



Message from the RPCP Team

As manager of the North West LHIN Regional Palliative Care Program, I am pleased to present our 2017-18 Annual Report. It has been a busy yet fulfilling year. A few highlights for our team include: supporting a delegation to travel to Manitoba to learn about the Winnipeg Region Health Authority model; planning an Integrated Palliative Care Clinical Program (IPCCP) for Thunder Bay, with 18 organizations represented on the IPCCP Stakeholder Group; working with the LHIN and 6 community hospitals across the region to establish hospice-like spaces in their communities; and supporting Dilico Anishinabek Family Care to complete a Regional Palliative Care Needs Assessment for the Homeless and Vulnerably housed.

We have also had a few staffing changes as we say farewell to Rebecca McEwen, our Multidisciplinary Clinical Co-Lead and welcome to Sarah Lancaster, NP who has been successfully recruited to take on that role. We wish Rebecca the best of luck in her new



endeavours in long-term care and look forward to working again with Sarah, an NP in Dryden whom some of you will already know!

As we head into another exciting year, I would like to thank my team, including our Clinical Physician Lead Dr. Kathy Simpson, for their leadership and support over the last year. I look forward to keeping all of our partners informed of all the wonderful work that is underway both here in the North West and across the province.

Provincial Update

Palliative care in Ontario has made many strides forward over the last year. The **Ontario Palliative Care Network** launched its 3-Year Action Plan that will guide our work from 2017-2020. One of the first major pieces of work being led by OPCN is focused on developing a Health Services Delivery Framework which will describe an integrated model of palliative care to be tested across the LHINs beginning in 2018-19. Many of our partners in the North West provided feedback on the proposed HSDF model and we look forward to reviewing the final recommendations this summer.

Meanwhile, **Health Quality Ontario (HQO)** has released its provincial Palliative Care Quality Standard. This quality standard focuses on palliative care for adults living with progressive, life-limiting illness, their families and caregivers. It addresses palliative care provided in all settings, including primary care, home and community, hospice, long-term care and acute care. The Palliative Care Quality Standard is intended to outline for clinicians and patients what the highest-quality palliative care looks like, based on the best available evidence. The standard was developed in collaboration with patients, physicians,



nurses, other clinicians, caregivers, and organizations across the province.

Hospice Palliative Care Ontario (HPCO) continues to lead provincial-level work in including Communities of Practice for Advance Care Planning & Health Care Consent, Palliative Care in Rural Communities, Compassionate Communities of Ontario and a Community Research Collaborative. The RPCP is pleased to participate in these and other provincial initiatives that allow us to share our perspectives from the North West and learn from others across Ontario.

Spotlight on: Community Capacity-Building

The North West LHIN has an expansive geography that presents a number of challenges for the planning and delivery of palliative care services. The RPCP uses a community capacity building approach when engaging with communities in the region. This approach informs the planning and recommendations the program brings forward to the North West LHIN for coordination and

integration of palliative care services. At the community level, the RPCP Team works across the region to establish and support community palliative care committees in the development of local planning and identification of activities that can improve palliative and end-of-life care in their communities.

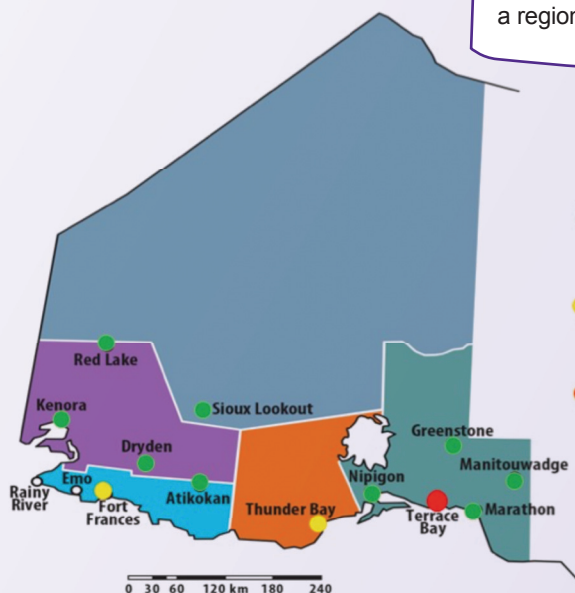
10 Palliative Care committees established in communities across the region.

A regional LHH Community of Practice established meeting quarterly

Communities have focused on the following for 2017:

- ☐ Palliative Care education for staff
- ☐ Public education on Advance Care Planning
- ☐ Resource packages for patients & families
- ☐ Resource directory
- ☐ Supporting implementation of hospice space
- ☐ Implementing palliative care standard of care and identification process

In 2017-18, we signed agreements with 9 Local Health Hubs to develop an annual work plan and participate in a regional Community of Practice.



Developing Meaningful Relationships with First Nations Partners

The RPCP recognizes the importance of better understanding how palliative care needs of individuals and families living in First Nations communities are met in the North West. A priority for the RPCP has been to collaborate with First Nations communities and organizations to improve access to culturally appropriate palliative care services and support for community members. The RPCP's activity and approach with First Nations service providers has been informed by the findings of the End-of-Life Care in First Nations (EOLFN) project at Lakehead University. For 2017 the following table outlines the activity the RPCP led and participated in.

"Developing Community Palliative Care Programs Using a Capacity Building Approach: The Northwestern Ontario Experience"

In September the Regional Palliative Care Program and the Atikokan Palliative Care Team presented this workshop at the International Public Health and Palliative Care Conference in Ottawa.



North West LHIN Regional Palliative Care Program First Nations Partner Engagement

Advance Care Planning Health Care Consent Language Workshop	Co-hosted by Meno Ya Win and Windigo a ACP HCC language workshop 20 participants representing 3 languages
Discharge Planning	Protocol adapted and shared with Thunder Bay Regional Health Sciences Centre and St. Joseph's Care Group Lunch n Learn series hosted by the Centre for Education and Research on Aging & Health
Education in Partnership with the Centre for Education and Research on Aging & Health	Facilitation of Palliative Care for Frontline Workers Enhancements to Learning Essential Approaches To Palliative Care curriculum for FNIM Communities
Palliative Care Community of Practice	Over 20 First Nations Communities participating in the CoP 6 Calls hosted in 2017
Palliative Care Needs Assessment for Vulnerably Housed and Homeless	Member of the partnership advisory committee led by Dilico Anishinabek Family Care Advising and supporting regional engagement of project team in survey development and drafting of final report.

Education and Consultation

The Regional Palliative Care Action Plan has a priority of ensuring that palliative care education is available and accessible for all providers. A key partnership in facilitating this priority is with the Centre for Education and Research on Aging & Health (CERAH) at Lakehead University. CERAH has been funded by the MOHLTC to organize and deliver palliative care education to interdisciplinary health care providers and physicians. This partnership provides the opportunity for the RPCP and CERAH to work together in the development of a regional palliative care education plan. In 2017 the following table highlights educational activity that has been delivered in the North West.

In addition to the delivery of palliative care education, St. Joseph's Care Group has led the implementation of two services that were identified as unmet needs for the region and the City of Thunder Bay. The need for a 24/7 Consultation line which Health Service Providers could connect to, and the need for a palliative care outpatient clinic for those patients who were living with a life limiting or terminal illness that is not cancer. The clinic is open two half days a month. The table below highlights the activity of the new services and the educational activity for 2017.

 24/7 Palliative Care Consultation Phone Line <small>Support for Healthcare Providers</small>	NORTHWESTERN ONTARIO PALLIATIVE CARE BOOSTER 2017 <i>Let's Talk About It: Conversations Worth Having</i>	 Lakehead UNIVERSITY <small>Centre for Education and Research on Aging & Health</small>
599 Calls received in 2017-18 Bullet rounds hosted 3x per week for providers in Thunder Bay Staff education delivered in Fort Frances, Atikokan, and Thunder Bay Non-Oncology Palliative Care Out Patient Clinic initiated at St. Joseph's Hospital ~48 patients referred	90 attendees at 2017 Palliative Care Booster Conference 18 communities from across North West Ontario represented Regional Palliative Care Community of Practice event held in Kenora	Series of 9 Lunch n' Learns 4 LEAP courses held including a LEAP for Paramedics and LEAP Renal 3 Palliative Care for Front Line Workers Courses "Dying Without a Home" workshops in June 2017 with Dr. Naheed Dosani

Advance Care Planning and Health Care Consent

Hospice Palliative Care Ontario has appointed Regional Champions in each LHIN in Ontario. These individuals are recognized champions in Health Care Consent Advance Care Planning (HCC ACP), and have a voluntary role for promoting and implementing HCC ACP within their geography ideally at a regional level. Regional Champions help to support HCC ACP initiatives in their LHIN region. Increasing provider knowledge and awareness of HCC and ACP utilizing the Ontario legal framework is a key priority in each LHIN. In 2017 the RPCP delivered 4 presentations on HCC ACP to the general public with over 160 participants attending the sessions.

For 2018/19 a number of priorities for HCC ACP have been identified by the Regional Champions. In the North West LHIN a HCC ACP action plan has been developed to advance provider knowledge and awareness. Five key activities have been identified to advance knowledge, awareness and build capacity in the region. These activities will be focused on by the Regional Champions and are as follows:

1. Document Substitute Decision Maker (SDM) in all Electronic Medical Records
2. Standardize the location of where SDM will be documented in MediTech
3. Survey ACP HCC needs across North West Region
4. Identify local Champions interested in becoming HCC ACP facilitators in their respective Communities
5. Provide train the trainer training for HCC ACP to champions



*Kim Ramsbottom & Jill Marcella
HPCO Regional HCC & ACP Champions*

Advisory Committee Members 2017-18

OFFICER	POSITION	COMMUNITY	IDN
DR. KATHY SIMPSON CCO Palliative Care Physician Lead	Co-Chair	Thunder Bay	City of Thunder Bay (Regional Mandate)
HELI MEHTA North West LHIN	Co-Chair	Thunder Bay	City of Thunder Bay (Regional Mandate)
AMANDA WARFORD Manitouwadge General Hospital	Member	Manitouwadge	District of Thunder Bay
ANDREA DOCHERTY Regional Cancer Care Northwest	Member	Thunder Bay	City of Thunder Bay (Regional Mandate)
ANNE TURCOTTE Caregiver	Member	Thunder Bay	City of Thunder Bay
BRENDA DECK Hagi Community Services	Member	Thunder Bay	Thunder Bay & Northwestern Ontario
DIONNE SINCLAIR North West LHIN HCC	Member	Thunder Bay	City of Thunder Bay (Regional Mandate)
DONNA MAKOWSKY Lake of the Woods District Hospital	Member	Kenora	Kenora
JUDY HARVEY Nipigon District Memorial Hospital	Member	Nipigon	District of Thunder Bay
KATHLEEN LYNCH St. Joseph's Care Group	Member	Thunder Bay	City of Thunder Bay
KATHY KORTES-MILLER Lakehead University / Hospice Northwest	Member	Thunder Bay	City of Thunder Bay
KAYLA CAUL-CHARTIER Fort Frances Tribal Area Health Services	Member	Fort Frances	Rainy River District
LORI BYERLEY Thunder Bay Regional Health Sciences Centre	Member	Thunder Bay	City of Thunder Bay (Regional Mandate)
DR. NICOLE ZAVAGNIN Cancer Care Ontario (CCO)	Member	Thunder Bay	City of Thunder Bay
PATRICK BARKER Revera Living Long Term Care	Member	Thunder Bay	City of Thunder Bay
RANDY MIDDLETON St. Joseph's Care Group HPC	Member	Thunder Bay	City of Thunder Bay
SARAH LANCASTER Northwest LHIN RPCP	Member	Dryden	Dryden
SUSAN ANDERSON Meno Ya Win Health Centre	Member	Sioux Lookout	Northern
ROBIN CANO Health Canada	Ex-Officio (Non-Voting)	Thunder Bay	District of Thunder Bay (Regional Mandate)
STEPHANIE HENDRICKSON Lakehead University - CERAH	Ex-Officio (Non-Voting)	Thunder Bay	Regional Mandate
JILL MARCELLA North West LHIN RPCP	Support Staff	Thunder Bay	Regional Mandate
HILARY METTAM North West LHIN RPCP	Support Staff	Thunder Bay	Regional Mandate
MARLENE BENVENUTO North West LHIN RPCP	Support Staff	Thunder Bay	Regional Mandate