



I. INTRODUCTION

- Patients with CHF seen by an interdisciplinary palliative care team have shown improvements in patients' quality of life, symptom burden, and mood.
- The Supportive Medicine Clinic (SMC) at University of California Davis Health (UCDH) is a Palliative Care Clinic that is embedded in an academic cardiology practice and sees patients one half day per week
- Patients are seen for 60 minute visits by one palliative physician and discuss symptoms, care goals, and support system.

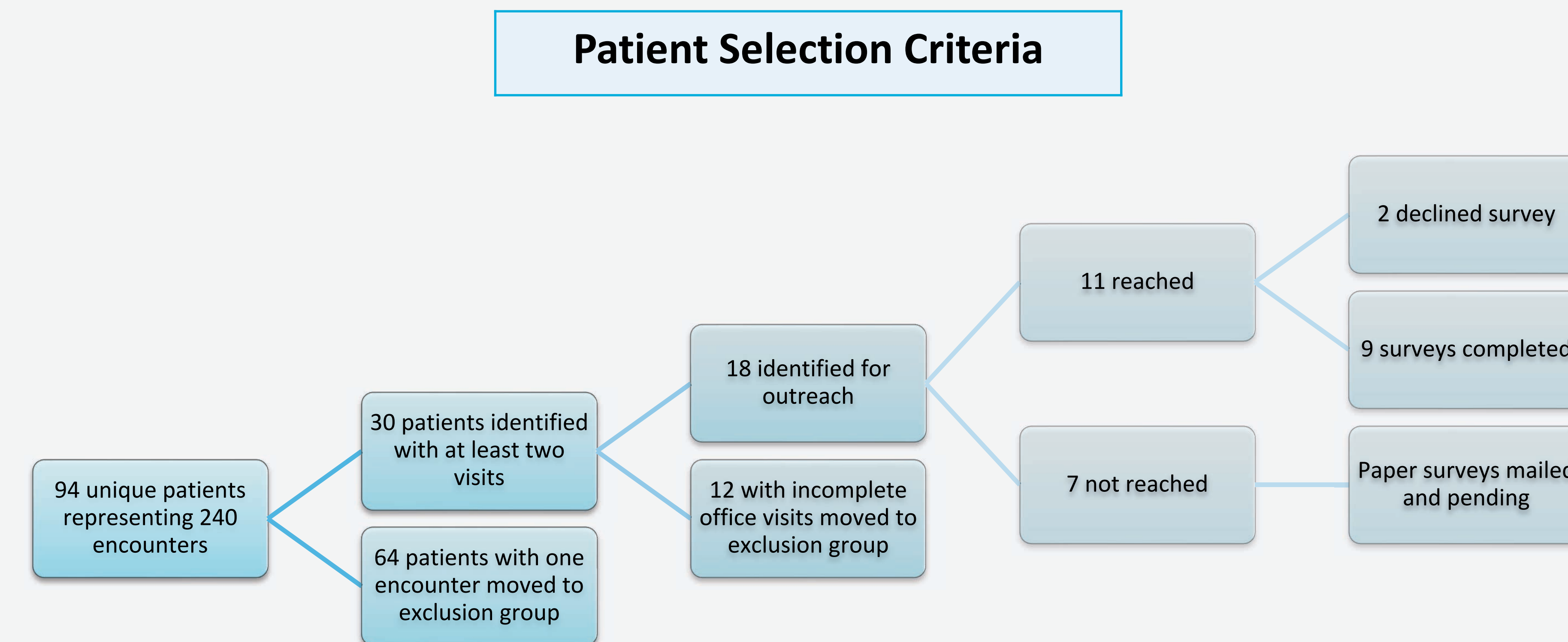
II. OBJECTIVES

- Describe how patients with CHF perceive the value of the palliative care services they are receiving.
- Describe the benefits that patients with congestive heart failure report when being seen by a palliative care physician.

III. METHODS

- Telephone surveys were done to collect patient experiences of Palliative Care delivered at UCDH.
- Survey instrument consisting of 9 items, including free response, Yes/No, and multiple-choice items was adapted from another institution's evaluation of their palliative care outpatient program.
- Inclusion criteria were patients seen in the last year September 1, 2021 - August 30, 2022, at least two times.
- Patient responses were recorded and analyzed.
- Three authors independently reviewed each recorded interview.
- There was one consensus meeting to discuss, categorize, and interpret patient responses.

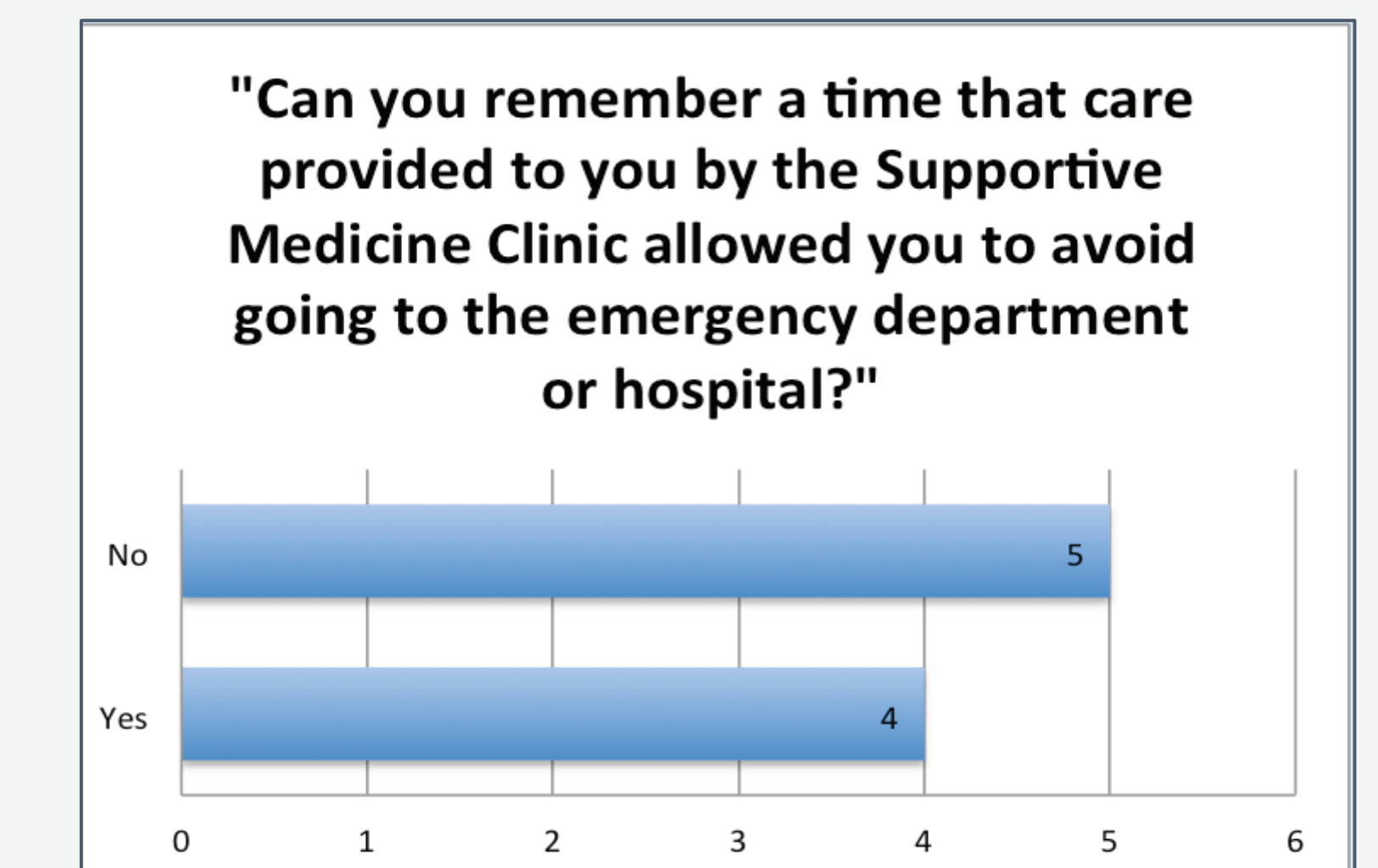
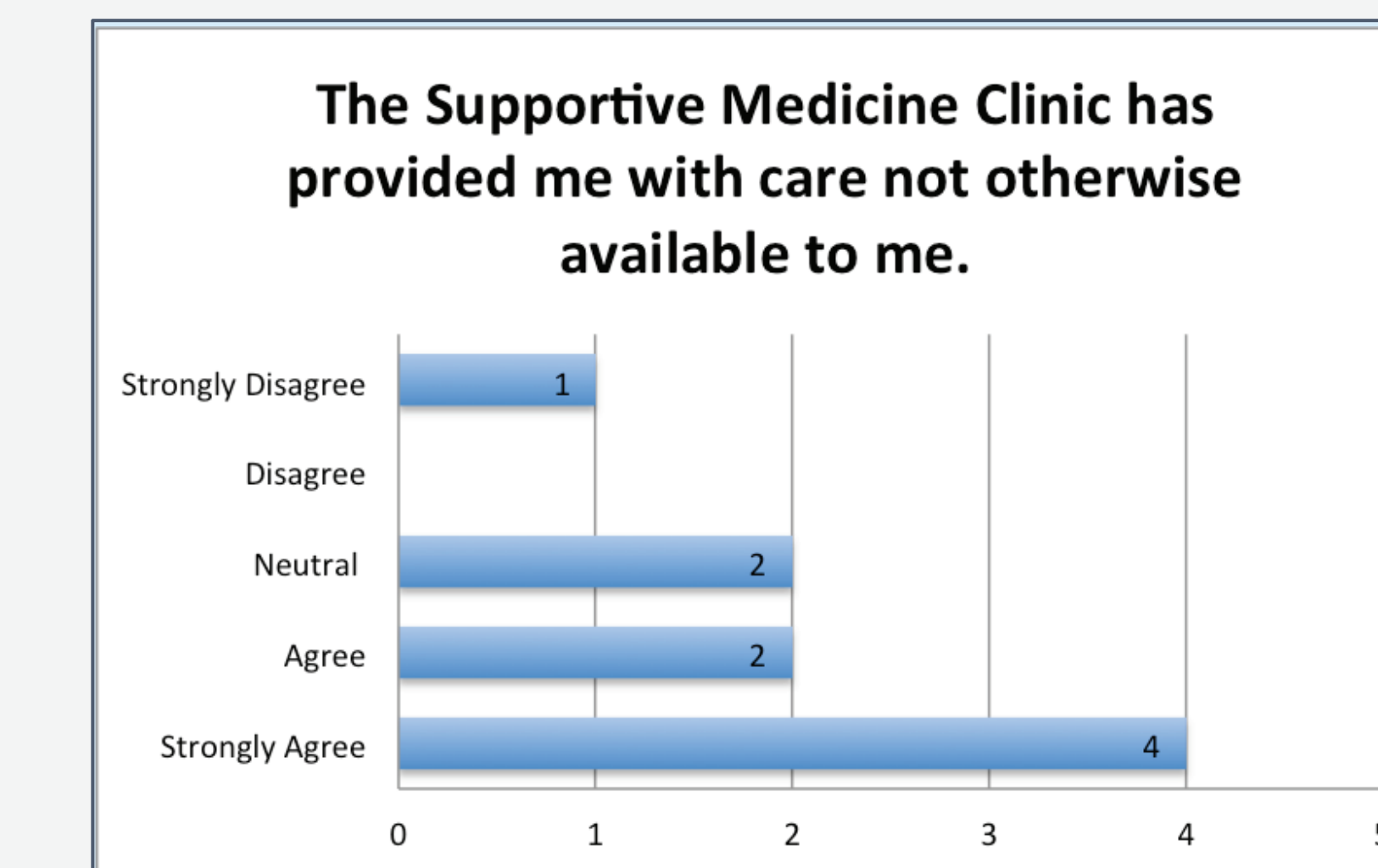
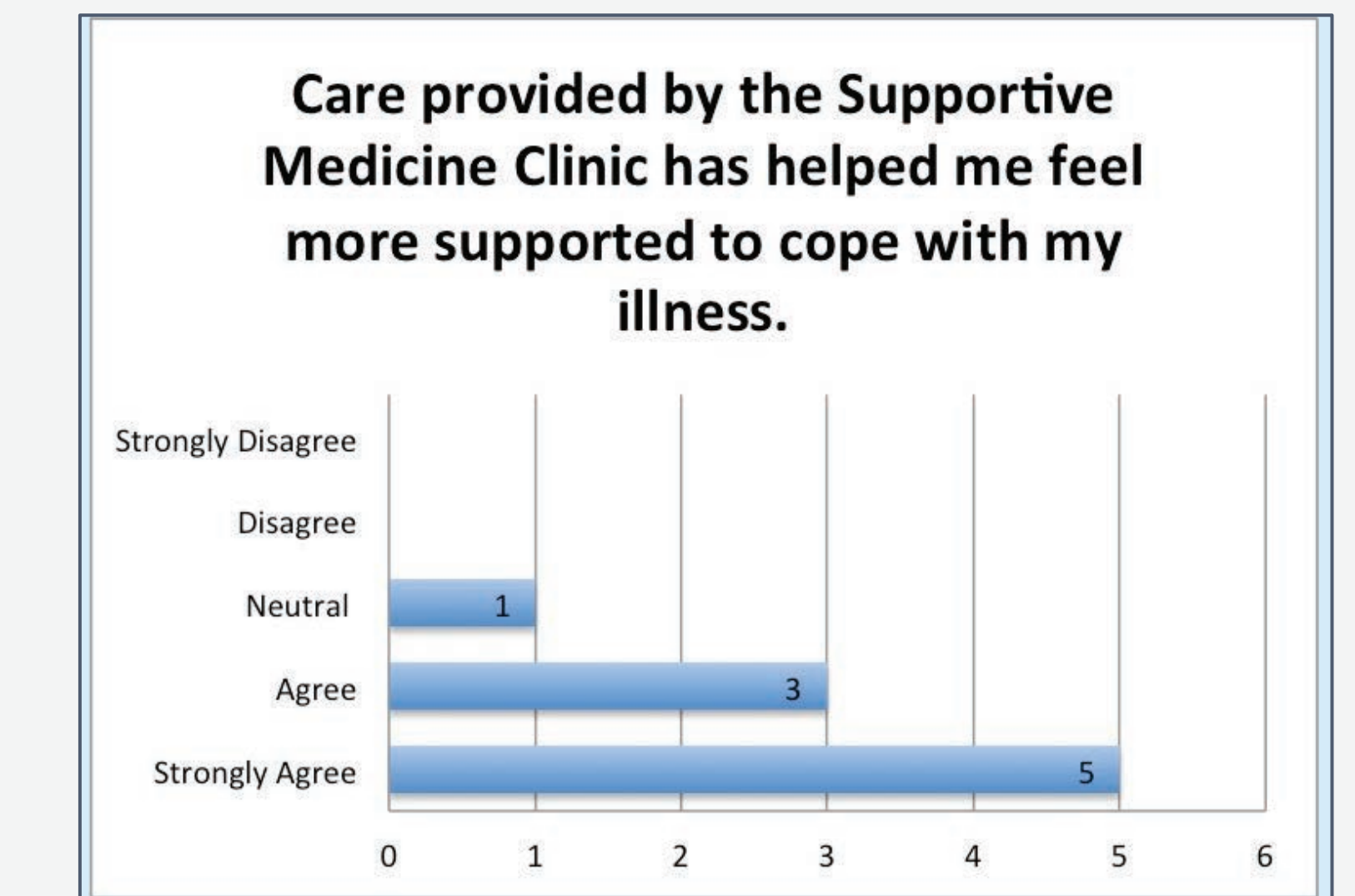
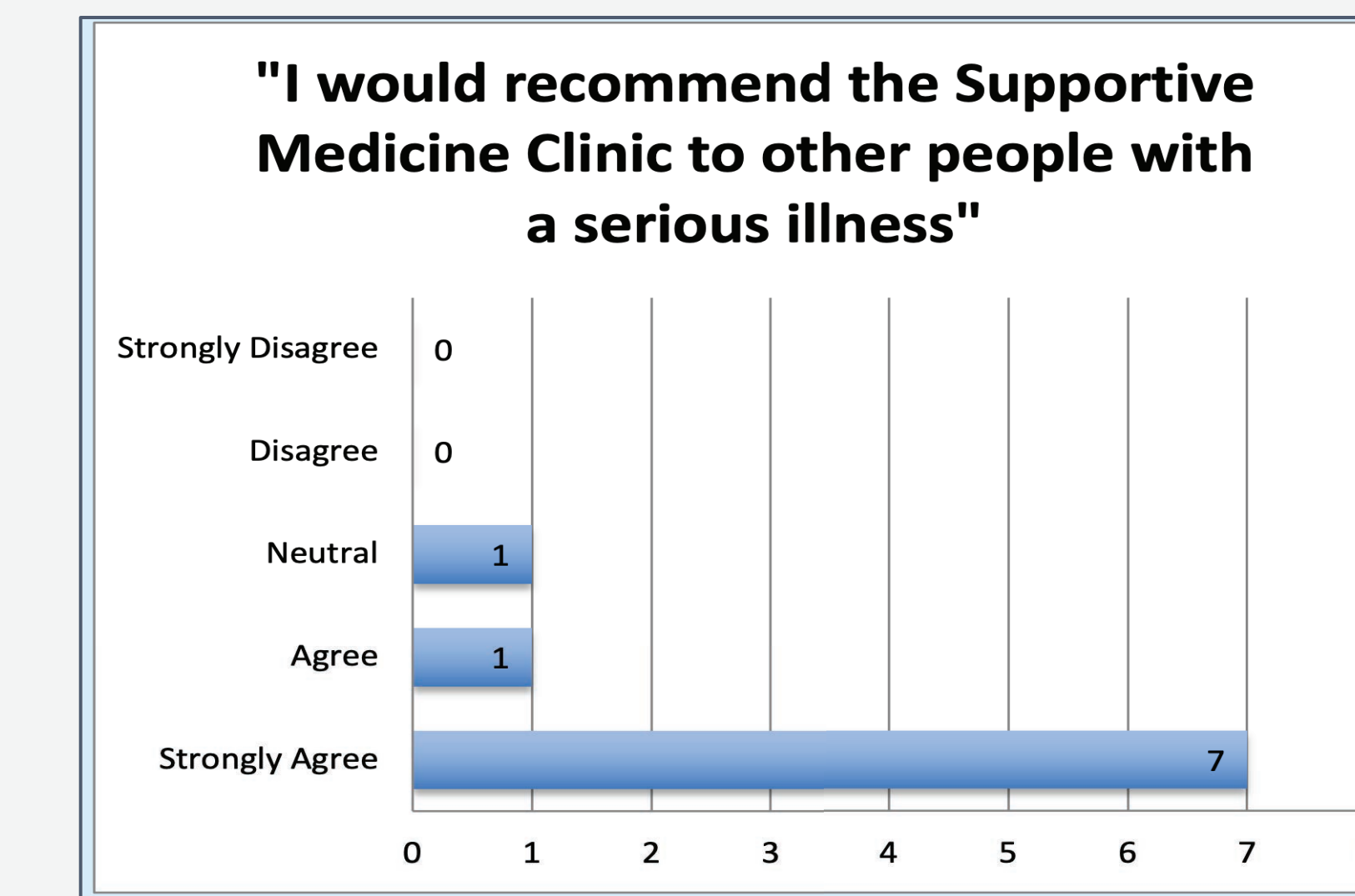
IV. METHODS



Patient Experience Survey

1. Are there any ways that the care you have received from the Supportive Medicine Clinic has been helpful to you? In what ways?
2. Are there any ways that the care you have received from the Supportive Medicine Clinic has complicated or made things worse? In what ways?
3. Do you feel like you were referred to the Supportive Medicine Clinic at the right time during the timeline of your care?
4. Do you have any suggestions for how we could improve the care that is offered by the Supportive Medicine Clinic?
 - For the following 3 statements, please indicate if you: Strongly Agree, Agree, Feel Neutral, Disagree or Strongly Disagree
5. I would recommend the Supportive Medicine Clinic to other people with a serious illness.
6. Care provided by the Supportive Medicine Clinic has helped me feel more supported to cope with my illness.
7. The Supportive Medicine Clinic has provided me with care not otherwise available to me.
8. Finally, can you remember a time that care provided to you by the Supportive Medicine Clinic allowed you to avoid going to the emergency department or hospital? (Y/N)
9. Any other comments that you'd like to share?

V. RESULTS



VI. THEMATIC ANALYSIS

- Overall, patients recommended SMC care for a serious illness.
- The therapeutic relationship with a physician using a palliative care model empowered patients' decision-making and thought processes regarding their serious illnesses.
- There are communication barriers that exist at several different points, from the time a SMC referral is placed to the time that the referral is received.
- Most patients did not understand the role and the layer of support that palliative care could provide them.
- Patients reported receiving conflicting information from different medical providers their overall medical care.

VII. REFERENCES

- Available upon request

VIII. ACKNOWLEDGMENTS

- Thank you to our colleagues, fellow medical students Antonio Hernandez¹, BS and Willow Limbach¹, BS