



## Alberta Provincial Palliative and End of Life Care Update



The Palliative and End of Life Care (PEOLC) team has been working at full speed over the summer months! We have received support from both Integrated Continuing Care Steering Committee (ICSC) and Clinical Operations Executive Committee (COEC) on the Palliative and End of Life Alberta Provincial Framework (<http://insite.albertahealthservices.ca/sh/tms-sh-provincial-palliative-end-of-life-care-framework.pdf>).

Based on the framework, a set of initiatives were identified as Year 1 priorities and were documented into program and project charters. These charters were endorsed by the Provincial Palliative and End of Life Innovations Steering Committee (ISC) over the summer and also supported by COEC.

Thank you to everyone who volunteered to participate on the initiative working groups! The PEOLC program strives to be evidence based, using an integrated approach with the solutions resulting in greater services and support for all Albertans. Your expert knowledge regarding clinical best practices, policies, and implications for patient care within your respective areas will ensure that this work moves forward.

## Advance Care Planning / Goals of Care Designation

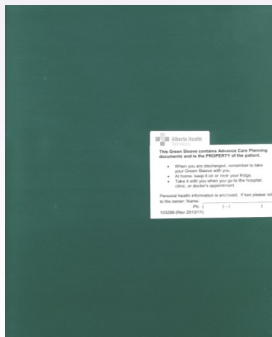
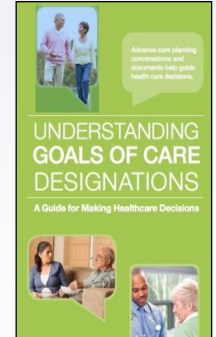
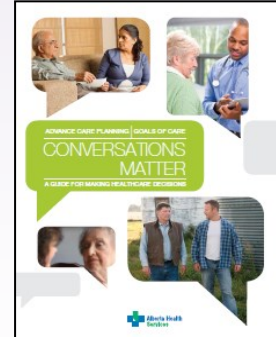
[www.conversationsmatter.ca](http://www.conversationsmatter.ca)



The ACP/GCD initiative will be initiating its 1 year review of the policy and procedure this fall under the guidance and support of the ACP/GCD Provincial/Zone Implementation Committee. In addition to reviewing the policy and procedure, the Provincial ACP/GCD team will also review ACP/GCD tools, resources and web content to ensure they reflect the updated policy, and engage Health Care

Providers and Albertans on the topic of Advance Care Planning/Goals of Care Designations.

*Green Sleeve Packages* have been assembled specifically for community and facilities practices and include key tools and resources for engaging in ACP/GCD with patients. We encourage community and external practices/providers to AHS to order these packages via the DATA Group. Please email [conversationsmatter@albertahealthservices.ca](mailto:conversationsmatter@albertahealthservices.ca) for more information on accessing these packages.

# Palliative and End of Life Initiatives Update

ISC met on September 22, 2014 to review and endorse the direction and essential components of the year 1 initiatives.



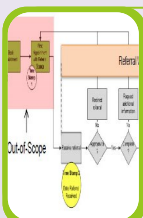
## Provincial PEOLC EMS Assess, Treat, and Refer Project

- Preliminary dispatch protocol and work flow protocol have been drafted. These will be brought forward for endorsement at the next ISC meeting.
- There have been discussions around the identification of palliative patients and emergencies to be treated.
- Working group will be developing two additional program models for consideration.



## 24 / 7 Provincial Palliative Physician Support

- Current state analysis in process.
- Discussion with zone medical directors in process.
- A meeting is planned with Physicians from British Columbia to learn about their provincial on-call process
- Working group of all zone medical directors will meet in the near future to recommend a high level plan to be endorsed at ISC.



## Pathways / Guidelines

- Working group has been established.
- Completed an environmental scan and gaps analysis across Alberta.
- Will be developing a plan to recommend to ISC on how to integrate PEOLC into existing and future care pathways work.



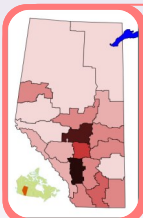
## Dashboard

- Academic review of PEOLC indicators completed
- Working group has identified 10 Alberta specific indicators which were endorsed at the ISC.
- Further discuss and finalise the endorsed Alberta specific PEOLC quality indicators to be utilized within the dashboard.



## Multiyear PEOLC Strategy & Business Plan

- 36 initiatives consolidated into ten groups with a timeline until 2017/18 fiscal year.
- Components of business plan to be endorsed by ISC.



## Capacity

- We will assist the Supportive Living & Long Term Care Development strategy department to support this work moving forward.
- Focus this year will be to determine the number of all PEOLC spaces and service requirements for both rural and urban area in hospital and community settings per 100,000 adjusted population.

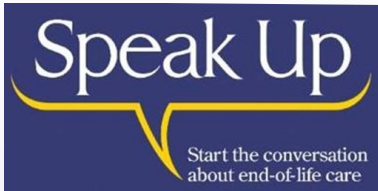


## Website

- Health Care Provider and Patient & Family sub working groups have identified key features of the website which have been endorsed by ISC.
- Pallium will be providing clinical content.
- The website will be housed on myHealthAlberta site.



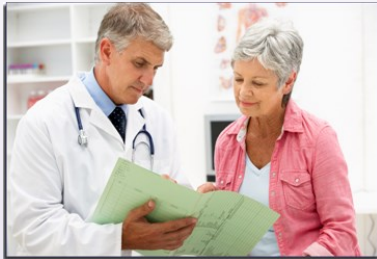
# Webinar: Advance Care Planning—A Physician’s Guide to Starting the Conversation with Patients



October 22, 2014 2:00—3:30 pm EDT

Presented by Dr. Jessica Simon

Palliative Consult Team, Calgary; Division Head, Palliative Medicine, University of Calgary; Physician Consultant, Advance Care Planning and Goals of Care, Calgary Zone Alberta Health Services.



This webinar will examine the evidence regarding patient-physician advance care planning (ACP) communication. We will:

- Discuss emerging evidence on communication
- Examine content for ACP and goals of care discussions
- Share resources for clinicians and patients

Visit the CHPCA’s website to find out more about this webinar and other webinars in their Accredited Online Event series:

<http://www.chpca.net/news-and-events/accredited-online-event-series.aspx>

To register for the webinar:

<https://www.eventbrite.ca/e/accredited-online-event-advance-care-planning-a-physicians-guide-to-starting-the-conversation-with-tickets-11480220649>

*This webinar is part of the Canadian Hospice Palliative Care Association’s Accredited Online Event Series. The session is accredited by the College of Family Physicians of Canada and is valid for 1.5 Mainpro-M1 credits. The cost is \$55.00 (\$45.00 for members of the Canadian Hospice Palliative Care Association). The session will run for 60 minutes followed by a 30 minute interactive question and answer period.*

## Edmonton Zone

### New to the palliative care community

The Edmonton Zone Palliative Program is pleased to announce the expansion of the hospice program to include a four bed hospice at WestView Health Centre in Stony Plain. The hospice is collocated with the continuing care at WestView Health Centre. This expansion will increase the number of inpatient hospice programs to four and the number of Edmonton Zone Palliative hospice beds to 68. This is the first suburban inpatient hospice in the Edmonton Zone. The WestView hospice will complement the current palliative services and provide a full range of supports for the WestView community.



WestView Health Centre



Royal Alexandra Hospital

In November 2014, the Royal Alexandra Hospital Medicine Program is planning to open 9 designated palliative spaces. These private and semi-private rooms will be for C2 goals of care designation patients whose length of stay is predicted to be hours to days of life and the option to transfer elsewhere, such as hospice, is no longer possible. Attending physicians throughout the Royal Alexandra Hospital will be able to request their patients be moved to this unit where they will be able to work with an interdisciplinary team educated in the care of end of life patients. The Royal Alexandra Hospital Palliative Care Consult Program will be a resource in educating and supporting the staff.

## Central Zone



Central Zone has begun their Lync education sessions on Palliative Care in the Home with great feedback – we are looking forward to providing these sessions on a continuing basis for staff. The Palliative Care Team has also collaborated with our Seniors Health Educators to develop a basic palliative care one day course, targeting Health Care Aides, Licensed Practical Nurses, and Registered Nurses on the frontlines of care. They are nearing completion and it will be available soon on MyLearningLink. We are also offering three more LEAP sessions this fall, in Red Deer, Viking, and Wainwright.

On the physician front, we have just contributed to the new general orientation for new physicians that Medical Affairs is putting together. We hope it will be useful information for new physicians in our zone.

We are busy participating in the various Working Groups for the Provincial initiatives that have come out of the new PC Framework and are excited to share those developments with everyone in our area.

## North Zone

### Connecting with Palliative Resources around the North Zone

*The North Zone Palliative Care Resource Team is available weekdays to help staff with questions about palliative care, provide clinical consults and access to the Virtual Pain and Symptom Clinic.*

*Questions for your PCRNs – Loretta Manning at 780 645 3396 or  
Michael Wilson at 780 836 7362*

*Consults can be directed through Continuing care access at 855 371 4122.*

*Coverage 24/7 after hour questions or for rural physicians to speak directly with a palliative specialist call Edmonton  
Central Intake Line at 780 496 1300.*

## Recommended Resources

- Pallium Palliative Pocketbook: A peer-reviewed, referenced resource intended to support safe, ethical, effective and accountable palliative clinical service interventions in various care settings. Only \$20 at <http://marche.chpca.net/>
- 99 Common Questions (and more) about Hospice Palliative Care: A nurses handbook free ebook at [palliative.org/NewPC/pdfs/education/99QuestionsEbook2013.pdf](http://palliative.org/NewPC/pdfs/education/99QuestionsEbook2013.pdf)
- A caregiver's guide: A Handbook about End of Life Care in print or free ebook at [www.albertahealthservices.ca/ps-1026208-caregivers-guide.pdf](http://www.albertahealthservices.ca/ps-1026208-caregivers-guide.pdf)

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## Calgary Zone

### Happenings in Palliative / End of Life Care in the Calgary Zone

- Ongoing Palliative Care Education
  - **How to Care, What to Say.**  
E-mail [Suzanne.connelly@albertahealthservices.ca](mailto:Suzanne.connelly@albertahealthservices.ca) for more information
  - **Navigating the Journey to Death – Levels 1 & 2, and for HCAs.**  
E-mail [Kelly.bradley@albertahealthservices.ca](mailto:Kelly.bradley@albertahealthservices.ca)
- Hosting a Hospice Education day on caring for individuals with ALS – Oct 3, 2014. E-mail [erin.forsyth@albertahealthservices.ca](mailto:erin.forsyth@albertahealthservices.ca) for more information.
- Grief Support Program is currently involved in development of a new AHS Care after Death policy. Grief Support Program has developed a new brochure and 2-hour information session outlining resources and strategies for managing grief and loss during special occasions and holiday seasons. E-mail [bev.berg@albertahealthservices.ca](mailto:bev.berg@albertahealthservices.ca) for more information
- Palliative Home Care is piloting 2 technologies for promoting safety of community-based staff: Blackline GPS & Sharepoint Check-in & Check-out. Palliative Home Care is also conducting a project to better understand the workload and outcomes of their after-hours response team. E-mail [louise.caouette@albertahealthservices.ca](mailto:louise.caouette@albertahealthservices.ca) for more information.
- New Medical Director is Dr Ayn Sinnarajah. Dr Lindy Murphy is returning to her community and hospice-based palliative care physician practice on a full-time basis. Ayn can be reached via [ayn.sinnarajah@albertahealthservices.ca](mailto:ayn.sinnarajah@albertahealthservices.ca)
- New Division Head for University of Calgary Palliative Medicine is Dr Jessica Simon. Jessica can be reached at [jessica.simon@albertahealthservices.ca](mailto:jessica.simon@albertahealthservices.ca)



### TBCC and Palliative Care Collaborative Project Update

**This Alberta Cancer Foundation two year funded project is focused on “Enhancing care for those individuals living with advanced cancer, and their families.**

Currently the project team is pleased to be taking forward a specific work to engage these patients and family members. A series of focus group sessions are being planned for the last week of October.

These two hour group sessions will invite dialogue on the following topics:

1. Receiving clear information to ensure individuals understand their cancer journey.
2. Being supported when receiving ‘difficult news’.
3. Participating in health care decision-making when cancer advances.
4. Ensuring timely access to information about supportive services available for ongoing support.
5. Providing continuity of care between TBCC and Calgary Zone Palliative & End of Life Care Programs.

**If you are interested or know of someone who might be interested in participating in the focus groups, please contact Laura Deschenes, Phone 403 943-1330 or [laura.deschenes@albertahealthservices.ca](mailto:laura.deschenes@albertahealthservices.ca).**





Canadian Hospice Palliative Care Conference

Congrès canadien de soins palliatifs

2015

# Canadian Hospice Palliative Care Conference

The Canadian Hospice Palliative Care Conference is the foremost national conference in Canada focusing on hospice palliative care. This event provides 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.

Furthermore, throughout the four days of the 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.

### Program Features Include:

- Opening Ceremonies
- Welcome Reception
- CHPCA Interest Group Meetings
- Pediatric Palliative Care and Other Exciting Satellite Meetings
- Top Notch Plenary Speakers
- Concurrent Abstract Driven Workshops and Oral Presentations
- Concurrent Challenge Panel Presentations
- Poster Presentations
- Exhibit Hall
- Celebration of Life
- Banquet

Join us in Ottawa for what promises to be a wonderful learning and networking experience!

If you would like to sign up for conference alerts, please contact [info@chpca.net](mailto:info@chpca.net)



• Ottawa Westin Hotel • October 29 to November 1, 2015 •  
More information will be available shortly at [www.conference.chpca.net](http://www.conference.chpca.net)



Canadian Hospice Palliative Care Association

Association canadienne de soins palliatifs



# The Way Forward: An Integrated Palliative Approach to Care



**96%** of Canadians SUPPORT hospice palliative care.

**96%** BELIEVE it is important to have a conversation with loved ones about their wishes for care.

**13%** only, have COMPLETED an advance care plan to communicate their wishes.

**73%** want more INFORMATION from their doctors so they can plan and begin these important conversations.

## Talking about Advance Care Planning (ACP)

Less than one quarter of Canadian general practitioners and family physicians (GP/FPs) and nurses are experienced and comfortable talking about planning for illness and end of life with their patients through advance care plans.

**24%** of GP/FPs and **32%** of nurses have NO experience and are not comfortable with conversations.

**24%** of GP/FPs and **18%** of nurses ARE experienced and comfortable with ACP conversations.



**52%** of GP/FPs and **51%** of nurses have SOME experience but are not very comfortable with conversations.

## Perceptions of When People Should Start Advance Care Plans

<b>41%</b> FP/GPs	<b>61%</b> Nurses	Believe people should start Advance Care Plans when they are <b>healthy</b> .
<b>31%</b> FP/GPs	<b>13%</b> Nurses	Believe people should start Advance Care Plans when they are diagnosed with a <b>chronic illness</b> .
<b>22%</b> FP/GPs	<b>20%</b> Nurses	Believe people should start Advance Care Plans when they are diagnosed with a <b>life-threatening illness</b> .



## WANTED: Tools and Resources

Based on the research, there are several gaps to fill with support, education and resources that would benefit family physicians, nurses and their patients:

- Overall comfort level in discussing palliative care and end-of-life issues;
- Providing end-of-life care independently and with confidence;
- Initiating discussions about a palliative approach and hands-on experience with advance care planning;
- Managing the non-medical needs related to end of life (e.g. accessing services; probing wishes after death);
- Managing challenging issues such as control of pain and depression; and
- Identifying resources in the community to provide support to patients and families.

### Many of these resources are already available at the websites below:

To learn more about The Way Forward and the palliative approach: [www.hcpintegration.ca](http://www.hcpintegration.ca)

To learn more about Advance Care Planning including workbooks and tools by province: [www.advancecareplanning.ca](http://www.advancecareplanning.ca)

To learn more about hospice palliative care: [www.chpca.net](http://www.chpca.net)

To learn more about palliative care education and resources: [www.pallium.ca](http://www.pallium.ca)



All of the above statistics were drawn from the Harris/Decima opinion poll of Canadians and the Ipsos Reid survey on primary care nurses and general practitioners/family physicians. To read the full reports, please visit: [www.hcpintegration.ca/resources.aspx](http://www.hcpintegration.ca/resources.aspx)

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## Workshops are filling up quickly, so register *today* to save your spot.

*"This workshop went beyond my expectations. Blair is a FABULOUS speaker! I appreciate your obvious passion about self-care."* 2014 Roadshow Participant

*"This workshop moved me deeply. There was so much incredible information which I am still processing."* 2014 Roadshow Participant

*"Thank you. Your real, heartfelt, compassionate and amazing worldviews, and information resonates. I will not forget this workshop."* 2014 Roadshow participant

### What will I gain from attending the Roadshow?

This full-day workshop tackles the hazards of compassion fatigue and burnout which often confront professional, volunteer, and family caregivers. What you'll gain is an understanding of the signs and symptoms of these conditions, and you'll learn practical self-care strategies essential to your professional and personal quality of living. This workshop will support and affirm your valuable work.

### The acclaimed workshop facilitator; Blair Collins.

Blair Collins, BA, B.Th., RSW is the facilitator for "Take a Deep Breath: Taking Care of YOU!" Blair brings almost 30 years of experience to this topic through his work in the non-profit sector. He is a well-respected counsellor and educator whose work has significantly impacted hospice palliative care patients, professionals and volunteers.

### When are the next Roadshow workshops?

There are still two opportunities to participate in this life-changing workshop: **October 1 in AIRDRIE, and October 17 in PEACE RIVER.**

Best of all, the full workshop, lunch, coffee breaks, networking and life-saving strategies cost only \$10.00 for AHPCA members! **For more information and to register, go to [www.ahpca.ca](http://www.ahpca.ca)**

**APHCA: It's about life.** May yours be happy and healthy!

## Contacts

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