

Gap Analysis Worksheet

Whether you are launching, continuing, or expanding palliative care services, it is helpful to get a better understanding of your organization's or your partner's readiness to deliver SB 1004 palliative care services. This will be particularly important for plans who are partnering with nonspecialty palliative care providers.

Questions to help you assess readiness:

Organizational Characteristic	Example Assessment Questions
Core Competencies In Palliative Care	<ul style="list-style-type: none"> ◦ To what extent are providers able to assess and manage complex/difficult-to-treat pain, nonpain symptoms, psychosocial needs/distress, spiritual needs/distress? ◦ What tools are used to assist with prognostication? ◦ Do providers have specific training in complex communication? ◦ Do you track or evaluate advance care planning activities? ◦ What tools are used to evaluate hospice eligibility?
Awareness and Experience	
Context of Serious Illness	<ul style="list-style-type: none"> ◦ What are the most common psychosocial issues that come up for patients with serious illness? Who assesses, addresses them? ◦ How are caregiving needs assessed and addressed?
Awareness of Resources	<ul style="list-style-type: none"> ◦ How are spiritual needs assessed and addressed? ◦ Who are your key community and social service partners? ◦ How do you assess and address the needs of marginally housed or homeless patients with functional decline?
Organizational Readiness	
Structures and Relationships	<ul style="list-style-type: none"> ◦ How are urgent patient needs addressed during or after visits? ◦ How do you communicate with primary/specialty providers? ◦ Who do patients call with urgent/emergent issues after hours?
Team Composition	<ul style="list-style-type: none"> ◦ Which disciplines are represented in your group? ◦ Do providers work together or independently? How is information shared if providers work independently?
Standard Procedures/Workflows	<ul style="list-style-type: none"> ◦ How are patients with serious illness identified? Are there any differences in assessment or monitoring for these patients? ◦ Which tools are used for symptom assessment?
Time for Nonclinical Activity	<ul style="list-style-type: none"> ◦ What are the yearly allowances for continuing education for your staff? To what degree is continuing education focused on palliative care? ◦ Who participates in quality-improvement projects? Who leads?
Ability to Expand	<ul style="list-style-type: none"> ◦ How long do patients have to wait to be seen (new, follow-up)? ◦ When could you start accepting referrals for expanded services?

Current and potential partners:

- | | |
|----|----|
| 1. | 3. |
| 2. | 4. |

Gap Analysis Notes

Partner #1: _____

Contacts: _____

Organizational Characteristic	Already Doing/ Have Capability	Identified Gap	Strategy to Address
Core Competencies In Palliative Care			
Awareness and Experience			
Context of Serious Illness			
Awareness of Resources			
Organizational Readiness			
Structures and Relationships			
Team composition			
Standard procedures/workflows			
Time for nonclinical activity			
Ability to expand			
Other Considerations			