



## Opportunity 7: Data — Potential Actions by Stakeholder

*Improve the quality and availability of data to enhance understanding of palliative care providers, patients receiving care, and resulting outcomes.*

**Action: Strengthen efforts to enhance data quality for seriously ill patients.**

**Action: Develop an ICD-10 code for specialty palliative care.**

**Action: Develop and maintain a statewide database of palliative care providers.**

### Health Plans

- ▶ Assess the completeness and accuracy of data describing patient characteristics, and undertake local improvement efforts as needed; partnership with information technology, data analytics, or both departments will likely be needed.
- ▶ Use incentives or penalties to encourage accurate and complete data capture by contracted providers.
- ▶ Collaborate with national entities like the National Coalition for Hospice and Palliative Care and California-based providers, health plans, and/or advocacy groups to draft a request for a new ICD-10 code through the Centers for Medicare & Medicaid Services' standard application and review process.
- ▶ Operationalize the ICD-10 code once approved.
- ▶ Require providers to participate in the palliative care (PC) provider database.

### Health Systems and Community-Based Providers

- ▶ Assess the completeness and accuracy of data describing patient characteristics, and undertake local improvement efforts as needed; partnership with information technology, data analytics, or both departments will likely be needed.
- ▶ Use incentives or penalties to encourage accurate and complete data capture.
- ▶ Collaborate with national entities like the National Coalition for Hospice and Palliative Care and California-based providers, health plans, and/or advocacy groups to draft a request for a new ICD-10 code through the Center for Medicare & Medicaid Services' standard application and review process.
- ▶ Operationalize the ICD-10 code once approved.
- ▶ Participate in the PC provider database.

### Clinicians Who Care for People with Serious Illness

- ▶ Participate in projects that seek to improve the accuracy and completeness of data describing patient characteristics, helping informatics professionals and administrators appreciate the workflows, prompts, and data capture capabilities needed to improve performance.
- ▶ Operationalize the ICD-10 code once approved.

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### State and Local Government Agencies

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- ▶ Require Medi-Cal palliative care providers to participate in the PC provider database.

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### Serious Illness Advocates and Educators

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- ▶ Lobby for the uniform use of tools for assessing characteristics and circumstances that point to a need for palliative care, such as patient function and caregiver burden.
- ▶ Distribute information to raise awareness of the importance of data accuracy and completeness and share best practices for collection and effective use of improved data.
- ▶ Lead efforts that include national and California-based providers, health plans, and/or advocacy groups to draft a request for a new ICD-10 code through the Centers for Medicare & Medicaid Services' standard application and review process.
- ▶ Encourage participation in the PC provider database and develop use cases to highlight the value of such a tool.

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### Philanthropy

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- ▶ Fund efforts to improve the effective use of correct and complete data.
- ▶ Fund efforts to assemble national and California-based providers, health plans, and/or advocacy groups to draft a request for a new ICD-10 code through the Centers for Medicare & Medicaid Services' standard application and review process.
- ▶ Support development and maintenance of the provider database.

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Note: Please be aware that these opportunities and potential actions by stakeholder are part of the California Health Care Foundation's project aimed at describing the progress of palliative care in California and identifying key remaining opportunities. These potential actions serve as examples of how various stakeholders can contribute to the ongoing advancement of palliative care. They are intended to stimulate thought and strategic planning, and the list should not be considered exhaustive.

To learn more, visit [www.chcf.org/resource-center/californias-palliative-care-evolution](http://www.chcf.org/resource-center/californias-palliative-care-evolution).