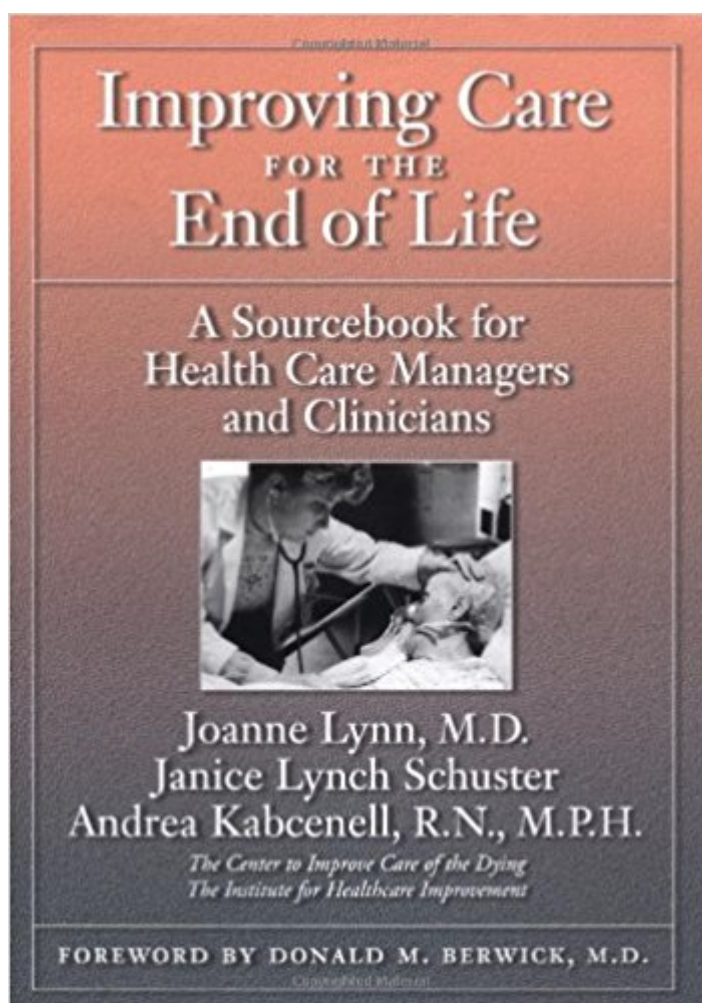


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# Improving Care For The End Of Life: A Sourcebook For Health Care Managers And Clinicians



## Synopsis

A health care provider who wants to make life better for those nearing the end of life will find exactly what his or her organization needs in this sourcebook. Each chapter provides authoritative and comprehensive guidance on how to make significant improvements in America's health care system--right away. The ideas are proven, and the stories of teams that have put them to use will inspire and enlighten. As public sentiment and far too many research studies have shown, the health care system falls short in treating pain, in communicating with patients and their loved ones, and in helping dying patients live well despite disease. This is the only book that helps health care professionals use rapid cycles of innovation and measurement, a method that will enable any manager or provider in any health care system to improve care demonstrably within a few months. This compilation of insights, advice, pointers, tools, and resources relies heavily on the stories of the four dozen teams who shared in a yearlong collaboration to learn how to improve care at the end of life. Sponsored by the Center to Improve Care of the Dying and the Institute for Healthcare Improvement, this "Breakthrough Series Collaborative" brought together teams from the nation's leading hospitals, hospices, and health care organizations. Each tackled a series of problems that were affecting their patients. Led by Joanne Lynn and Andrea Kabcenell, the Breakthrough Series teams made changes in four critical areas: controlling pain and other symptoms; improving advance care planning; helping and comforting patients and families; and developing continuity of care. Nearly all made substantial improvements, and stories of successful changes highlight every chapter. Concerned clinicians and others will find here an effective approach to improving symptom management and other areas of care, while those interested in reform will discover ways to promote and implement it. The book provides specific information on all major causes of death and describes opportunities for improving the quality of life for those affected by them.

## Book Information

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## Customer Reviews

"This book aims to equip readers with the best available advice on how to make substantial improvements in the health care system so that it serves the seriously ill person who is coming to the end of life. And that's just what it does. This book is the result of a year-long collaborative project, co-sponsored by the Center to Improve Care of the Dying and the Institute for Healthcare Improvement, that included more than four dozen health care organisations committed to changing practices for the sake of real quality improvement in end-of-life care. This is an excellent resource and should be required reading for anyone in palliative care who is interested in improving any aspect of the care they give to patients and families. It is well written and immensely practical. Reading it leaves you feeling motivated to get out there and do something--this week! Highly recommended."--Roger Woodruff, Director of Palliative Care, Austin & Repatriation Medical Centre, Melbourne, Australia

"The book resounds with a simple and do-able approach to getting the job done by knowing where you are and measuring improvements in specific domains. The book also includes an appendix with many valid and reliable instruments for measuring quality and standards of palliative care; tools to assess pain, spirituality, and grief; and multidimensional instruments. Improving Care for the End of Life is a sourcebook that is especially suited for managers and team leaders who are involved in end-of-life care. Others working in health care improvement will enjoy the book for its exemplification of a tried-and-true methodology for improving care."--Psychiatric Services

Joanne Lynn is at George Washington University Medical School.

I was expecting a lot more out of this book. If you have been doing end of life care for a while, this book doesn't help at all. I am going to resell it.

After more than fifteen years in health care as a medical social worker, I've seen my share of QI ideas. Believe me, this is the best book I've ever seen on this subject. It is everything you as a health care professional would need to get serious about using quality improvement to make real

changes in practice--and in principle. If you work in end-of-life care and are tired of seeing patients with unrelieved pain, want to move beyond the living will to comprehensive advance care planning, are willing to recognize the role of spirituality in bereavement--just for example--the information you need is here. This is not your ordinary quality improvement book. It talks about real action and practical ways to change entrenched systems. The quotes at the beginning of the chapters are from Will Rogers and Yoda and Anonymous: "Never be afraid to try something new. Remember, amateurs built the Ark. Professionals built the Titanic." The authors, Dr. Joanne Lynn, Janice Lynch Schuster, and Andrea Kabcenell, have a penchant for clear writing and well-organized outlines. The book is sponsored by the Center to Improve Care of the Dying and the Institute for Healthcare Improvement. If you are ready to start improving end-of-life care tomorrow, read the book today.

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