

## ARIZONA BEST PRACTICES STUDY RECOMMENDS HOME- AND COMMUNITY-BASED PALLIATIVE CARE INITIATIVE

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The Arizona Coalition to Transform Serious Illness Care (AZ Coalition) is a group of 40+ stakeholders in Arizona working to improve the quality of care and outcomes for people with serious illness. This organization is led by the [Arizona Hospital and Healthcare Association](#), the [Arizona End of Life Care Partnership](#), [Discern Health](#), and the [Coalition to Transform Advanced Care](#) (C-TAC) with support from the [David and Lura Lovell Foundation](#).

### Arizona Serious Illness Care Quality Landscape

[C-TAC ACT Index](#) results show that Arizona does not perform as well on a composite of “community” measures as other states (ranked 49/51), and Arizonans with serious illness are spending more time in the Intensive Care Unit (ICU) during the last six months of life. During the COVID-19 pandemic, [ICU use](#) increased, and an AZ Coalition survey found that guidance to shelter in place and practice social distancing exacerbated issues with accessing care, resources, and supports. Even as patients [seek more home-based services](#), community-based organizations must address new challenges delivering care and supports.

### Best Practices Study and Methods

The AZ Coalition engaged partner Discern to lead a Best Practices Study to determine which community-based services and supports (CBSS) the coalition should pursue to help people with serious illness manage health conditions and increase the number of days at home. Based on an initial literature scan, the AZ Coalition decided that the study should explore the evidence related to advance care planning, community-based palliative care, home-based primary care, and telehealth. Through a review of literature, a survey sent to the AZ Coalition Steering Committee and their contacts, key informant interviews, and collaboration with (and oversight by) a Community Service Supports workgroup, Discern gathered evidence to develop recommendations.

### Recommendation to Design & Implement a HCBP Network for Integrated Patient Support

The AZ Coalition reviewed the evidence and recommendations and voted to design and implement a **home- and community-based palliative care (HCBP) network for integrated patient support** to help address patient and family barriers to managing conditions at home and reduce the risk of acute events.

The most critical components of a HCBP model would be management of symptoms that are byproducts of a serious, chronic illness and pain management; use of an interdisciplinary team; coordination of care; goals of care conversations; collaboration with **primary care; telehealth**; connection with provider- and community-education programs; and connecting patients with **CBSS**. Other important components include **advance care planning**, support for care transitions, addressing social determinants of health, 24/7 support, family caregiver support, patient/caregiver education/coaching, and tools for self-management.

**Ultimately, the HCBP model would be designed to help people with serious illness receive care and services that align with their goals and help them achieve high quality of life.**

### Next Steps

The AZ Coalition is pursuing funding to begin a design phase that includes aligning on the HCBP model and establishing value-based payment mechanisms. The design phase will be followed by implementation and evaluation.