



North West LHIN

Regional Palliative Care Program

Palliative Care at the End of Life – Health Quality Ontario

In June Health Quality Ontario released a new report on Palliative Care at the End of Life. The report details when, where and how 54,000 people in Ontario received hospice palliative care between April 2014 and March 2015 and captures the insights of a number of caregivers. Among the indicators and metrics that reflect the current state of hospice palliative care in Ontario are woven the voices and reflections of providers, patients and caregivers revealing experiences of palliative care that numbers cannot tell us. Their experiences highlight the importance of receiving quality palliative care and serves as a reminder of the work ahead that is needed to build a better hospice palliative care system across Ontario. This report lays the groundwork for future reporting by showing what we do know about palliative care for patients in Ontario at the end of their life, and what other data are needed to learn more about this important area. We know about the types of services that are available for people at the end of their life and where people die, but little about the quality of those services, and whether they met the needs of patients and caregivers. Health Quality Ontario and the Ontario Palliative Care Network will work together to ensure that Palliative and End of Life reporting



measures are aligned. A link is provided to view the report and the report's technical supplement. <http://www.hqontario.ca/System-Performance/Specialized-Reports/Palliative-Care-Report>

RPCP Fall Priorities

The Regional Palliative Care Program's year 2 work plan is well under way. There are a number of priorities the program will be focusing on for 2016/2017 year. Over the course of the next seven months the RPCP will continue to work with its Advisory and community partners to continue implementation of the Regional Palliative Care plan. The following priorities highlight some of the work the RPCP is currently focused on:

- Expanding the reach of the 24/7 Palliative Care consultation phone line access to health care providers in First Nations Communities.
- Supporting the development and implementation of a distributed hospice model* (DHM).
- Collaborating with First Nations Inuit and Metis health service providers working with First Nations communities and organizations that are improving access to culturally appropriate palliative care services and support.
- Continuing to work with regional communities who have expressed an interest and readiness to develop their local palliative care programs.

- Ensuring that palliative care education is available and accessible to all providers through continued collaboration with those partners with the mandate to provide palliative care education.
- Participating in the provincial scorecard reporting, and identifying local indicators at the local level.

* The DHM is a shared care approach whereby local community inter-professional care teams are able to provide care to their local residents by virtually connecting to palliative care experts through technology, for clinical consultations and care management of palliative and end-of-life clients, supporting delivery of care at home or close to home, including local hospice-like spaces at hospitals and other care settings such as supportive housing. These physical hospice-like spaces are dedicated for palliative and end-of-life care within each local health hub. The DHM includes a basket of palliative care services, resources and technology required to coordinate and deliver these services at the local and regional level.

HIGHLIGHTS

24/7 Palliative Care Consultant Phone Line

The North West LHIN Regional Palliative Care Program in collaboration with St. Joseph's Care Group launched a 24/7 Palliative Care Consultation Phone Line to provide support



**24/7 Palliative Care
Consultation Phone Line**
Support for Healthcare Providers

to Healthcare Providers within Thunder Bay and Northwest region. The goal of the consultation line is to build capacity and enhance providers' confidence in delivering palliative and end-of-life care by offering clear, centrally coordinated, 24/7 access to palliative care expertise. This service provides health care providers with support, guidance, and confidence through consultation, allowing them to further care for patients in the location of patient choice when and where ever possible. Clinicians who access the service include those working in hospital, community, long-term care and primary care settings.

The 24 hour Palliative Care Consultation Phone Line provides Healthcare Providers access to a Registered Nurse trained to respond to palliative care issues and provide information on the following areas:

- Information about palliative care
- Resources for pain and symptom management
- Education information
- Linkages to palliative care services
- Information on admission to St. Joseph's Hospital Hospice Unit

The local contact information for the 24/7 Palliative Care Consultation Phone Line is (807) 343-2476, and toll free 1-844-343-2476.



First Nations Update

Health Canada's First Nations and Inuit Health Branch (FNIHB) is continuing to support communities in developing their palliative care capacity through enhanced

funding from its Home & Community Care Program – Ontario Region. This project provides communities with assistance to facilitate local capacity development, integrate a palliative approach into all health and social services, and create local palliative care programs using existing services and building new partnerships.

The communities involved in this project will use the Improving End of Life Care in First Nations (EOLFN) Workbook, created in partnership with CERAH/Lakehead University, to guide the development of local palliative care programs. The EOLFN Workbook is now available to download at www.eolfn.lakeheadu.ca and includes great tools and guidelines for anyone looking to improve palliative care in their community.

The FNIHB-supported project began in 2015-16 with an initial 9 communities and 2 Tribal Councils receiving funding, of which 3 communities and the 2 Tribal Councils are located in the North West region. In 2016-17, an additional 7 communities are receiving support to lead this important work, with 6 of those communities being located in Northwestern Ontario.

The Regional Palliative Care Program is excited to partner with FNIHB, the EOLFN project at the Centre for Education and Research on Aging & Health (CERAH)/ Lakehead University, and the communities themselves to move this work forward and share their success with others interested in doing similar work.

REGIONAL UPDATE

Local Health Hubs

The RPCP Team has been working with 5 Local Health Hubs (LHHs) to improve the delivery of palliative and end-of-life care in their communities. These 5 Local Health Hubs are: Nipigon, Geraldton, Dryden, Sioux Lookout, and Red Lake.



Dryden Community Palliative Care Committee

Local Facilitator: Pam Miller, Dryden
Regional Health Centre

The Dryden Palliative Care committee has a number of achievements to date:

- Updated Terms of Reference and identified new members to join the Dryden Community Palliative Care Committee. 24 individuals representing a variety of care settings and disciplines have committed to participating on the committee.

- Developed survey to evaluate caregiver experience across care settings.
- Reviewed hospital protocol to provide compassionate care & support to families experiencing stillbirths and miscarriages.
- Improving use of Palliative Performance Scale (PPS) in hospital & community through staff education.
- Identified opportunities to improve experience for patients & families in hospital. Ideas include: a memory garden, personal belongings boxes, bereavement cards signed by staff.



If you are interested in joining the Palliative Care Committee in any of the Local Health Hubs (LHHs), please contact Hilary at the RPCP (mettamh@tbh.net)

Regional Education



CERAH looks forward to a full education agenda beginning this Fall. In collaboration with the Ontario Medical Association CERAH is facilitating a seminar entitled “*End of Life Planning and Care*” presented by Dr. Kevin Miller and Dr. Kathy Simpson to an audience of physicians at the Thunder Bay Medical Society Summer School.

CERAH is actively preparing for its bi-annual regional conference in Thunder Bay November 2-4. This year's theme is “Caring for Each Other: Connections in Communities” with keynote speaker Dr. Mike Harlos. Dr. Harlos is the Clinical Team Leader for the Canadian Virtual Hospice, and has also developed and maintains the site Palliative.info, a site for palliative care links and resource material. He is Medical Director of Adult and Pediatric Palliative Care for the Winnipeg Regional Health Authority. This conference will also see presentations on topics including: advance care planning, developing community palliative care programs, and challenges and barriers in existing palliative care services in remote First Nations communities. Also of note is a public panel presentation on the evening of November 2nd on the topic of Medical Assistance in Dying (MAID) facilitated by Michelle Allain (Bioethicist), Dr. Kevin Miller (Palliative Care Physician), Marietta Brennen (Lawyer), Sheila Noyes (Dying with Dignity Canada), and moderated by CBC Thunder Bay's Cathy Alex. Registration is set to begin end of August.

For more information about any of these events, please visit the CERAH website cerah.lakeheadu.ca or contact Jessica Wyatt at 807-766-7263 or email jwyatt@lakeheadu.ca.

Public Education

Hospice Northwest hosted a community **Die-alogues** event on June 21st at the Slovak Legion Solarium. The theme of the evening was Death and Social Media. A full capacity crowd listened while host Cathy Alex of CBC Radio and guest speaker Dr. Kathy Kortess-Miller spoke about how social media is changing the way we talk about death. Participants were then able to take part in lively table discussions while enjoying coffee and dessert.



Dr. Kathy Kortess-Miller

Die-alogues: Conversations on Life and Death is an initiative created by Hospice Northwest which was designed to encourage individuals in our community to engage in meaningful conversations about end-of-life issues. Engaging and respectful discussions about death and dying help to remove the fear we feel around this topic, and help us make important decisions about our final wishes in a timely manner.

A unique and thought-provoking topic is selected for each **Die-alogues** event. Participants are invited to discuss these issues and listen to the ideas and experiences of other members. A guest speaker with first-hand knowledge of the topic introduces the subject matter and encourages discussion at individual tables.



Hospice Northwest is dedicated to bringing better end-of-life care to our community. We focus on creating tools, services and programs that provide education and support to our clients, volunteers, and our community.

The next community **Die-alogues** is tentatively scheduled for October. Everyone is welcome at these community events.

Pallium Canada



Pallium Canada is a national organization created to improve the quality of palliative care services through the development and dissemination of education, resources, and clinical decision-making tools for inter-professional health care providers.

Well known for developing the LEAP courses (Learning Essential Approaches to Palliative Care), Pallium also offers several education & training tools that can be accessed online at www.pallium.ca.

The Regional Program team would like to highlight the following resources and encourage you to share within your community/organization:



1. The **Pallium App** provides access to the latest clinical tools and includes tips for having essential conversations as well as links to national resources. It is now available to download for the price of \$5.49 on Apple's App Store and Google Play.
2. Under its E-Learning banner, Pallium has created several short videos called **Snippets & Doodles**. These videos are designed to educate both the public and health care providers in a fun and engaging way, around topics such as Advance Care Planning and Myths About Palliative Care. Check out the **Pallium Canada YouTube channel** and have a viewing party with your colleagues during orientation, staff meetings, education days, etc.

UPCOMING EVENTS

Registration for **Palliative Care for Frontline Workers** is currently open for face-to-face participation in Thunder Bay and participation in the region via OTN. This course is hosted by CERAH and will begin September 20th and run from 6:00-9:00 pm every Tuesday evening for 6 weeks.

October 14th & 15th LEAP Mini Course (CERAH)
Wilson Memorial General Hospital (Boardroom) 26 Peninsula Road, Marathon, ON.

CERAH Lunch & Learn Series:

September 21st Kim Barry Regional Manager with ALS Society of Canada hosts a session on Lou Gehrig's disease (ALS)

October 19th Robin Cano will present on the Confusion Assessment Method (CAM).

Webinars:

October 7th 2:00-3:30 pm Long Term Care Staff

November 18th 10:30-12:00pm Hospital Staff

Hospice Palliative Care Ontario invites you to attend a provincial webinar titled “**Health Care Consent & Advance Care Planning**” For Registration information please contact Cindy Harvey at harveyci@tbh.net or 343-2431 ext 2233

October 13th 12:00-1:30 World Hospice & Palliative Care Day Special Lecture

A live **webcast** of the event is available via the Ontario Telemedicine Network (OTN). Link: <http://webcast.otn.ca>; please click: 'Live Events' and 'Public'; Event Number: 58353308

For information on CERAH Events, please visit the Lakehead University Centre for Education and Research on Aging & Health (CERAH) Website: <http://cerah.lakeheadu.ca> or contact Jessica Wyatt at jwyatt@lakeheadu.ca, 807-766-7222

North West LHIN Regional Palliative Care Program 2016 — 2017 Advisory Committee Membership

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)
ANNE TURCOTTE Caregiver	Member	Thunder Bay	City of Thunder Bay
PAULA DONLYK North West CCAC	Member	Thunder Bay	City of Thunder Bay (Regional Mandate)
ANDREA DOCHERTY Regional Cancer Care Northwest	Member	Thunder Bay	City of Thunder Bay (Regional Mandate)
LORI BYERLY Thunder Bay Regional Health Sciences Centre North West Regional Renal Service	Member	Thunder Bay	City of Thunder Bay (Regional Mandate)
KATHY KORTES-MILLER Lakehead University / Hospice Northwest	Member	Thunder Bay	City of Thunder Bay
DONNA MAKOWSKY Lake of the Woods District Hospital	Member	Kenora	Kenora
BRENDA DECK Hagi Community Services Manager	Member	Thunder Bay	Thunder Bay & Northwestern Ontario
SUSAN ANDERSON Meno Ya Win Health Centre	Member	Sioux Lookout	Northern
AMANDA WARFORD Manitouwadge General Hospital	Member	Manitouwadge	District of Thunder Bay
SEEMA PARAMESWARAN Greenstone Family Health Team	Member	Geraldton	District of Thunder Bay
JUDY HARVEY Nipigon District Memorial Hospital	Member	Nipigon	District of Thunder Bay
DARRYL GALUSHA Fort Frances Tribal Area Health Services	Member	Fort Frances	Rainy River District
KATHLEEN LYNCH St. Joseph's Care Group	Member	Thunder Bay	City of Thunder Bay
ALEX VISTORINO North West LHIN	Ex-Officio (Non-Voting)	Thunder Bay	Regional Mandate
ROBIN CANO Regional Palliative Pain & Symptom Management Consultant (CCAC)	Ex-Officio (Non-Voting)	Thunder Bay	Regional Mandate
JESSICA WYATT Regional Palliative Care Education Planner (CERAH)	Ex-Officio (Non-Voting)	Thunder Bay	Regional Mandate
PATRICIA LEE LTC Director of Care	Member	Thunder Bay	District of Thunder Bay
JILL MARCELLA Northwest RPCP Co-ordinator	Support Staff	Thunder Bay	Regional Mandate
HILARY METTAM Northwest RPCP Community Development Lead	Support Staff	Thunder Bay	Regional Mandate
MARLENE BENVENUTO North West RPCP Palliative Care Telemedicine Consultant	Support Staff	Thunder Bay	Regional Mandate

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