

# Partners HealthCare Hospice Collaborative

Our aim is to bring leaders in hospice care together across Massachusetts to share best practices and to improve quality of care. Partners HealthCare providers can confidently refer patients to our preferred hospice network, creating a better continuum of care and a high-quality experience for our patients.

Participating hospices will be continually evaluated using metrics that reflect high-quality, coordinated, compassionate, goal-concordant care provided to patients and loved ones. For this 2-year cycle (2018-2020), we have 18 agencies participating:

- **Beacon Hospice, an Amedisys Company of Charlestown, MA**
- **Care Dimensions of Danvers, MA**
- **CareGroup Parmenter Home Care and Hospice of Watertown, MA**
- **Chelsea Jewish Hospice of Chelsea, MA**
- **Compassionate Care Hospice of Massachusetts of Woburn, MA**
- **Compassionate Care Hospice of Southeastern Massachusetts of Taunton, MA**
- **Constellation Hospice of Newburyport, MA**
- **Cooley Dickinson VNA & Hospice of Northampton, MA**
- **Cranberry Hospice, Beth Israel Deaconess Hospital - Plymouth of Plymouth, MA**
- **Good Shepherd Community Care of Newton, MA**
- **Greater Medford Visiting Nurse Association of Arlington, MA**
- **Hallmark Health VNA and Hospice of Malden, MA**
- **HopeHealth Hospice and Palliative Care of Brockton, MA**
- **Merrimack Valley Hospice/Home Health Foundation of Lawrence, MA**
- **NVNA and Hospice of Norwell, MA**
- **Old Colony Hospice & Palliative Care of West Bridgewater, MA**
- **Southcoast Visiting Nurse Association of Fairhaven, MA**
- **VNA Care Hospice & Palliative Care of Worcester, MA**

For more information, email: [PHSHospiceCollaborative@partners.org](mailto:PHSHospiceCollaborative@partners.org)

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# Partners Hospice Collaborative Network FAQs

## What is the Partners Hospice Collaborative Network?

The Partners HealthCare Hospice Collaborative Network is a group of 18 Massachusetts licensed hospices identified by Partners HealthCare as meeting specific standards of quality care and agreeing to work in partnership with Partners on improving the quality and efficiency of hospice care. After a multi-stakeholder process to create the application and scoring system, all licensed hospices were invited to apply and be evaluated on measures of organizational structure, clinical capabilities, clinical quality indicators, care at the time death, bereavement care, and provider and family satisfaction. The geographic service area of the facility was also considered.

## Why did Partners develop this Hospice Collaborative Network?

As health care becomes more integrated, hospitals and physicians are looking to better care for patients across multiple care settings. Hospice agencies play a critical role in building an effective continuum of care for our mutual patients. Coordination of care will be enhanced through focused collaboration and dialogue among our patient's care team. By creating a network of trusted, quality hospice providers, Partners physicians can continue to collaborate and participate in the care of our patients at all points on the continuum.

## How does the Partners Hospice Collaborative Network benefit patients and families?

Partners HealthCare encourages providers to have conversations with their patients about their goals of care in the setting of serious illness to ensure that as an institution, we are prioritizing the wishes of our patients. The Partners Hospice Collaborative Network offers access to high-quality hospice organizations that must meet a wide range of specialized patient and family care needs. One of the main goals of the Collaborative is better coordination of care through enhanced communication among the patient's providers. Another goal is a commitment towards exceptional care and quality improvement. The hospices in the Collaborative are committed to working closely with Partners teams to share information about successful programs and best practices, with the goal of further improving hospice care at their organization.

## What are the advantages for hospices participating in the Collaborative?

Participating hospices will have the opportunity for enhanced bidirectional collaboration with Partners Healthcare, including training and educational opportunities, shared quality improvement initiatives, performance updates, as well as opportunities for sharing information including data and best practices with other hospices in the Collaborative.

## Does participation mean that those hospices get more patient volume from Partners facilities?

Participation in the Partners Hospice Collaborative Network is not a guarantee of receiving a certain volume or type of patients from Partners HealthCare providers. Conversely, a hospice that is not selected for the collaborative or chooses not to participate in the collaborative will not preclude the hospice from continuing to receive and care for patients from Partners.

## How were hospices selected for inclusion in the collaborative?

Using methodology similar to that used in developing Partners Skilled Nursing Facility (SNF) Collaborative Network, hospice organizations from throughout Massachusetts were invited to apply for inclusion in the Partners Hospice Collaborative Network. Hospices that applied were then evaluated and scored in a blinded manner based on a scoring system which included measures of organizational structure and stability, clinical capabilities, geographic service area, clinical quality indicators, care at the time death, bereavement care, and provider and family satisfaction. Please note that no hospices in the Collaborative were exempt from this rigorous, blinded application process. The Collaborative Network launched on November 15, 2018.

## Will there be another opportunity to apply to be part of the Collaborative?

The selection process will be repeated every two years to ensure the Partners Hospice Collaborative Network always includes the highest quality hospices and to provide opportunity for other hospice entities to join. The next application cycle is in Fall 2020. If you would like your hospice organization to be invited to apply for the Collaborative, please email

[PHSHospiceCollaborative@partners.org](mailto:PHSHospiceCollaborative@partners.org).

## Additional Questions?

Please send all questions to [PHSHospiceCollaborative@partners.org](mailto:PHSHospiceCollaborative@partners.org). The mailbox is monitored by multiple people at Partners Healthcare involved in the leadership of this initiative.