**Colorado Crisis Standards of Care**

**Palliative Care and Hospice Workgroup**

**Notes 6/18/20**

**21 Attendees**: Jean Abbott (CHER - Palliative Care & Hospice subgroup), Beth Burgin (Compassus Englewood), Tracey Cannon (New Century Hospice - Denver), Gina Eidinger (HopeWest), Casey Frank (Attorney), Justine Fritzel (HopeWest), Andrea Helsel (The Holding Group), Holly Howell (HopeWest), Maria Kallas (The Denver Hospice), Cordt Kassner (Hospice Analytics), Jenn Klus (CDPHE), Lori McCoy (Aviant Hospice), Meghan Munoz (HopeWest), Lisa Ortner (HopeWest), Jenny Rich (HopeWest), Georgia Rock (HopeWest), Kelly Thompson (HopeWest), Cathy Wagner (Hospice Analytics), Ashley Whitney (HopeWest), Jackie Zinkgraf (Namaste Hospice).

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| **Agenda Item** | **Notes** |
| **Welcome and Introductions** | 1. **Meeting recording**: <https://www.youtube.com/watch?v=T0FUa1gugxo&feature=youtu.be>. |
| **NEW Palliative Care and Hospice Crisis Standards of Care, Jean Abbott, MD MH** | 1. Dr. Jean Abbott shared that new Palliative Care and Hospice Crisis Standards of Care will be presented to the Governor’s Expert Emergency Epidemic Response Committee (GEEERC) today.    1. Update 6/19/20: These new standards were approved! 2. Jean also explored the challenges of social isolation through a pandemic. |
| **CDPHE Updates, Jenn Klus, MPH** | 1. Jenn Klus orchestrated two conversations that recently occurred at CDPHE regarding hospice data collection for CSC.    1. Jenn and Cordt met with the CDPHE data team that is working with the hospital data collection efforts. While they are committed to the concept of hospice data collection, they do not currently have capacity or staffing to add this to current responsibilities. We don’t know if this may change in the future, think it is important to begin collecting this information over the summer. Specifically, it will be important to identify capacity issues and challenges being faced.    2. Jenn and Cordt met with Dr. Eric France, CDPHE Chief Medical Officer, to continue discussions above regarding the importance of hospice data collection as part of CSC planning. |
| **COVID-19 Tracking and Data Resources, Cordt Kassner, PhD** | 1. Cordt reached out to the El Paso County Coroner to see if he might be available to join today’s call to share some coroner perspectives, but hasn’t heard back from him yet. Cordt briefly shared two COVID-19 tracking sites and data resources with the group:    1. CDPHE: <https://covid19.colorado.gov/>    2. Hopkins: <https://coronavirus.jhu.edu/map.html> 2. Colorado hospice data collection: based on feedback from this group, a draft survey posted on <https://www.surveymonkey.com/r/HA-CSC>. Please being completing this weekly – every Friday by noon.    1. Initial feedback regarding the survey positive and useful. There was no negative feedback at this time. No one opposed the idea of publicly listing participating hospices. Call participants recommended breaking out capacity questions by home, facility, and inpatient unit locations. |
| **Hospice Discussion – Successes and Challenges**  **Cathy Wagner, RN MSN MBA, and**  **Cordt Kassner, PhD** | 1. **Hospice Successes**    1. Cordt briefly shared about Heart of Hospice in New Orleans. They started a hospice stand-up inpatient unit in a local hospital to serve COVID-19 patients, going from idea to state licensure in one week. They have served 85 patients in two months with no negative impacts or complaints to date. They continue to serve patients and allow family member visits, and hope to make this a permanent unit.    2. Peggy Budai is coordinating an ear bud drive to assist in technology applications through the Sharing the Care Campaign: <https://www.facebook.com/sharingthecarecampaign/>.    3. Georgia Rock mentioned a tele-care nurse using phone outreach to support patients. 2. **Hospice Challenges**    1. Volunteers: Georgia Rock and Kelly Thompson raised a concern regarding reintegrating volunteers into service, particularly as many volunteers are older and in higher risk categories themselves. Many of her most dedicated volunteers are the most frail. Kelly added some of examples of creative volunteer projects – writing cards of encouragement, distributing “Bags of Hope” goodie bags, Life Story patient interviews over the phone, etc. He noted concerns about PPE being in limited supply, and what happens when volunteers need PPE? Several hospices noted volunteers are primarily reaching out by phone. Cathy noted a CMS waiver for the 5% clinical hours provided by volunteers is currently in place. She also asked about hospices facilitating Zoom meetings or other technology in addition to phone calls. |
| **Next Call** | 1. The group agreed to calls every other week for now – scheduling them more or less frequently as needed. Interest was expressed to include additional education, as pertinent to the Crisis Standards of Care. 2. Future education / discussion topics – please contact Cordt with suggested resources to address these topics:    1. Coroner concerns (Dr. Leon Kelly, [El Paso County Coroner](https://coroner.elpasoco.com/)?)    2. Moral distress – hospice staff, as well as hospice staff reaching out to facility staff (Dr. Joy Berger, [Composing Life](https://composinglife.com/)?)    3. Facility / Hospice concerns regarding CSC (Peggy Budai, CHER Facilities Committee Chair?)    4. Kids Camps – how to support them? (Georgia suggested topic)    5. Telehealth – challenges in rural areas? (Georgia suggested topic)    6. Challenges in social isolation – patients and staff? 3. **Next Zoom: Thurs 7/9/20 @ 10:00-11:00 AM using** [**https://us02web.zoom.us/j/7430085211**](https://us02web.zoom.us/j/7430085211)**.** Note: meeting extended to three weeks due to July 4th holiday.    1. Please contact Cathy and Cordt with suggestions for alternative call times. |