



Provincial Palliative and End-of-Life Care Innovations Steering Committee

Fall 2016 is upon us and, as the leaves on the trees around us are changing to vibrant reds and brilliant golds, the Provincial Palliative and End of Life Care Innovation Steering Committee (PPAL / EOL ISC) and its working groups have been hard at work on the following:

Chartered Initiatives

- A Resource Guide for Community Based PEOLC ([page 4](#))
- EMS PEOLC ATR ([page 2](#))
- Provincial Bereavement Program ([page 3](#))
- Provincial PEOLC Website ([page 4](#))

Additional Initiatives

- Accreditation 2017 ([page 14](#))
- Advance Care Planning and Goals of Care Designation ([page 4](#))
- PEOLC Capacity Planning ([page 6](#))
- PEOLC Dashboard ([page 6](#))
- Provincial Guideline for Home Care Patient Death ([page 6](#))

The Clinical Knowledge / Content Management team and their working groups have been working on the following PEOLC prioritized Clinical Knowledge Topics ([page 6](#)):

- Advance Care Planning and Goals of Care Designation
- End of Life Care Guidelines
- Provincial Palliative Sedation Guidelines

The PPAL / EOL ISC is truly grateful to everyone who has participated on the various working groups; provided expert insight into current policies and practices in their zones and departments; and promoted and championed the various framework initiatives amongst their departments and teams. In the upcoming months, the steering committee will have more opportunities for individuals and groups to provide their feedback and expert opinions to help further inform the work being developed on the above initiatives and prioritized work.



The provincial team is also delighted to introduce De Leeming who is the new administrative assistant for both Palliative and End of Life Care and Permanent Supportive Housing and Residential Living teams. De has over 30 years of administrative experience in a variety of industries. Most recently, De was Executive Assistant to the Alberta Real Estate Association. She is looking forward to sharing her knowledge and experience and to being an important part of the Community, Seniors, Addictions & Mental Health team.





EMS PEOLC Assess, Treat, and Refer

Within the Alberta PEOLC Framework, standardizing and spreading palliative emergency symptom management support provided by clinicians & EMS within every zone was identified as a top priority. During the 2014/15 fiscal year, all the zones worked collaboratively to begin implementing a provincial Emergency Medical Services Palliative and End of Life Care Assess, Treat and Refer (EMS PEOLC ATR) Program to support clients experiencing palliative emergencies within the community setting. In the 2015/16 fiscal year, program planning included a number of enhancements to further support collaboration between EMS and community clinicians, and expand patient/family access to the program.



What's New in Phase II

- **Remote clinician access** - clinicians contacted by patients in symptom crisis can activate EMS without being in the home and collaborate to provide patient care in person (if possible) or over the phone when EMS arrives
- **EMS activation** - when EMS arrives at the home of a PEOLC patient in symptom crisis without a clinician on scene (through a routine call to 911), treatment in place can still be provided in collaboration with an online physician and clinician on the phone as available, with notification of the event to the patient's primary care team for any required follow up

Phase II Update Training

The online training package is loaded on [My Learning Link](#), [Continuing Care Desktop](#) and [AHSEMS.com!](#)
Contact your manager or email EMS.Palliative@ahs.ca for other training support opportunities!

Learning Essential Approaches to Palliative Care (LEAP)

LEAP Paramedic

This blended online and face to face course provides an introduction to the essential knowledge, attitudes and skills to provide a palliative care approach. Topic areas include:

- Taking Ownership
- Resources & Advance Care Planning
- Decision Making
- Pain
- Dyspnea
- Essential Conversations
- Psychological Distress
- Nausea & Hydration
- Delirium
- Last Days & Hours
- Palliative Emergencies



Need print resources? Patient and family brochures and clinician/EMS lanyard cards are available! Contact your manager or email EMS.Palliative@ahs.ca.

Got a Question? Contact us at EMS.Palliative@ahs.ca

Facilitator Training

Instructors from Pallium Canada will be providing opportunities to become a LEAP facilitator in November of 2016. Multiple dates and locations around the province are being planned. If you are interested in becoming a LEAP facilitator or LEAP Paramedic facilitator, stay tuned to Pallium.ca for upcoming details.

DATES ANNOUNCED: LEAP PARAMEDIC FACILITATOR TRAINING

- Monday, November 14 – Calgary
- Tuesday, November 15 – Red Deer
- Thursday, November 17 – Edmonton

The [Pallium App](#) is now available. This "just in time" resource includes:

- Clinical decision-support tools
- Essential conversation tips
- National & local resources



PEOLC Bereavement Initiative

The Bereavement Working Group has made great strides over the summer on the implementation of the five Recommendations to Improve Bereavement Care in Alberta. Highlights include:

Bereavement Package

The Bereavement Working Group has made progress on a provincially available Bereavement package to be given to families shortly after a death has occurred. The Bereavement package is in the process of being reviewed by an AHS Health Content Consultant for alignment to AHS visual identity standards. The Bereavement Working Group has proposed two formats to be available for the Bereavement package: a bi-fold and an envelope version.

White Rose Program

The Bereavement Working Group is currently discussing the possibility of expanding the existing White Rose program province wide. The program includes visuals and processes to enhance awareness and be respectful of an imminent death and post death of an individual in a facility. Current materials are available for order through DATA Group.

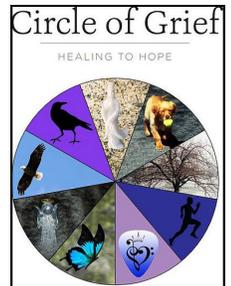
For more information contact Sharon Iversen at sharon.iversen@ahs.ca.

Finding Friendship Through Grief

It's always a great privilege when we hear about how people have been positively impacted by the work we do. This is exactly what happened for the Grief Support Program this August when a group of past clients published their book "Circle of Grief". This book was written to both honour the clients' own experiences, and as a way for them to give some of the hope and healing they received from our program (almost 10 years ago) back to the community at large.

Here is a link to an AHS article written about this experience of "Finding Friendship through Grief":

<http://insite.albertahealthservices.ca/15048.asp>



MyGrief.ca

Understanding and Working Through Grief and Loss

MyGrief.ca is a free online resource to help people work through their grief from the comfort of their own home, at their own pace. It was developed by family members who've "been there," and grief experts to complement existing community resources and help address the lack of grief services particularly in rural and remote areas. It is also an education tool for health providers.

MyGrief.ca consists of nine sections that people can navigate through easily to find the information they need. It covers a variety of topics including: recognizing how grief affects you before and after death; facing emotions such as sadness, loneliness, anger, fear and guilt; managing situations that trigger grief; managing family dynamics; dealing with unhelpful comments and unwanted advice; recognizing if you are stuck in grief; and re-engaging with life after a death.

Unique in the world, MyGrief.ca was produced by the Canadian Virtual Hospice in collaboration with a team of families, grief experts and partners. Dr. Robert Neimeyer, renowned international grief expert was a member of the development team. Funding was provided by the Canadian Partnership Against Cancer. For more information, contact Marissa@virtualhospice.ca



Palliative and End of Life Care Website

<https://myhealth.alberta.ca/palliative-care>

We are pleased to announce that the Provincial PEOLC website has been featured in the Summer 2016 issue of [Apple Magazine](#).

The Provincial PEOLC Website Content Review Committee is reviewing new submissions that have been provided in order to update the website. Look for the new content that will be available on the PEOLC website:

- PEOLC Volunteer Information - <https://myhealth.alberta.ca/palliative-care/health-care-professionals/volunteers>; and
- Direct links to LivingMyCulture.ca and MyGrief.ca

We are also looking forward to the migration of Health Care Provider content from MyHealth Alberta pages to the Provincial External webpage under PEOLC. Fear not, nothing will change on how users will access the Provincial PEOLC website. We are still located at the same address - <https://myhealth.alberta.ca/palliative-care>, we are just relocating the “room” where Health Care Provider content will live. Stay tuned for more information.

For more information contact Sharon Iversen at sharon.iversen@ahs.ca.

Community Support Plan Update

We are pleased to welcome two new members to the Community Support Working Group: a researcher from the University of Alberta and an Indigenous Health representative. Feedback continued to pour in over the summer and has provided additional insight into missing perspectives such as indigenous health. The Community Support Working Group meetings resumed in September and will continue over the next couple of months to review and incorporate the additional feedback into the preliminary draft of a Resource Guide for Community Based PEOLC.

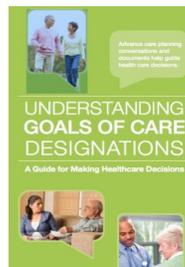
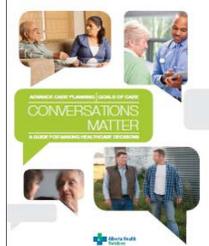
Conversations Matter

**Advance Care Planning
Goals of Care Designation (ACP/GCD)**
www.conversationsmatter.ca

The Advance Care Planning/Goals of Care Designation 1 year Policy review is now complete! The revised ACP/GCD Policy and Procedure and FAQ Companion Guide for Clinicians has been approved and is now available online on our website: www.conversationsmatter.ca

We encourage everyone to access the updated documents. The FAQ Companion Guide is a new resource which provides detailed information on ACP/GCD, clarification of processes and additional supports for clinicians when engaging in ACP/GCD. Advance Care Planning/Goals of Care Designation Resources continue to be available, free of charge through the Data Group. Green Sleeve Packages containing all essential ACP/GCD resources have been preassembled for easy patient/client distribution. Each package includes:

- Green Sleeve with label
- GCD Order Form
- ACP Tracking Record
- ACP/GCD Brochure
- ACP/GCD Bookmark
- Conversations Matter Guidebook
- Personal Directive Document



GOALS OF CARE DESIGNATIONS		Can Consider if Requested for Symptom Control				Can Consider if Requested for Symptom Control			
		1	2	3	4	1	2	3	4
R Resuscitative Care	1	✓	✓	✓	✓	✓	✓	✓	✓
	2	X	X	X	X	✓	✓	✓	✓
	3	X	X	X	X	✓	✓	✓	✓
M Medical Care	1	X	X	X	X	✓	✓	✓	✓
	2	X	X	X	X	✓	✓	✓	✓
	3	X	X	X	X	✓	✓	✓	✓
C Comfort Care	1	X	X	X	X	✓	✓	✓	✓
	2	X	X	X	X	X	X	✓	✓



For additional information on the resources or to place an order, please email conversationsmatter@ahs.ca



ACP CRIO
Advance Care Planning Collaborative Research
& Innovation Opportunities Program

Advance Care Planning Collaborative Research and Innovation Opportunities (ACP CRIO) Research Program Update:

The ACP CRIO research program is pleased to report on several activities that have come to fruition this year:

Development and implementation of indicators to monitor successful uptake of ACP in Alberta

Ever wondered how we will know if ACP and GCDs are being successfully used and making a difference to patients? Nine ACP/GCD indicators have been developed through a multi-stakeholder, consensus-based “Delphi” process that took place over 2015-2016. They have been operationalized into the *ACP/GCD Indicators: Standards Manual*, describing a strategy to standardize evaluation and audit of ACP and GCD policies. We are delighted that AHS and Covenant Health have adopted these indicators as a tool that will support and guide quality improvement efforts for ACP and GCD in Alberta. Once available on the “PEOLC dashboard” these indicators will help you know how your ACP and GCD efforts are making a difference in your clinical area.

Understanding what lawyers think of ACP and Goals of Care

To understand the legal community’s current ACP practices and needs, we undertook an online survey of Alberta lawyers in a wide variety of practice settings. A total of 120 responses were received before survey closure in June 2016. Key findings include:

- an indication of current gaps in lawyers' knowledge of medical aspects of ACP, AHS and physician practices and procedures (including knowledge of GCDs);
- a mandate for development/cataloguing of resources for lawyers and their clients;
- acknowledgment that lawyers can and do play a significant role in clients' ACP;
- endorsement of interdisciplinary education; and
- increased cross collaboration between medical and legal communities.

Manuscript preparation and knowledge translation are now underway.

“How can we help Albertans learn about and participate in ACP?” - Engaging community groups in ACP

In March 2016, World Cafés were held in Calgary and Edmonton to catalyze new community engagement around ACP and to learn from community members how best to engage community groups in ACP activities and awareness. Sixty-seven participants, representing 46 community organizations, attended the cafés. There was broad support for community groups to play a role in helping Albertans learn about and participate in ACP, and participants were keen to suggest ways in which their community organizations could help share ACP with their members (e.g. hosting education sessions, disseminating Green Sleeves and Personal Directive kits, sharing ACP content through social media). The full report with recommendations for engaging Albertans in ACP can be found at www.acpcrrio.org.

Further information on these or any other ACP CRIO activities can be found at www.acpcrrio.org or by contacting Patricia Biondo, ACP CRIO Research Manager, at pbiondo@ucalgary.ca.

Upcoming ACCEPT Study Cycle—2016 & 2017

Background: This Alberta ACCEPT study is an extension of a 3-cycle national audit (2011-2015) of sick, older hospitalized patients’ engagement and perceptions of Advance Care Planning (ACP) and Goals of care conversations.

What is the study about? The goal of this study is to determine, from patient perspectives, the prevalence of ACP and its various components, and what barriers exist that affect the quantity and quality of ACP conversations with doctors.

How many patients will be recruited? A total of 600 acute care patients across Edmonton, Calgary and South Zones will be recruited. We are looking for 250 patients in both Edmonton (University of Alberta, Royal Alexandra and Grey Nuns Hospitals) and Calgary (Foothills Medical Centre, Peter Lougheed Centre and Rockyview General Hospital) and 100 patients from Lethbridge (Chinook Regional Hospital).

How long will this study take? We plan to start ~Nov 2016 and aim to be completed by Dec 2017.

For information about our research program please go to www.acpcrrio.org.

For information about the study, please contact Seema Rajani at seema.rajani@ucalgary.ca.

Additional Initiatives

Dashboard

- In the process of revising the provincial PEOLC dashboard before initial exploration and validation by PEOLC programs across all zones
- Have collected information regarding what indicators are being tracked by hospices in each zone, as well as data sources and available definitions. Next steps include working towards common definitions (such as average length of stay and occupancy) and reporting back to the Dashboard Working Group.

Guideline for Home Care Patient Death

- Consulted with various stakeholders over the summer re: draft guideline document for home care patient deaths that occur at home, in Supportive Living (SL) 1 and SL 2 settings
 - In depth consultations with a variety of AHS and external stakeholders that may be impacted by the guideline
 - Over 180 online survey responses providing feedback on the guideline with good representation from each zone
 - Met with and received feedback from Patient/ Family Advisory Group
- Working Group is revising the guideline, incorporating feedback received from above consultations
- Created algorithm/ flow chart outlining steps for health care professionals to take after the death of a patient receiving home care services at home or SL1/ SL2 care settings
- Education sub working group to be struck in October
- Will begin review with legal and ethics in the Fall

PEOLC Capacity Planning

- The expert panel will reconvene in the Fall of 2016 to continue PEOLC capacity planning and forecasting
- Draft forecasting model for PEOLC capacity in hospice, acute care and home care will be presented to the expert panel
- Literature review underway – including connecting with PEOLC programs from other provinces and countries who have completed PEOLC capacity planning

Palliative Care Clinical Knowledge Topics

The Clinical Knowledge and Content Management Services has been leading the development of three prioritized Clinical Knowledge Topics (CKTs) in collaboration with PPAL / EOL ISC and working groups:

- Advance Care Planning / Goals of Care Designation
- Provincial Palliative Sedation Guidelines
- End of Life Care / Imminently Dying Guidelines

What is a CKT?

- Knowledge topics will be provincial in nature and provide the clinical content required for the development of the new [AHS Provincial Clinical Information System](#)
- Completed topics will also be disseminated to the clinical information systems currently in use in the province and available in paper format on our CKCM Knowledge Viewer
- Knowledge topics will provide evidence-informed guidance at the point of ordering such as order sets, checklists, clinical documentation and more.
- Knowledge topics will leverage the excellent work already done across the zones, nationally and internationally and bring it together into an Alberta context.

Announcing a New Method!

- CKTs are developed using various levels of the Provincial Clinical Knowledge Development Methodology.
- The team is excited to apply a new Hybrid methodology (combining the previous robust and volume methodologies) to the development of the three prioritized PEOLC CKTs.
- The methods of development have been re-branded to more accurately reflect the development process for each:
 - **Adopt** (previously Volume): Current AHS endorsed knowledge exists, and this content will be placed into the repository and on the Clinical Knowledge Viewer for dissemination across the province
 - **Adapt** (Hybrid): Evidence-informed or best practice content exists, some adaptation or consolidation may be required for provincial consensus. Developed through clinician led, multidisciplinary groups from all five zones in Alberta
 - **Create** (previously Robust): No current provincial, national or international guidelines exist or are outdated for the subject. Developed through clinician led, multidisciplinary groups from all five zones in Alberta, and involves a full literature review and key clinical questions
- The new **Adapt** (Hybrid) method will best reflect the incredible work that has already been achieved in the above CKTs.

For more information, please contact Dr. Sonya Lowe, Palliative Care Clinical Knowledge Lead at Sonya.Lowe@ahs.ca, or contact the CKCM program at CKCM@ahs.ca.



Calgary Zone

On May 31, the PEOLC Leadership team met to review the AHS People First Strategy. We are so pleased that AHS has made this one of the four foundational strategies for the organization. Every day, our Palliative Care & Grief Support teams contribute to meaningful experiences at precious times in people's lives. Valuing all of you, and what you do, is at the heart of celebrating our great teams.

complete their own inventory. We invite Calgary Zone staff to learn about their own appreciation language and begin appreciation dialogues amongst colleagues. We hope that staff will have fun guessing each other's languages and enjoy the learning that comes with the conversations.

Calgary Zone is grateful for the support we received through donations to launch this initiative.

Thank you to Barb for initiating this project in our portfolio!



Calgary Zone PEOLC Leadership Team enacting their "Super Hero Powers" from left to right, Kristy Schafer-Blood, Barb Wheler, Erin Forsyth, Catherine Janzen, Kristin Kay, Bev Berg, Janice Hagel

Missing in Action...Dr. Ayn Sinnarajah & Tracy Sutton

Capes were beautifully sewn by Janice's Mom!



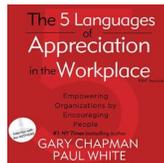
People First Strategy

Because We Are Stronger Together

On June 20, AHS launched the People First Strategy as one of the four foundational Strategies of AHS. The People First Strategy is built on the knowledge that when those who work in healthcare feel safe, healthy and valued in the workplace, the result is excellent patient- and family-centered care. Regardless of what role you have, Our People Strategy will help us work together to create a culture where we can all feel proud, safe, respected and valued for the great work we do every day.

Visit the AHS page <http://insite.albertahealthservices.ca/13209.asp> to learn more and watch the videos.

For our retreat, Barb Wheler gifted us with the book "The 5 Languages of Appreciation in the Workplace". This book highlights the meaningful ways we connect to our work, each other and the critical need for appreciation. We had a wonderful time guessing and learning about our own languages.



To launch the People First Strategy, Calgary Zone Leadership has provided this book to all of its team members. In the book there is a code for staff to

STAFFING ANNOUNCEMENT

Welcome to Bev Berg, the new interim Director for Palliative and End of Life Care in the Calgary Zone. Tracy Sutton has stepped into Bev's previous role of manager for Advance Care Planning and Goals of Care and the Grief Support Program in the Calgary Zone.

We wish Barb Wheler the best in her interim role of Director for Integrated Home Care in the Calgary Zone.



Making the Most of Every Moment

ROTARY FLAMES HOUSE

Thanks to generous community support, Rotary Flames House – Alberta’s first pediatric hospice - has become a place of solace and comfort for families of children with progressive, life-threatening illness. Here, they can find the care they need during their child’s end-of-life journey and well before that point through much-needed respite care.

Rotary Flames House offers rest and renewal for families dealing with the demands of caring for children with medically complex and incurable illness. At the same time, the team customizes programming for these special youngsters so they can make the most of every moment of their childhoods.

Melinda and Jason are the proud parents of three children – David, Parker and Emily. As with any family of five, life can be a juggling act of school activities, family commitments, sports, and appointments. “What makes our family outings a little more exciting is the amount of gear we need to take along,” says Melinda with a chuckle. “With feeding bags, suctioning equipment, wheelchair and such, we make quite a commotion when we arrive on the scene.”

Both 11-year-old Parker and 7-year-old Emily were diagnosed at birth with Cri Du Chat Syndrome - a genetic condition for which there is no cure. Since their illness causes a wide range of symptoms, both children have relied on extensive care at the Alberta Children’s Hospital. Both have difficulty swallowing and require tube feeding, Parker has a tracheostomy tube to help him breathe, and Emily was recently diagnosed with diabetes. Mobility is also a challenge. Parker started walking at six years old while Emily has yet to take her first step. Parker talks to his friends and family with a communication device and soon, it is hoped that Emily will be able to do the same. Despite these challenges, the family maintains a very positive attitude and enjoys being active. Says Jason, “As long as we have power, we’re good!”

With the round-the-clock care required by their two younger children, Melinda and Jason make a concerted effort to ensure they are carving out time for their 14-year-old son, David. “David plays hockey and lacrosse which makes for a busy schedule of games and practices,” says Melinda. “We love to cheer him on, but taking Parker and Emily to the games is just not practical all the time.”

Recognizing that even the most resilient parents need support, Melinda and Jason say they feel fortunate to be able to access respite care for both of their children. “It took some convincing to accept the support that was being offered to us. However, we knew that if we were burnt out, we would be no good to anyone,” says Melinda. “I was worried that they wouldn’t know how to care for the kids the way Jason and I do. But we soon realized that it is a very special group of people who care for the children at Rotary Flames House. They make the kids feel so comfortable and right at home. In fact, Emily gets mad when I tell her it’s time to come home!”

“Parents tell us that respite care is absolutely necessary for their families,” says Dr. Marli Robertson, Medical Leader of the Children’s Hospice and Palliative Care Service. “It allows parents to get a bit of a break from the constant vigilance required in caring for their children at home. We’ve seen that this reduces their stress level and ultimately leads to better family well-being and quality of life for the child.”



Art therapy, horticultural therapy and the multi-sensory room are all things the children enjoy. Emily’s favourite is getting to play with instruments during music therapy. Meanwhile, Parker enjoys the big fish tank and swinging in the special hanging chairs in the House.

In addition to respite stays, the Bevis family also enjoys taking part in family support programs. “When he was younger, it was really beneficial for David to attend the Sibling Hope Group,” says Melinda. “It helped him understand that he wasn’t the only one with siblings who require some extra care and attention.”

Attending special events at Christmas and Halloween, as well as summer barbecues designed for families like theirs, has made a difference, too. “It means a lot to connect with other families who are walking a similar journey with their children. We totally understand each other and no one gets too fussed when I have to stop a conversation to hook up my child’s feeding tube,” says Melinda.

With the House supporting them and 140 other families each year, Jason says he is eternally grateful. “Attending out of town tournaments with David or taking my wife on a weekend getaway is only possible with this special kind of support from Rotary Flames House. Knowing that our kids are in the best possible care makes it that much easier. We don’t have to worry and we know they’re having fun. It’s such an incredible gift to our family!”

Central Zone

Central Zone Palliative Care has continued to be very busy throughout the summer with consults but has made steady progress on revising all of our education offerings including Palliative 101 and Lync sessions on Care of the Palliative Client in Home Care and Long Term Care. Our very popular course, Death, Dying & Dementia, is not only being revised but we are working on interactive online modules as an alternative delivery method. We are also offering LEAP courses again in both Red Deer and Wainwright in September and October.

Many education sessions have taken place and are booked in the upcoming weeks for the EMS PEOLC Assess, Treat & Refer Program Phase II, Advance Care Planning/Goals of Care Designation, Medical Assistance in Dying, and a variety of other relevant topics. In addition to this, training for new Palliative Care Volunteers is taking place in several communities in the next few weeks.

Central Zone also, sadly, has had to say goodbye to Dr. Kim Adzich, who has gone off on some very exciting new adventures. We will miss him and wish him all the best! Recruitment is currently underway to find another physician to work with our program.

South Zone

Pop-Up Health and Community Services Event for residents in North Lethbridge



Services like:



Doctor



Medicines



Check-up



Social
Services
Navigation



Family
Services

and more...

**Nord-Bridge Seniors Centre | Wednesday, October 5
from 2 - 7 p.m.**

EVERYONE is welcome to attend - no one is turned away
Services provided at no cost. Snacks will be provided.



Transportation a problem? We may be able to help
Call us at (403) 795-3934 or e-mail IMPACTLethbridge@gmail.com



Address: 1904 13th Avenue North, Lethbridge
Bus: Take 20 North bus from downtown or 20 South bus from the North Terminal

<http://www.impactresearchprogram.com/alberta>



- The Regional Palliative Care Team had an ACP table at the Pop-Up Health and Community Services Event in June and will have another one at the next event on Oct. 5.
- The Chinook Regional Hospital will also be participating in the upcoming ACCEPT study cycle ([see page 5 for more information](#)).
- Continue to do great work day to day

North Zone

Over the summer, the North Zone palliative care team continued to participate on several provincial working committees. Please continue to forward the names of any community agencies within North Zone that provide bereavement services to Loretta Manning, at loretta.manning@ahs.ca. Please help us to keep a current and updated list of resources that can assist our patients and families.

The accreditation preparations are in full swing and we have been working with the provincial group to identify services in our zone.

Accreditation 2017 and the Continuing Care Health Service Standards include a requirement for education for both professional and support staff. In June we travelled out to Grande Cache to present to both professional and support level groups. Thank you to the Grande Cache staff for your hospitality and honest feedback, as you were our first audience. Please watch for upcoming education sessions that will begin this Fall. Sessions will be advertised on MyLearningLink. Please encourage staff to attend the sessions appropriate for their learning needs.

EMS PEOLC ATR education was presented in Barrhead and Spirit River in August.

The annual Grey Matters conference was held in Grande Prairie September 20 and 21, 2016. It included several presentations on End of Life Care and Advance Care Planning. There was also an evening panel presentation September 20 on End of Life Options: Striking a Balance, hosted by the Grande Prairie Hospice Palliative Care Society.



27th Annual Palliative Education and Research Days

October 24-25, 2016



Palliative Care Everywhere
Accessible, Inclusive, Compassionate

REGISTRATION NOW OPEN Click [HERE](#) to link to the registration webpage

Contact Viki Muller at 780.735.7493 or viki.muller@covenanthealth.ca with questions.

We invite clinicians, students, and faculty to register for the Palliative Care Education and Research Days at the Fantasyland Hotel, West Edmonton Mall.

Learn about palliative care needs and enhance your knowledge of the practical aspects of care and of end-of-life issues. Explore current trends, issues and research with our invited guest experts and your colleagues.

Plenary Speaker: Geoff Mitchell, MD, PhD.

Professor of General Practice and Palliative Care at the University of Queensland

Topic: Case Conference Study Methodology with General Practitioners and Non Cancer Patients

Plenary Speaker: Barb Pesut, RN, PhD.

Associate Professor, School of Nursing, University of British Columbia

Canada Research Chair (Tier 2) – Health, Ethics and Diversity

Topic: Challenges of a Home Death

Closing Speaker: Lorelei Sawchuk, MN, RN, CHPCN(C)

Nurse Practitioner & Education Lead, Covenant Health Palliative Institute

Topic: Difference Between Care and Caring

Challenge Panel Discussions:

- “Everyone Wants to Die at Home: Myth or Fact?”
- “Follow-up to Physician Hastened Death – where are we at now?”



Mark Your Calendar for the IQ 2016 Conference
Today's Reality, Tomorrow's Vision!

The Alberta Continuing Care Association (ACCA) has been hosting the *Inspiring Quality* conference since 2011. This year, *IQ 2016: Today's Reality, Tomorrow's Vision!*, held recently, featured an excellent program and a strong trade show of over 70 exhibitors held in conjunction with ACCA's Awards of Excellence which highlighted individuals dedicated to improving the quality of life for those in their care and who are acting as role models in continuing care delivery.

These features, coupled with a unique opportunity to mingle and share insights and experiences with colleagues, consumers, service providers, health care professionals, retailers and industry representatives, made IQ 2016 a must-attend event.

Pictured: Claire Chapman (Lead, Home Care Development, Community, Seniors, Addiction & Mental Health)



Events / Education

LivingMy **Culture.ca**



LIVINGMYCULTURE.CA – Conversations About Care, Cultural and Spirituality at End Of Life

Quality palliative care helps people honour people's culture, traditions and spirituality. In collaboration with pan-Canadian partners, Canadian Virtual Hospice has developed LivingMyCulture.ca which shares the stories and wisdom of members of eleven cultural communities about serious illness, end of life and grief to address a gap in service and support. The video series helps improve quality of life and supports quality care at end of life that is culturally safe and inclusive. The cultures highlighted are: Chinese, Ethiopian, Filipino, Indian, Iranian, Italian, Pakistani, Somali, First Nation, Inuit and Métis.

The series includes over 600 video clips organized by theme. Highlights are captured in four longer videos for each culture. 183 videos are in the following languages: Af Soomaali, Amharic, Cantonese, Farsi, Hindi, Italian, Mandarin, Punjabi, Tagalog, and Urdu.

LivingMyCulture.ca was developed by a national team of researchers, educators, health providers, people living with advanced illness and families. Funding was provided by the Canadian Partnership Against Cancer.



6th International Seminar of the PRC and EAPC RN

Transatlantic Collaboration: Enhancing Clinical Care Through Palliative Care Research

December 1 – 3, 2016 | The Banff Centre, Banff, Alberta

1-3 Dec. 2016
Banff, Canada

Palliative care is lacking a firm knowledge base in many areas. Providing such a base faces many challenges including organizational issues, research funding, design, methods and materials. These are all accentuated when conducting multi-center projects and especially so if they cross firm borders. In this seminar experienced researchers will share their experiences from collaborative research within and between Canada [North America] and Europe. The seminar will provide great opportunities to connect, share experiences and discuss across different countries' traditions and experiences

Target audience: A blend of national, regional and international researchers and clinicians from different fields of study with interest in palliative care research is the target audience. The seminar will also be an important meeting place for young researchers and PhD candidates. The meeting includes a broad and inclusive invitation for submitted abstracts from researchers including PhD and Post-doctoral trainees. Twelve submitted abstracts will be selected for oral presentation in plenary sessions and there will be time for discussions and feedback from experienced researchers in poster sessions.

Abstract submission deadline is October 14, 2016
Information & Registration: <http://pallres.org/>

For more detailed information connect with Loretta Harbison by email: Loretta.harbison@covenanthealth.ca

"Hospice Palliative Care FIRST: A Month of Action"



From October 8 - November 10 2016

Hospice Palliative Care FIRST: A Month of Action will encourage Canadians to advocate for quality hospice palliative care at their local, regional and national levels and act as champions for end-of-life care in Canada by speaking out to the media, meeting with provincial and federal representatives, sharing and promoting resources from the [National Hospice Palliative Care Week](#) and [Speak Up: Advance Care Planning \(ACP\)](#) campaigns.

[Sign up now to become a HPC Champion and receive tips, tools and updates!](#)



Join us for our next Accredited Online Learning Event:

[Advance Care Planning - A Physician's Guide to Start the Conversation with Prostate Cancer Patients](#)

Friday, October 14, 2016 from 1:00 PM to 2:00 PM (EDT)

Register Now!

Expanding Our Horizons: A Palliative Approach to Care

September 20 – 23, 2017

Ottawa Conference and Event Centre

Registration and Call for Abstracts Now Open!

(Deadline for Abstract Submission: November 7)

Please visit the website for more details on registration and abstract submission process:

<http://conference.chpca.net/>

In 2017, the Canadian Hospice Palliative Care Association is pleased to announce a partnership with Public Health and Palliative Care International and Pallium Canada to co-present the 5th International Public Health and Palliative Care Conference.



Canadian Hospice Palliative Care Conference
Congrès canadien de soins palliatifs



November 28-29, 2016

DoubleTree by Hilton West Edmonton

This year's theme: **People, Patients, Partners**

Building a truly person-centred health care system requires a shift in perspective and input beyond just that of health care professionals alone. This year's Accelerating Primary Care Conference (APCC) will expand on the concept of multi-disciplinary teams by integrating the public's perspective into service delivery systems and processes. To do this, we will look at a multitude of models and partnerships in primary care through three themes.

Our people: Focusing on the social determinants of health and the broader definition of patient (person) to increase the effectiveness of person-provider interventions.

Our patients: Ways to include the public voice and perspective into program design and governance structures.

Our partners: Sharing tips for cross-discipline, cross-institutional, or community partnerships.

For more information visit: <http://www.mailoutinteractive.com/Industry/View.aspx?id=824291&q=1065372325&qz=1c44f8>

Methadone4Pain.ca: NEW, FREE ONLINE ACCREDITED COURSE



Methadone4Pain.ca is a course for physicians wishing to improve their knowledge and develop core competencies in methadone prescribing for pain management in palliative care. This self-directed course is accredited by the College of Family Physicians of Canada and the Royal College of Physicians and Surgeons of Canada.

Methadone4Pain.ca was developed by the Canadian Virtual Hospice and leading Canadian palliative pain management specialists, in collaboration with The Canadian Society of Palliative Care Physicians, The College of Family Physicians of Canada, Pallium Canada and de Souza Institute. Funding for development of the course was provided by the Canadian Partnership Against Cancer. This course will also be of interest to nurses and pharmacists who wish to improve their knowledge of methadone.



5th International Public Health & Palliative Care Conference

Palliative Care is Public Health: Principles to Practice

September 17 – 20, 2017

Ottawa Conference and Event Centre

Registration and Call for Abstracts Now Open!

Deadline for Abstract Submission: October 24, 2016.

(Extensions will not be granted for abstracts not received by October 24th)

The International Association for Hospice and Palliative Care (IAHPC) will provide scholarships to support the travel of palliative care workers to attend the 5th International Public Health and Palliative Care Conference. The IAHPC will begin accepting applications soon. Please be aware, that scholarships will only be given to those who have an accepted abstract. Don't miss your opportunity to receive a scholarship, please submit your abstract by the deadline.

www.iphpc2017.com



Consensus Development

CONFERENCE

November 7-9, 2016 • Ottawa Marriott Hotel • Ottawa, ON

We need to talk about how people are supported through a life-limiting illness and when they are dying.

Palliative Care Matters is a national initiative asking citizens what they want in terms of palliative care and drawing together recommendations for a Canadian strategy.

Using the results of a national survey by Ipsos and research by leaders in the field, a lay panel of Canadians will develop a national consensus statement on the key issues that need to be addressed in order to improve palliative care.

Join us and two hundred other policy makers, researchers, health care professionals, and interested members of the public in Ottawa and lend your voice to the development of a national palliative care strategy in Canada.



Lay Panel chaired by public affairs advisor and distinguished journalist, broadcaster and author, **Don Newman**.

SPEAKERS INCLUDE:



Dr. Kevin Brazil, Professor of Palliative Care, School of Nursing and Midwifery, Queen's University Belfast



Dr. Deborah Dudgeon, W. Ford Connell Professor of Palliative Care Medicine and Professor of Medicine and Oncology, Queen's University



Dr. R. Sean Morrison, Director of the Lilian and Benjamin Hertzberg Palliative Care Institute and the National Palliative Care Research Center, Patty and Jay Baker National Palliative Centre



Dr. Allison Williams, Associate Professor, CIHR Research Chair in Gender, Work and Health, School of Geography & Earth Sciences, McMaster University



Dr. Fiona Clement, Assistant Professor, Director, Health Technology Assessment, University of Calgary



Dr. James Downar, Critical Care and Palliative Care Physician, University Health Network



Dr. Barbara Pesut, Canada Research Chair, Health Ethics and Diversity, University of British Columbia



Dr. Jane Seymour, Professor, University of Sheffield

Register to attend at palliativecarematters.ca

Save \$50 by registering before our Early Bird Deadline on October 7, 2016

QUESTIONS? Reach us at PCM@buksa.com
Join our mailing list and follow us on Facebook and Twitter



Accreditation 2017



Accreditation Canada's Qmentum program is based on a four-year cycle. For most organizations, this means one survey visit every four years but because of the number of Accreditation Canada standards used in AHS, the survey visits occur every year. In May 2017, Accreditation Canada will be surveying AHS facilities on Hospice, Palliative and End-of-Life Service Standards.

As such, a Continuing Care Service Excellence Team (CCSET) and three provincial working groups have been established to review the self assessment results and create action plans to address any gaps in accreditation readiness. Michelle Peterson Fraser is chairing the Provincial Hospice, Palliative End-of-Life Care Working Group.

As of September 23, 2016 the following sites have been selected to be surveyed on the Hospice, Palliative and End-of-Life Service Standards.

Zone	Site
Edmonton	CaptialCare Norwood
	St. Marguerite Health Services Centre (Grey Nuns)
	Westview Health Centre
Central	Red Deer Regional Hospital
Calgary	Foothills Medical Centre
	Rotary Flames House
	Sheldon M. Chumir Health Centre
South	Medicine Hat Regional Hospital

Updates and changes to the above sites will be posted for AHS staff on Insite at <http://insite.albertahealthservices.ca/accreditation.asp>

Contacts

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