

will provide additional perspective and assistance to the challenges participants are facing as leaders.

During the program, practical take-home tips will be shared so that participants come away from the session ready to develop a strategy for leading in their organization. Just as importantly, common day-to-day strategies for surviving and thriving in a leadership position will be explored.

Strategies for Detecting, Addressing, and Preventing Drug Diversion in Hospice and Palliative Care (P15)



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Objectives

- Identify common sources of drug diversion in hospice and palliative care.
- Employ practical strategies for dealing with missing medications and suspected diversion.
- Modify policies and practices to help prevent drug diversion.

Hospice and palliative care providers are touted as experts in pain and symptom management. They are also known for liberal opioid prescribing practices, which is appropriate given the challenges of managing progressive terminal illness. A large majority of hospice and palliative care patients (>90%) are prescribed a controlled pain medication and many are given multiple narcotic medications for the purposes of symptom management. Many hospice and palliative care patients receive care at home. When at home, family caregivers often manage and administer patient medications. Prescription pain medications in the home are a well-known entry point for unauthorized family members or visitors to begin experimenting with addictive substances. Furthermore, patient medications are also at risk for diversion if family members have a prior history of misuse or addiction. Hospice and palliative care providers, however, have struggled with how to identify and care for patients and families who are at risk for substance misuse or addiction. Preventative strategies are vital to stem the burgeoning epidemic of opioid misuse, addiction, and overdose. Within the context of hospice and palliative care context, key prevention strategies include vigilant prevention of diversion through consistent assessment of substance use history within the home, background checks for new hospice hires, thorough medication surveillance (e.g., routine pill counts), and effective drug disposal procedures.

This presentation uses fresh data from hospice and palliative care providers (collected summer of 2018) to inform cutting-edge strategies for detecting, addressing, and preventing drug diversion. After participating in the workshop, attendees will be able to: (1)

identify common sources of drug diversion in hospice and palliative care; (2) employ practical strategies for dealing with missing medications and suspected diversion; and, (3) modify policies and practices to help prevent drug diversion.

Improving the Quality of Care—A Practical Quality Improvement Skill-Building Workshop (P16)



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Objectives

- Define a practical, adaptable framework for quality improvement projects.
- Apply the quality improvement framework to a real-world quality improvement project relevant to the field of Hospice & Palliative Medicine.
- List common challenges encountered in quality improvement work and consider ways to overcome these challenges.

Hospice and palliative care teams are increasingly expected to engage in quality improvement activities and demonstrate the value of their work for the purposes of sustaining their services, accreditation, and reimbursement. Despite this, many hospice and palliative care clinicians have not had sufficient training in quality improvement methods and/or would benefit from ongoing support for this important aspect of their work. In this practical quality improvement workshop, presenters will provide participants with an adaptable framework for quality improvement initiatives. We will present this framework in brief didactic modules, incorporating examples from successful quality improvement projects. The majority of the workshop will be spent in moderated small group exercises that will give participants an opportunity to apply, with guidance from quality improvement experts, quality improvement methods to real-world projects relevant to the field of hospice and palliative care. Participants will also have an opportunity to share challenges they have encountered while engaging in quality improvement work and receive advice for overcoming these hurdles. The goal of this preconference workshop is to empower participants to conduct successful and sustainable initiatives that truly improve the quality, safety, and value of care.