The vision of our hospital is based on the Relationship-Based Care (RBC) model which focuses on the relationships and caring behaviors we have with our patients, families, physicians, each other and ourselves.

The Vision of the Palliative Medicine Service program is to create a caring and healing environment, with the foundation of RBC that will decrease the symptoms of suffering, whatever they may be, for our patients and their family members.

The RBC model is the innovation behind our palliative care program. Patients and their families will be the center of focus, however in order to provide the best possible care to them, we will need to work collaboratively across disciplines as a team. Each professional discipline has a great gift to offer our patients.

The goal of this program is to positively impact patient care outcomes that are focused on the symptoms of patient suffering.

Program objectives include:
- Develop a collaborative multidisciplinary/interprofessional palliative care team
- Design a program framework and activities that center around patients and their families
- Utilize evidence based symptom assessment and management tools
- Incorporate student nurses in the program as an extension of the hospital’s clinical cohort with local schools of nursing.

Each member of the team will play an important role in the development and implementation of the palliative care project. The program’s collaborative development is led by the nurse practitioner as the project director and the physician as the project consultant.

The mission of the Palliative Medicine Service program is to enhance the quality of life of individuals with chronic, debilitating or life threatening illnesses and to positively impact patient care outcomes that are focused on the symptom management of patient suffering.

The Inspiration for the palliative medicine service began because of the stories from:
- Our patients
- Their families
- Our staff

In keeping with the philosophy of the Transformational Leadership Cycle, we needed to begin where we were and model the way.

In order to lead with a purpose the advanced practice nurse spent time attending palliative care conferences, visiting other facilities that currently had a palliative medicine program and consulting with the experts. After gathering all the necessary information from the available resources it was time to create awareness.

One of the first steps in developing a new service line within a healthcare organization would be to inspire the Senior Leadership Team (SLT) to support the program.

Data was collected that demonstrated the clinical, service and financial excellence of a palliative medicine service program and was presented to the SLT.

Surveys were completed by the physicians and the nurses inquiring about their interest in a palliative care program and was presented to the SLT.

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The physicians of the program have presented to the medical residents at the healthcare facility.

The staff nurses and other direct care disciplines have learned about the program through departmental staff meetings and in-services.

The student nurses at the facility learn about RBC through orientation and learn about the Palliative Medicine Program during their clinical rotations.

The members of the palliative medicine service will continue to be educated through webinars, written resources, presentations and related conferences.

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Surveys were completed by the physicians and the nurses inquiring about their interest in a palliative medicine service program and the results were positively favored.

It was now time to move forward and go with the energy.

An inspired vision had been created.

For more information please contact Cheryl Ledesma at cledesma@crittenton.com

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