



Tools

Training

Technical Assistance

Connection

Membership

Center to
Advance
Palliative Care™

capc

The Center to Advance Palliative Care (CAPC) is a national organization, part of the nonprofit Icahn School of Medicine at Mount Sinai in New York City. CAPC provides health care professionals and organizations with the tools, operational and clinical training, and technical assistance you need to build reliable and efficient systems of care for your most vulnerable and complex patients.

To further support the needs of people living with serious illness—and the clinicians who care for them—CAPC connects members to a vital health care community innovating care on the front lines.

Become a Member

CAPC members include health systems, hospitals, hospices, home health agencies, medical groups, health plans, and other health organizations.

All seek to improve quality of care for people living with serious illness. CAPC membership helps to:

- **Start, sustain, and scale** efficient and reliable palliative care services and other solutions.
- **Achieve quality goals** while achieving financial sustainability.
- **Improve staffing design** and team dynamics.
- **Build reliable and affordable systems to identify, assess, and plan care** for high-need patients.
- **Maximize impact** on quality and cost, reduce errors, and ensure appropriate and efficient referrals to services for seriously ill patients, including palliative care.
- **Build essential knowledge and skills for all specialties and disciplines caring for people living with serious illness**, including training in communication skills, pain and symptom management, and family support.

Enjoy Member Benefits for your Entire Staff

CAPC's organizational membership is a cost-effective way to build reliable and efficient systems of care.

Just one CAPC membership fee provides access and **free continuing education credits for the entire staff** of an organization and **free ABIM Maintenance of Certification (MOC) points** for physicians. Annual membership dues are determined by the type and size of the organization.

*Join our vibrant, collaborative network —
and transform your care of patients living with
serious illness!*

“CAPC is my go-to resource on anything—clinical or administrative—related to palliative care. Membership has enabled our medical group to standardize palliative care education across the continuum. We have used our access to a wide variety of CAPC offerings—from Virtual Office Hours, metrics, and webinars to resources on program development and growth—to help us deliver quality palliative care. The priceless part of the membership is the support from the CAPC staff. You know you are not alone trying to navigate the complexity!”

Puneeta Sharma, MD, CPE
Director Palliative Care
Valley Medical Group, Ridgewood, New Jersey

Maximize Quality, Efficiency, and Reliability Ensure Program Success

CAPC toolkits are curated, proven resources for building or strengthening your program.

Drawn from best practices in palliative care program design, our many toolkits offer hundreds of downloadable business planning and needs assessment tools, online tutorials, case studies, and monographs, including for:



Starting the Program



Patient Identification and Assessment



Funding a Palliative Care Program



Training All Clinicians in Essential Communication and Symptom Management



Building and Supporting Effective Palliative Care Teams



Implementing Best Practices in Dementia Care



Optimizing Billing Practices



Defining and Measuring Quality

Standardize Essential Competencies Across All Specialties and Disciplines

CAPC's **award-winning online courses** assist physicians, nurses, social workers, case managers, and licensed professional counselors to improve their skills while earning **free continuing education credits** and CAPC Designation status. Medical staff are eligible to earn **free ABIM Maintenance of Certification (MOC) points**.

CAPC courses provide all health care professionals with the knowledge needed to:

- Improve quality of life
- Reduce symptom burden
- Provide person-centered, goal-concordant care
- Reduce unnecessary utilization, including ED visits and hospital admissions.
- Drive high satisfaction and positive patient experiences

Connect with Experts Advance Learning Improve Clinical Practice

CAPC believes in collaborative learning. Members connect with peers, have free and regular access to national experts, and build partnerships. Together we help meet the needs of seriously ill patients and their families.

→ **Consult with faculty and peers during Virtual Office Hours.** These regularly-held, small-group conference calls are your “just in time” resources. Expert faculty answer your program questions on a wide variety of challenging topics, including quality measurement, billing and financing, program design, community partnerships, improving team effectiveness, and more.

“It has been a revelation to know there is a means of connecting with people and hearing their experiences, and being able to draw on those to inform our practice going forward.”

Harriet Mather, MD
Senior Clinical Research Coordinator, Mount Sinai Hospital

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- **Review complex patient cases in the Master Clinician Series.** During one-hour conference calls, CAPC members learn from leaders in the field — and from one another. Interdisciplinary teams of faculty deliver short case presentations from their own practices, followed by a group discussion about challenging aspects of the case. Participants ask questions about complex patients and families your own teams are serving.

“Excellent, stimulating, and challenging conversation with myriad practical applications.”

Brooke Delaney, RN

Palliative Care Clinical Program Manager, BlueShield of California

- **Stay on top of best practices with twice-monthly webinars.** Whatever the webinar’s hot topic is — anything from effective strategies for meeting growing demand to changing payment models — CAPC members leave with greater insight and stronger positioning for the future. On-demand viewing is available.

“Whether you’re at the start of your journey or are well into it, CAPC tools and resources are essential to creating or sustaining a high-quality palliative care program. Customized learning pathways allow CAPC’s curriculum to be tailored to the specific needs of various audiences. We particularly like the CAPC webinars, and have taken full advantage of them.”

Janet Steves, RN

Executive Director, Organizational Capacity/Patient Throughput, Sarasota Memorial Hospital

Award CAPC-Trained Staff with Visible Recognition



Health care professionals who show proven commitment to improving care for patients with serious illness deserve public recognition. CAPC Designation status is available in **Communication Skills, Pain Management, Symptom Management,** and **Best Practices in Dementia Care.** Upon completion of all courses in a unit, the CAPC Designation Certificate is awarded. Designation can be recognized and added to performance files.

Save! Learn! Thrive!

CAPC members enjoy significant savings on annual CAPC National Seminar registrations and personal subscriptions to the *Journal of Palliative Medicine*, as well as free postings on the CAPC Job Board.

Continuing education credits are free to all staff of CAPC member organizations, along with free ABIM Maintenance of Certification (MOC) points for physicians.

“Just five months after we began working (nonstop!) to open our community-based palliative care program, we accomplished our goal. Six months after that, we successfully passed our Joint Commission survey. There’s no way we could have done this without having had access to the information, education, and tools on the CAPC site. This is, by far, the best membership I’ve bought—and one of the most valuable programs I’ve ever used in my health care career.”

Pam Ware, LCSW
CEO, Front Range Hospice and Palliative Care

Membership in CAPC will ensure your health care organization's ability to improve patient care while achieving quality benchmarks, financial viability, and a leadership position in your community.

Join CAPC today—and take your health care organization to the next level of clinical excellence and operational expertise!

LEARN MORE

ON THE WEB
capc.org/membership

OVER THE PHONE
212-201-2674

VIA E-MAIL
membership@capc.org



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