

Update from the South East Regional Palliative Care Network Priority Project

Paramedics Improving Access to 24/7 Palliative Care at Home — Quinte

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Background

The [Ontario Palliative Care Network](#) (OPCN), launched in 2016, is a partnership of community stakeholders including health service providers, health system planners, patients and their families. The OPCN is working with partners and the MOHLTC to transform palliative care in Ontario. This important work will help to address the gaps within the current system to ensure Ontarians have access to high quality palliative care.



In the South East, the [Regional Palliative Care Network](#) (RPCN) acts as the principal regional advisor on high-quality hospice palliative care and is accountable to the OPCN. In consultation with various stakeholders, including health care providers and patient and family advisors in our region, five priority projects were identified, including “**Improving Access to 24/7 Palliative Care at Home**”.

The **Quinte Health Link** agreed to lead this project and a working group was established. The working group is comprised of members from Home and Community Care, primary care teams in Quinte, Paramedic services in Quinte-Hastings, QHC Nursing staff and regional family caregiver advisors. A quality improvement approach was taken to identify gaps in care, determine root causes, select areas of focus and then develop change ideas that would aim to improve outcomes for patients and their caregivers at end of life.

The working group members agreed to focus on changes that would aim to improve: Pain and Symptom Management at end of life; and Caregiver Support and Education.

A review of other jurisdictions experiencing similar challenges in palliative care led the group to explore a proven model of care in Nova Scotia. In 2016, Nova Scotia implemented “[Paramedics Providing Palliative Care at Home](#)” with excellent outcomes. In Nova Scotia, all Paramedics received LEAP training and acquired a new skill set which enabled them to take a palliative care approach and administer treatments that allowed the patients to remain in their homes 45% of the time. Their project outcomes demonstrated fewer transports for ER visits and admissions and allowed more patients to have their goals of care met.

Continued...

Current State in South East

In Hastings and Prince Edward Counties, Paramedics currently respond to patients in their last 90 days of life an average of three (3) times and, by legislation, are required to transport these patients to a hospital emergency room (ER). Based on the Nova Scotia model, all front-line and supervisory Paramedics in Quinte, were trained through Pallium Canada in “[LEAP for Paramedics](#)”, with the training concluding on March 26, 2019. As an educational opportunity, LEAP training allows Paramedics to understand goals of care, symptom relief medications used in palliative care, the disease trajectory and how to have difficult conversations with patients and their families, among other things.

Currently, plans are underway to implement Phase 1 of this model of care in Prince Edward County in the summer of 2019. Leads from the working group, the Prince Edward Family Health Team (PEFHT) and Home and Community Care (HCC) are collaborating to develop processes and protocols required for this system change including how to identify patients and how to register patients in the program. Initially, patients receiving palliative care services from PEFHT and/ or HCC will be identified and approached with the intent to register them in the program. This will then allow 911 dispatchers to alert the paramedics that they will be attending a patient with known palliative care needs and whereby a solid plan of care is in place. The goal will be to respect the patient’s wishes and avoid transport from home to ER whenever possible. It is assumed, based on Nova Scotia’s experience that up to 50% of transports will be avoided and the remainder will still require an ER visit or hospital admission. Phase 2 is expected to be implemented across Belleville and Quinte West.

Provincial and National Landscape

This model of care is currently spreading across Canada ([Canadian Foundation for Healthcare Improvement](#)). CFHI is engaged with both the York and Ottawa projects as a funder. Their plan is to support information sharing from the CFHI projects and support spread and scale of innovations when available. The OPCN facilitated a provincial knowledge transfer and exchange webinar on March 8th, 2019. There are currently 11 sites in Ontario exploring this program, with South East as one of the first, having a large group of paramedics fully trained. However, there are still many discussions that need to take place at the provincial level regarding scope of practice and the *Ambulance Act (1990)* before this program can be fully implemented in Ontario. The Ontario Community Paramedicine Secretariat will take the lead in these decisions.

If you would like to learn more about the project please contact any of the following members of the working group or the RPCN Lead:

Mary Woodman: WoodmanM@bgwchc.com or Mike Slatter: SlatterM@hastingscounty.com

Ontario Indigenous Cultural Safety Program

The Ontario Indigenous Cultural Safety (ICS) Program's Core ICS training is an interactive and facilitated online training program for professionals working in the Ontario health system. It addresses the need for increased Indigenous cultural safety within the system by bringing to light service provider biases and the legacies of colonization that continue to affect service accessibility and health outcomes for Indigenous people.



If you are interested in taking the online ICS training, please connect with our ICS LHIN contact, Tracy Laporte, for registration support at tracy.laporte@lhins.on.ca. Learn more at www.soahac.on.ca/ICS-training.

Health Care Consent Advance Care Planning and Goals of Care

E-Learning Modules

Hospice Palliative Care Ontario (HPCO) is very pleased to announce that the Health Care Consent Advance Care Planning and Goals of Care (HCC ACP GoC) E-Learning Modules are now officially launched. Registration can be accessed at: <https://www.speakupontario.ca/e-learning-module/>.



Description:

The modules are intended for Clinician Competency Training on HCC ACP GoC conversations where learners will move beyond advancing their knowledge & attitudes to develop clinical skills through:

- Interactive case scenarios
- Reflective questions
- Videos of both simulated & real clinical encounters

Format:

Five self-directed online modules, each ending with a quiz, including:

1. How do I have an ACP conversation with a well patient?
2. How do I have an ACP conversation with a stable but seriously ill patient?
3. How do I have a GoC discussion with an unstable and seriously ill patient?
4. Is it my responsibility to address ACP, GoC discussions and consent?
5. How do I have GoC and consent discussions with a patient who is critically ill and rapidly deteriorating?

Intended Audience:

Inter-professional

Cost:

- \$50 per person ([access this special introductory rate until June 30, 2019](#))
- \$75 per person (after July 1, 2019)
- Volume discount of \$50 per person (available to organizations wishing to train ten or more of their staff)

Access:

Once registered you will have access to the modules until December 1, 2019
If you have any questions please contact Nav Dhillon at ndhillon@hpcO.ca

[Click here for Regional Round-Up available online.](#)

Palliative Care Education Opportunities

We have a newly updated [education calendar](#) on the South East Regional Palliative Care Network website. This calendar will be updated regularly through-out the year so you can see what courses are coming up in the region.

FUNDAMENTALS OF HOSPICE PALLIATIVE CARE

CORE FUNDAMENTALS an eight-week program for those working in the health system interested in developing their capacity in hospice palliative care.

TRENTON — July 10, 24, Aug. 7 —Registration deadline: **July 3, 2019**

[Program information](#) and [registration](#)

Enhanced Fundamentals: August 21, 2019

GLENBURNIE — August 8, 29, Sept. 12— Registration deadline: **July 29, 2019**

[Program information](#) and [registration](#)

Enhanced Fundamentals: Sept. 26, 2019

BROCKVILLE—Sept. 24, Oct. 15, 29—Registration deadline: **Sept. 9, 2019**

[Program information](#) and [registration](#)

Enhanced Fundamentals: November 12, 2019

ADVANCED PALLIATIVE PRACTICE SKILLS (APPS)

For PSWs or Volunteers working in a health care setting who have successfully completed the Fundamentals course.

SMITHS FALLS—Sept. 11, Oct. 3, 24—Registration deadline: **August 26, 2019**

[Program information](#) and [registration](#)

PHYSICAL ASSESSMENT IN PALLIATIVE CARE WORKSHOP

The workshop aim is to develop and refine physical assessment skills for both a beginning examiner and a more seasoned nurse, with a specific focus on palliative care. Enhancing physical assessment skills assists with early identification, management of symptoms and effective communication within the care team.

KINGSTON — June 19, 2019 - Registration deadline: **June 14, 2019**

[Program information and registration](#)

PALLIATIVE PAIN & SYMPTOM MANAGEMENT CONSULTATION SERVICE (PPSMC) ROUNDS

Regional Video Conference - The ABC's of ACP: A Foundational Understanding of Advance Care Planning

June 20, 2019 12:00—1:00 PM

[Event information](#)

COMPREHENSIVE ADVANCE PALLIATIVE CARE EDUCATION (CAPCE)

The CAPCE program is open to Nurse Practitioners, Registered Nurses and Registered Practical Nurses. The prerequisite for registration in CAPCE is the successful completion of the Fundamentals Enhanced program OR the previous Level 1 palliative care course.

BELLEVILLE—Sept. 18, Oct. 16, Dec. 11—Registration deadline: **August 28, 2019**

[Flyer](#), [brochure](#) and [application](#)

LEAP (LEARNING ESSENTIAL APPROACHES TO PALLIATIVE CARE)

LEAP provides inter-professional learners with the essential, basic competencies of the palliative approach to care.

KINGSTON — June 22 & 23, 2019 — Registration deadline: **June 10, 2019**

[Program information](#) and [registration](#)

Click here for Regional Round-Up available online.

Save the Dates

Upcoming Palliative Care Implementation Community of Practice Sessions

- June 6, 2019 at 12–1 p.m.: QI Help Session
- June 20, 2019 at 12–1 p.m.: Palliative Care Implementation Webinar

Quality Improvement Help Session

Thursday, June 6, 2019 at 12–1 p.m.

If you would like help getting started, bring your questions to this informal, drop-in, video call.

The session will focus on QI implementation support, including how to:

- Form your team within your organization and across sectors
 - Scope your initiative to identify a patient population
 - Set up your test of change

(Due to technical limitations, only the first 100 [registrants](#) will be able to participate in the live call.

However, the session will be recorded and shared on Quorum.)

Palliative Care Implementation Webinar

Thursday, June 20, 2019 at 12–1 p.m.

This webinar is intended to support individuals leading the implementation of the palliative care indicator in their quality improvement plans. The webinar will provide a deeper dive into:

- Practical tools used for early identification and assessment
- Bright spots highlighting initiatives across the province

[Register now.](#)



Please contact us at palliative@hqontario.ca
if you have any questions.

**Ontario
Palliative Care
Network**



Click here for Regional Round-Up available online.

Additional Upcoming Events



The **2019 Canadian Hospice Palliative Care (CHPC) Conference**, Embracing Partnerships Towards a Shared Vision, will provide hospice palliative care professionals, volunteers, family and informal caregivers, and other allied health care providers with an opportunity to share their experience and expertise on a national platform. Conference, participants will learn about the important issues facing people who work with those who are dying, and will hear experts in a number of fields debate and discuss these issues and offer solutions.

For more information and to register for the conference, please go to: <https://conference.chpca.net/>

Palliative Care Webinar Series:

Dying at 'home': Caring for people with structural vulnerabilities at end-of-life

The Ontario College of Family Physicians, in collaboration with the University of Toronto Joint Centre for Bioethics and the Ontario Palliative Care Network, is pleased to present a three-part webinar series. The introductory webinar, focuses on caring for people with limited social support and/or financial resources at end of life. Topics and speakers include:

- **Dr. Naheed Dosani**, describing: "Structural vulnerabilities" and its implications for end-of-life (EOL) care
- **Valerie Cooper**, sharing: Stories from the front line: Caring for patients who face structural vulnerabilities at EOL
- **Mary Woodman**, exploring: "Research and innovation: In what ways can patient care be improved for people facing structural vulnerabilities at EOL?"

Thursday June 6, 2019 | 5:00—6:30 PM

[Register Now](#)

[Click here for Regional Round-Up available online.](#)

In Collaboration with the Northern Ontario School of Medicine, The Ontario College of Family Physicians Collaborative Mentoring Networks present:

Progression of a Patient's Journey in Palliative Care

Palliative, end-of-life care and medical assistance in dying (MAiD) are challenging, complex and intimate areas of medical practice. In a healthcare era marked by high demand and changing priorities, how can you, as a healthcare professional, ensure compassionate and high-quality care to your patients?

Join us for this special full-day continuing professional development event to engage with local colleagues and address complex topics – including early identification of palliative care, symptom management and end-of-life care – all while benefiting from the valuable mentorship of local palliative care and MAiD experts.

Friday June 14, 2019 | 8:00 AM — 4:30 PM

- **Where:** Northern Ontario School of Medicine, Sudbury, Ontario
Can't attend in person? [Register to join the live webcast.](#)
- **Who can attend?** This event is open to all primary care clinicians (i.e. family physicians, nurse practitioners, residents and community pharmacists)
- **Fee:** There is no cost to attend.
- **Credits:** This one-credit-per hour Group Learning program has been certified by the College of Family Physicians of Canada and the Ontario Chapter for up to 6.5 Mainpro+ credits.

In the News

[How to make palliative care easier at home](#)

CBC

Health-care consultant Mary Jane Hampton explains how a program provided by Nova Scotia paramedics can help...

[Minister Petitpas Taylor announces funding to help strengthen palliative care](#)

Government of Canada

Three organizations that focus on palliative care will receive more than \$4.5 million in funding...

[City to provide Hospice Kingston with \\$500,000](#)

Kingston Whig Standard

City council voted to provide more than \$500,000 to support the group trying to establish a palliative care hospice in Kingston...

[Parents publish book for kids in palliative care in memory of son](#)

The London Free Press

Now, two years after his death following a lifelong battle with brain cancer, his parents have released a children's book to help ease the transition to death for palliatively ill children...

For more information visit:

www.serpcn.ca