



Palliative Care in an Urban Community Health Center Setting: A Needs Assessment



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Statement of the Problem

- Seriously ill Baystate Health (BH) Community Health Center (CHC) patients have unmet palliative care (PC) needs.
- The population is vulnerable with a high poverty rate, systemic racism, and literacy challenges.

Background/Literature Review

- Springfield, MA:
 - 44% Hispanic
 - 19% Black
 - 30% live in poverty
- PubMed search 2016-2021: “palliative care,” “knowledge,” and “urban health”
- Low rates of awareness of PC in urban Black and Hispanic populations¹
- Most successful interventions are theory-driven, co-created with members of the community, and work to improve on known knowledge gaps.²



Purpose/Aims

- To assess BHCHC staff and providers for knowledge, attitudes, resources, and barriers to PC
- To inform strategy and interventions for improvement



Methods

- Descriptive study design, received a BH IRB QI exemption
- Developed 24-item PC needs assessment survey with quantitative and open-ended questions, informed by literature review, stakeholder interviews, expert panel
- Queried 115 physicians, trainees, and staff (45% response rate)
- Descriptive statistics and content analysis summarized data

Findings

Perceptions of Current Care % somewhat or extremely DISSATISFIED

SATISFACTION WITH...	Residents, Attending (N=33)	Other Staff (N=19)
GOC conversations are discussed	42%	0%
Care Coordination between primary and specialty providers	49%	5%
Family and Caregiver support is provided	52%	11%
MOLST is discussed and completed	58%	11%

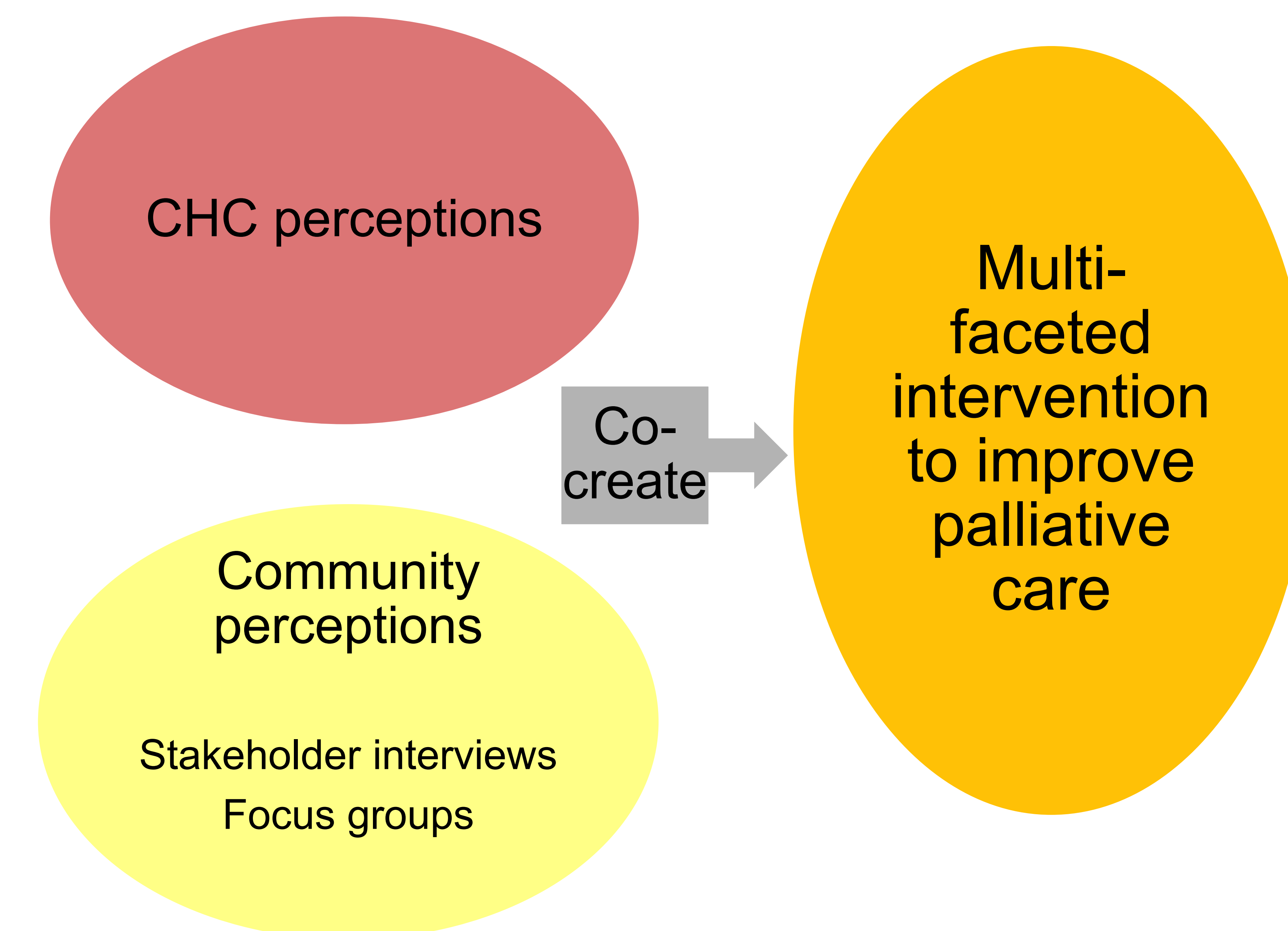
Perceived Barriers to Palliative Care

To what extent is each a BARRIER:	% response Always or Most of the time (N=52)
Lack of PC community awareness	60%
Personnel shortages/time constraints	60%
Lack of access to ‘subspecialty PC’	55%

Future Directions

- Respondents were most interested in the following to improve PC:
- Screening assessment tool and EMR trigger for unmet PC needs
 - Access to subspecialty PC consultation
 - CHC palliative care champion

Implications



Acknowledgements/References

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 References:
 1) Bazargan M, et al. Awareness of palliative care, hospice care, and advance directives in a racially and ethnically diverse sample of California adults. *Am J Hosp Palliat Care*. 2021;38(6):601-609.
 2) Hart AS, Matthews AK. End-of-life interventions for African Americans with serious illness. *J Hosp Palliat Nurs*. 2020;23(1):9-19.