

Ref #	Requirement or Measure	Potential Risks to Practice	How Strong Palliative Care Skills Mitigate the Risks	CAPC Skill-Building Resources	The Role of a Specialty Palliative Care Team
ePROs	Electronic capture of symptoms, function, psychosocial needs, and health related social needs based on direct patient report	Untimely or inadequate response to reported symptoms or concerns can lead to unnecessary ED or hospital use	Appropriate management of pain and symptoms Skilled assessment of symptom distress, function, psychological needs, and social needs	Online CE courses in pain and symptom management Full scope of evidence-based assessment tools Online CE courses in communication skills	Consulting or collaborative role for the management of symptom toxicity and psychosocial health Response to pain and symptom crises 24/7
Care Plan	Includes, among other things: Explicit treatment goals Plan to manage toxicities Impact on patient QoL	Lack of shared decision-making can impact EOM quality performance	Efficient clarification of goals of care Skilled assessment of quality of life and potential impacts	Online CE courses in communication skills Scripts and prompts to clarify goals of care Full scope of evidence-based assessment tools	Consulting role for holistic care planning
EOM-1	Admissions and ED Visits for patients receiving outpatient chemotherapy (NQF 3490)	Poorly managed pain and other symptoms are the most common reason for potentially preventable ED visits and admissions	Effective and proactive management of pain and symptoms	Online CE courses in pain and symptom management	Consulting or collaborative role in symptom and psychosocial management Response to pain and symptom crises 24/7
EOM-2	Proportion of patients who died who were admitted to hospice for 3 days or more (NQF 0215/0216)	Inadequate communication early or throughout the course of treatment makes hospice seen as “giving up” – something to avoid	Strong clinician communication ensures shared decision-making throughout the course of treatment	Online CE courses in communication skills Scripts and prompts on introducing hospice, with cultural considerations	Consulting or collaborative role during treatment also eases the transition to hospice if needed

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EOM-3	Percentage of patients who died from cancer receiving chemotherapy in last 14 days of life (NQF 0210)	Inadequate communication early or throughout the course of treatment makes this scenario more likely	Strong clinician communication ensures shared decision-making throughout the course of treatment	Online CE courses in communication skills	Consulting or collaborative role to support family decision-making
EOM-4a	Oncology: medical and radiation –pain intensity quantified (NQF 0384)	Inadequate pain assessment – perhaps due to uncertainty of pain management options	Skilled assessment of pain and communication with patient/family	Online CE course in pain assessment Pain assessment tools	N/A
EOM-4b	Oncology: medical and radiation –plan of care for pain (NQF 0383)	Insufficient pain management planning – perhaps due to uncertainty of pain management options	Effective and proactive management of pain and symptoms	Online CE courses in pain and symptom management, including in the context of substance use disorder Pain assessment tools	Consulting or collaborative role for intractable pain or complex pain management
OCM-5	Preventive care and screening: screening for depression and follow-up plan (NQF 0418)	Inadequate depression assessment and planning due to focus on oncology treatment	Depression assessment tool understood and appropriate management of depression	Online CE course in depression management Depression assessment tools	Consulting or collaborative role for unresponsive depression Attention to spiritual distress
OCM-6	Patient reported experience of care survey	Poorly managed pain or other symptoms leaves patients feeling unattended to Lack of meaningful communication leaves patients feeling disconnected, unheard, and not in control	Effective and proactive management of pain and symptoms Strong clinician communication ensures shared decision-making throughout the course of treatment	Online CE courses in pain and symptom management Online CE courses in communication skills Scripts and prompts to support shared-decision-making Master Clinician guidance/virtual consulting	Consulting or collaborative role to ensure effective communications and attention to holistic needs