The Palliative Care Quality Network (PCQN) is a continuous learning collaborative committed to transforming healthcare by defining and promoting quality palliative care.

Palliative care patients are the sickest, costliest and most resource intense patients in the hospital. Hospitals and healthcare systems need to understand how best to care for these patients in order to provide the highest quality and most efficient and effective care. To improve care, we must:

1. **Measure** how well we are performing
2. **Examine** the care we are providing and **benchmark** to others
3. **Learn** from gaps in our care and from better performers
4. **Develop** and implement an improvement plan
5. Continue to **measure** outcomes
6. **Reassess and fine tune** care to achieve more improvements

Key to this process is the collection of standardized data with the ability to compare to and learn from others.

**How does the PCQN work?**

PCQN members collect standardized data on each patient including clinical outcomes. Data are entered into the PCQN database that analyzes and summarizes the data and produces a report with comparisons to the other sites. Data are used to drive collaborative quality improvement initiatives, benchmark processes and outcomes, and identify and disseminate best practices that improve patient care.

The PCQN recognizes improving patient care requires support for clinicians and the teams they work on which in turn support the mission of the institution and advancement of the field. To achieve success, the PCQN also offers and teaches:

- Peer Learning
- Self-Care
- Team Dynamics
- Guidance & Support
- Clinical Education
- System Change

**What’s included in the PCQN?**

- Core dataset of 23 data elements including process and patient outcome measures (eg. pain, dyspnea)
- Secure and easy to use web-based database for data entry
- Real time reports of outcomes with comparisons to other PCQN sites (see sample report attached)
- *Casemaker PCS*, our easy to use, web-based robust financial analysis tool for hospital palliative care services (PCS), allows for streamlined, automated and customizable reports of PCS financial outcomes
- Monthly conference calls with clinical updates from experts in the field
- Attendance for two team members to twice yearly in-person conferences (not including travel)
- Quality Improvement Collaborative
- PCQN website ([www.pcqn.org](http://www.pcqn.org))

**What’s required for participation?**

- Commitment to data collection & entry, improving quality of care and sharing ideas
- Signed Memorandum of Understanding and Business Associate Agreement
- Completed PCS Structure Survey
- $4,000 introductory annual fee

Thank you for your interest in joining the Palliative Care Quality Network (PCQN). Please explore our website ([www.pcqn.org](http://www.pcqn.org)) and contact us at (415) 476-0682 with any questions.