



North West LHIN Regional Palliative Care Program

Sharing Knowledge in Northwestern Ontario



OPCN Develops Health Services Delivery Framework for Palliative Care

Over the last year, the Ontario Palliative Care Network (OPCN) has been working with partners to develop a Health Services Delivery Framework (HSDF) that will recommend a model of care for delivering high quality, culturally safe palliative care in Ontario.

The HSDF is intended for all those who provide or plan care for patients with life-limiting illness and includes system planners (e.g. MOHLTC, LHINs, and Regional Palliative Care Networks), providers (e.g. physicians, nurses, allied health) and provider agencies (e.g. contracted nursing agencies, community service agencies, and hospices). The implementation of HSDF is expected to improve patient experience, increase access to palliative care services, and optimize the use of healthcare resources.

In January 2018, an initial version of HSDF recommendations was shared with OPCN's Advisory Councils, Regional Palliative Care Networks, and other stakeholder organizations for input. Extensive feedback was received from across the province with a majority of respondents offering an overall positive response for the vision and direction of HSDF. The document was revised based on the feedback received and resulted in another draft being circulated for review in summer 2018.

The North West LHIN Regional Palliative Care Program engaged with stakeholders across the Northwest to collect and collate feedback from our region that was then forwarded on to



Ontario Palliative Care Network

OPCN. The final version of the HSDF is expected to be released in March 2019. At that point, OPCN in collaboration with the Regional Palliative Care Networks will then undertake a current state assessment to determine readiness of sites within regions to implement HSDF recommendations.

The Regional Palliative Care Program is well positioned to test the Health Service Delivery Framework model of care, to deliver culturally safe care to people of Northwestern Ontario.





Regional Palliative Care Program Announcements

The North West LHIN Regional Palliative Care Program team has undergone several changes in the past few months. First of all, we would like to bid a fond farewell to Cindy Harvey, our Program Secretary who retired at the end of June. Cindy joined the Regional Program in 2015 and has been a vital support for all the work we do. Cindy always ensured we were well-fed at meetings and went above and beyond to accommodate all our last minute requests. As someone who provided much-needed assistance in designing and creating our public education displays, she truly embodies the spirit of “palliative care is everybody’s business”.

Secondly, we wish all the best to our Palliative Care Nurse Consultant Marlene Benvenuto in her retirement. A long-time nurse on the Hospice Unit at St. Joseph’s Hospital, Marlene transitioned to the Regional Program in 2016 and has been an invaluable resource to providers throughout the region. Mondays to Fridays, Marlene answered calls to the Regional 24-7 Palliative Care Consultation Line, where she was the friendly voice offering advice and a compassionate listening ear to other providers.

Although we are sad to see them go, we know that these lovely ladies will be enjoying some well-deserved rest & relaxation now that they are officially “off the clock”!

Regional Education Update - CERAH



In partnership with the Marathon Palliative Care Committee, the Palliative Care Education Community of Practice (PCEdCoP) hosted *Getting it*

Right: A skills-based approach to Health Care Consent and Advance Care Planning on June 19th, 2018.

The session, presented by Jill Marcella and Kimberly Ramsbottom, North West LHIN Regional Advance Care Planning (ACP) and Health Care Consent (HCC) Champions, provided health care providers with practical skills related to ACP and HCC to improve patient care. To assist with consolidating information (and to have a lot of fun in doing so!) participants engaged in a boisterous game of ACP/HCC Jeopardy! Participants also worked through case studies to apply their knowledge and were each provided with ACP/HCC resource packages. Nineteen attendees took part in the Marathon CoP event and feedback indicated attendees thoroughly enjoyed the day. As a result of this event, the PCEdCoP recruited 15 new members in the east and an encore presentation of this workshop is being offered on November 20th in Thunder Bay!

The purpose of the PCEdCoP is to share knowledge, experience, and resources so that each individual can practice more effectively. Two face-to-face PCEdCoP events are held each year (one in the region and one in Thunder Bay) to bring members together for networking, resource-sharing, and an educational opportunity. These events are also a great way to recruit new members interested in palliative care.

If you are interested in joining the PCEdCoP or have questions related to palliative care education opportunities, please contact Stephanie Hendrickson at: shendric@lakeheadu.ca

Please visit the CERAH website for more information about registering for our upcoming events!
www.cerah.lakeheadu.ca/events/



Improving & Driving Excellence Across Sectors

NORTH WEST IDEAS TEAM

This year the Ontario Palliative Care Network partnered with Health Quality Ontario (HQQ) to offer quality improvement training to each Regional Palliative Care Program through the Improving and Driving Excellence Across Sectors (IDEAS) program. IDEAS is a 7-month applied learning program consisting of 3 in-person learning sessions in Toronto and weekly meetings with a Quality Improvement advisor.

Members of the North West IDEAS Team included Hilary Mettam and Marlene Benvenuto from the Regional Palliative Care Program - St. Joseph's Care Group, Beverley Kelley from the North West LHIN, and Karen Roberts from Thunder Bay Regional Health Sciences Centre.

With guidance from the RPCP Advisory and local palliative care clinicians, the North West IDEAS Team decided to focus its project on improving communication and coordination amongst the providers of individuals living in community with complex care needs. Working with the QI advisor, the team explored this issue further and identified several potential "change ideas" that could be tested on a small scale using the Plan, Do, Study, Act (PDSA) approach. Keep an eye out in the next newsletter for information on results from this project and some of our lessons learned!



North West LHIN
Regional Palliative Care Program



Hospice Northwest



Offering Comfort and Support During the Holidays

Memories of shared laughter and special holiday traditions are treasures that many of us hold in our hearts when our loved ones are no longer here to share the Christmas season with us. Anyone who has lost a loved one can attest to the bittersweet feelings we experience during the holiday season. The smell of pine or the glitter of coloured lights can elicit some of our sweetest memories and our deepest sadness. Hospice Northwest recognizes the uniqueness of each grief journey. While nothing can take away from the intensity of emotional grief experienced during the holidays, we believe that compassion and understanding can help. To this end, we have developed a variety of programs for the Christmas season.

Our bereavement services are available at no charge and were created to help you cope with grief by offering support and healing.

At Hospice Northwest we will:

- ☐ recognize the uniqueness of your grief journey
- ☐ provide you with genuine compassion and support
- ☐ refrain from imposing our own spiritual or philosophical beliefs
- ☐ help you find useful community resources that will help support your bereavement process

Anyone grieving the death of a loved one is eligible for support, providing their needs can be met with the services we offer. If you or someone you know is interested in receiving grief support, please call the office to discuss our referral process at 807-626-5570.



Reflection Room

SE Health (formerly Saint Elizabeth) has collaborated with St. Joseph's Care Group and Lakehead University's Centre for Education and Research on Aging & Health (CERAH), to bring The Reflection Room to both the annual CERAH Palliative Care Conference and St. Joseph's Hospital from October 27th-November 24th.

The Reflection Room is a project led by the SE Research Centre at SE Health and leverages the power of shared

storytelling and experiential design to engage people in thinking and talking about end of life. The room provides an opportunity for families, clients, staff and visitors reflect on experiences with end of life in a space that is intentionally designed and safe.

For more information on the Reflection Room project, please visit <http://thereflectionroom.ca/>

