system.