



Alberta Provincial Palliative and End of Life Care Update

Initiatives	2014 / 2015	2015 / 2016
ACP / GCD Policy Review	Review of policy and procedure completed	
24/7 Palliative Physician On-Call	Access to 24/7 palliative physician support, for PEOLC Pediatrics and Adults facilitated by RAAPID.	
Indicators Dashboard	Indicators have been identified and posted on Tableau. Baseline data available.	Phase 2
Pathways / Guidelines	A plan for integration of PEOLC has been developed for the three streams: Acute Care Transitions, Community Access, and Enhanced Primary Care Capacity. Deliverables identified for 2015/2016.	Implementation of the plan and deliverables.
PEOLC EMS ATR	Strategic roll out of phase 1 of the PEOLC EMS ATR program to all zones based on capacity.	Implementation of conceptualized phase 2 giving increase to who can access the program and increased PEOLC training and education for EMS providers.
Multiyear Business Plan	Multiyear business case developed.	Development of a plan for a provincial bereavement program and a plan to support PEOLC through a provincial volunteer network.
Website	Launch of phased in provincial PEOLC website April 24, 2015.	Ongoing development of website.

Over the last year the Provincial Palliative and End of Life Innovations Steering Committee (PPAL EOL ISC) and the provincial team have been diligently working on seven of the 36 recommended initiatives from the Palliative and End of Life Alberta Provincial Framework <http://www.albertahealthservices.ca/10774.asp>.

As of April 1, 2015:

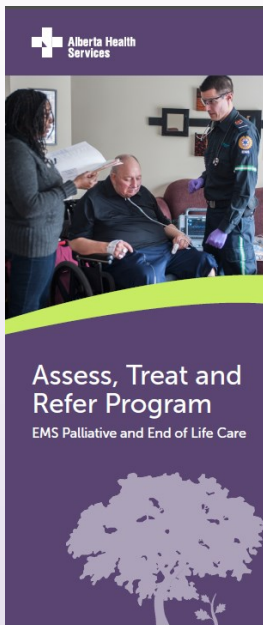
- There will be a province wide roll out of Palliative and End of Life Care (PEOLC) Emergency Medical Services Assess, Treat and Refer program available for all Albertans ([page 2](#)).
- A plan will be in place to integrate PEOLC into identified care pathways ([page 3](#)).
- 24 / 7 On-Call palliative physician support will be available for all physicians in Alberta ([page 4](#)).
- Indicators for PEOLC will be posted on [Tableau](#).

In addition the PPAL EOL ISC has prioritized work on two new initiatives from the PEOLC health and business plan ([page 3](#)) to begin April 1, 2015. The development of plan for a provincial bereavement program and a plan to support PEOLC through a provincial volunteer network. On April 24, 2015 the first phase of the provincial PEOLC Website ([page 4](#)) will launch—<http://myhealth.alberta.ca/palliative-care>. Also a revised Advance Care Planning and Goals of Care Level 1 Policy and Procedure will go live in May 2015 ([page 3](#)).

The provincial PEOLC team would like to express our thanks for the many hours of time, effort and commitment to those individuals who have participated on the working groups and contributed to the development and implementation of these framework initiatives.



PEOLC EMS—Assess, Treat and Refer Program



The Provincial EMS Palliative and End of Life Care Assess, Treat and Refer (EMS PEOLC ATR) program allows EMS to provide onsite emergency care in consultation with the patient, family, on-site health clinician, and an on call physician. This innovative program helps community clinicians access EMS to collaboratively manage PEOLC emergencies to keep patients at home, when appropriate, improving patient and family experiences and reducing the impact on emergency departments. The EMS PEOLC ATR working group and oversight committee have been hard at work over the last couple months preparing for the launch of the program, which will begin rollout out across the province March 31, 2015.

What Have We Been Doing?

Staff Education – A comprehensive education package is currently being delivered to EMS, home care and EMS dispatch staff throughout the province in preparation for the program launch.

Assess, Treat and Refer Photo Shoot – A photo shoot was conducted to acquire current images that reflect the true nature of the Assess, Treat and Refer program. Thank you to Neal and Laurel-Anne Millis for agreeing to participate in this project and inviting us into your home. Thanks as well to Catherina Xavier, Huy Sam and Stuart Brideaux. The images have been invaluable in the creation of a number of our external communication and internal education pieces, including the patient and family brochure, the external website and the education module.

Family Experience Video (<http://youtu.be/zNMPJuKCyzs>) – A brief family experience video has been created to showcase how the Assess, Treat and Refer program can help to improve patient and family experiences during end of life. This video is a key component of the training package for staff and will also be used in the public rollout of the program. A grand thank you to Richard Horth, who shared his experience with project team and continues to be an advocate for the EMS Palliative and End of Life Care Assess, Treat and Refer program.

Program Animation – A brief animation has been created to provide an overview of the program. The animation is loaded on the AHS YouTube Channel and will also be featured in a number of public communications in the weeks to come. Check out the animation here: <http://youtu.be/UGDNcUjC1Cw>.

Evaluation Framework – The project team continues to work with evaluation services to build an evaluation model for the program.

What's Next?

Program Rollout – The program will begin rollout across the province starting March 31. Keep your eyes peeled for further updates and communication.

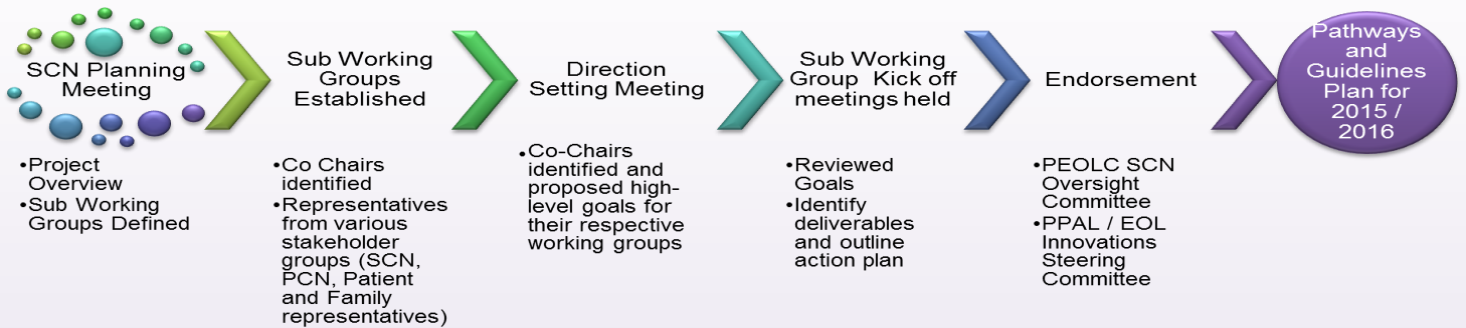
Where Can I Find out More?

For general inquiries related to the EMS Palliative and End of Life Assess, Treat and Refer Program, email us at EMS.Palliative@albertahealthservices.ca.

To learn more about how this program will be implemented in your zone, please connect with your leadership team.



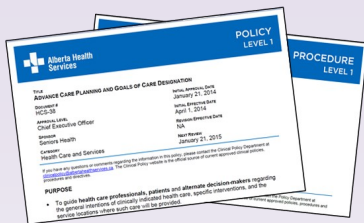
PEOLC Guidelines and Pathways Development



This initiative is being led by Barbara Sonnenberg and Dr. Amanda Brisebois who are co-chairs of Pathways and Guidelines Oversight Committee and oversees the three working groups: Acute Care Transitions, Enhanced Primary Care Capacity, and Community Access. These working groups consist of various stakeholders including but not limiting to Patient and Families, Strategic Clinical Networks, Primary Care, Acute Care, Outpatient clinics, and Zone representatives.

The working groups have presented a high level plan and 2016 / 2017 deliverables to the PPAL / EOL ISC at their last meeting in March 2015. The plan outline how they will be integrating PEOLC pathways and guidelines into their identified care streams.

Advance Care Planning Goals of Care Designation 1 Year Review



The Advance Care Planning/Goals of Care Designation (ACP/GCD) 1 Year Review is nearing completion! The Provincial ACP/GCD team has worked closely with Clinical Policy on incorporating the

feedback from the online ACP/GCD Policy and Procedure surveys. Overall, feedback was very positive for both documents. Key feedback included: improved language clarification, examples or greater description on specific document elements, and an ongoing desire for clinical education and public engagement of ACP/GCD. An FAQ document, capturing pertinent issues and questions we often receive, will accompany the Policy and Procedure, providing insight and clarity on ACP/GCD for healthcare professionals.

The ACP/GCD Provincial Implementation Committee has since reviewed and provided feedback on the draft documents prior to Legal and Ethical review of the new draft Policy and Procedure. We anticipate the new ACP/GCD Policy to go live in May, 2015.

PEOLC Health and Business plan

We are approaching the final stages of the PEOLC health and business plan. The Palliative and End of Life Care Practice and Development team will be submitting the final version to senior leadership in the coming months for approval. The completion of this document comes from strong collaborative efforts from various stakeholders, including the PEOLC provincial team, and members of the Provincial Palliative and End of Life Innovations Steering Committee (PPAL / EOL—ISC). The document outlines the potential business approach, project outcomes, as well as the timelines of all the palliative program initiatives up to the 2017/2018 fiscal year. As the program development moves forward, the PEOLC health and business plan will act as a guiding document. The PPAL / EOL ISC has identified two priority initiatives for 2015/2016 fiscal year—the provincial Bereavement Program and the enhancement of the provincial Volunteer Network to support PEOLC. The implementation of the other initiatives are contingent upon funding.

PEOLC Provincial Website



The Palliative and End of Life Care Website development and launch is coming along nicely. In this pre-implementation phase the excellent public and health care provider content, vetted by the working group, has been reviewed and edited for plain language. As well a MyHealth Alberta (MHA) content coordinator and user experience expert are working closely with our team to organize all of the elements into a cohesive, comprehensive and easy to navigate site.

If we use the analogy of building a house, the blueprints are at the construction office and we are looking forward to seeing the foundation being poured and the walls going up. Although we are tempted to dream about curtains and paint colors it is important to keep our focus on the foundation so that it supports future development. Great bungalow, not the mansion (yet).

At this time we are anticipating a launch on April 24. We are working with our teams' Communications Advisor to promote not only the new website but the other new initiatives. As well an evaluation and sustainability plan is in development. 2015 will be an amazing year for seeing "the fruits of our labor" come into reality.

24 /7 On-Call Physician Support



Referral, Access, Advice, Placement, Information & Destination
North: 1-800-282-9911 • 780-735-0811
South: 1-800-661-1700 • 403-944-4486

Provincial 24/7 on-call Palliative Physician support to Primary Care Physicians

Description:

This service provides primary care physicians across Alberta with 24/7 access to support from an on-call palliative physician. It's for both adult and pediatric palliative and end-of-life care (PEOLC) patients. Physicians can access palliative physician support, no matter where they are in Alberta, via Referral, Access, Advice, Placement, Information & Destination (RAAPID).

This service will: provide palliative physician support to physicians in urban and rural healthcare facilities across the province give physicians who treat patients at home or in the community the option of receiving expert palliative physician support as an alternative to relocating patients and their families to urban areas and/or other healthcare facilities for treatment
 allow physicians to support the wishes of many Albertans who receive PEOLC and would prefer to die in their own communities

Who is this service for?

This service is ONLY for physicians who need support from a palliative physician for their adult or pediatric PEOLC patients.



Canadian Hospice Palliative Care Conference

Congrès canadien de soins palliatifs

2015

Canadian Hospice Palliative Care Conference

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

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.

PROGRAM FEATURES:

- Opening Ceremonies
- Welcome Reception
- CHPCA Interest Group Meetings
- Concurrent Abstract Driven Workshops and Oral Presentations
- Poster Presentations
- Exhibit Hall
- Celebration of Life
- Access to the Evening Soirée

THREE PLENARIES:

Leadership: *The Patients Will See You Now – Are You Ready?*

Presenter: HUGH MACLEOD

Clinical Practice: *Not a Fingerprint Left – Staff Grief*

Presenter: MARY SCHULZ

Advocacy and the Palliative Approach: *New Challenges and New Horizons – How Do We Move Forward?*

Presenter: SHARON BAXTER

SIX SATELLITE SESSIONS:

Pediatrics: *Transitions in Pediatric Palliative Care*

Pallium Canada: *Mobilizing Your Compassionate Community*

Nurses Standards: *Nursing Roles, Responsibilities and Licensure – Specific Competencies in Hospice Palliative Care*

Social Workers: *Scoping Out Social Work Curriculum in Hospice Palliative Care*

Long Term Care: *Palliative Care and End of Life Care at Home... When Home is a Long Term Care Facility*

TVN Research: *Identification of Frailty – A Gateway to Open End of Life Discussion*

NINE CHALLENGE PANELS:

Advance Care Planning: *Can We Talk?*

Integration and the Palliative Approach: *East Meets West – Two Provinces Making Palliative Care a Reality*

First Nations: *Closing the Gap in Palliative Care Services in First Nations Communities*

Pediatrics: *Symptom Management or Euthanasia? Palliative Sedation in the Pediatric World*

Self-Care: *Exploring the cost of Our Caring – Reacting, Acting, and Transforming*

International: *Not a One-Way Street! Building Global Capacity in the Palliative Care Movement*

Knowledge Translation: *Making Knowledge Translation Live in Policy and Practice – Closing the Circle*

Bill 52: *Bill 52 and the March 2015 Supreme Court Decision – What is the Impact on the Palliative Care Community?*

Public Health: *Palliative Care is “Everybody’s Business”*



If you would like to sign up for conference alerts, please contact info@chpca.net



Canadian Hospice Palliative Care Association
Association canadienne de soins palliatifs

Ottawa Westin Hotel • Oct. 29 to Nov. 1, 2015
For more Information visit www.conference.chpca.net



North Zone

Pain and Symptom Control Telehealth Clinic



In the North Zone we continue to utilize the Virtual Pain and Symptom Clinic out of the CCI to help to connect palliative client to specialists so they do not have to travel to Edmonton for a number of their appointments. It is available throughout the North Zone.

If you have any questions or require more information regarding this program, please speak to your physician or contact:

Phone - 780-432-8350.

Peace River Palliative Care Resource Team

It is a large team of consulting professionals consisting of: Dr Nicholas Potvin, nurses from home care and acute care, social workers, pharmacists, registered dietician, occupational therapy, physiotherapy, nurse practitioner and a palliative care resource nurse. Using a team based approach, the hope is to enable palliative care clients and families to fulfill their wishes of dying at home. The team plans to demonstrate that interdisciplinary home based palliative care results in improved outcomes for the patient and their family. In addition, it improves coordination amongst team members without increasing individual workloads and reduces the utilization of acute care services, as measured by Emergency Room visits and admissions to hospital.

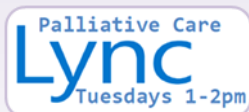
Education

A North Zone palliative care resource nurse travelled through area 1 (High Level, Fort Vermilion and La Crete) providing education on palliative care to front line staff on topics ranging from palliative care tools to advanced care planning early February. In addition to having the opportunity to provide some direct consultations with families, the palliative care resource nurse saw physicians, home care nurses, acute care nurses, DSL staff and health care aids to answer questions about palliative care.

There have been two LEAP sessions offered by Heather Cochrane, clinical nurse educator and Dr. Angela Barreth this winter out of the QE2 hospital this winter. On April 17/18, 2015 Irma Kritzinger and Terri Woytkiw will also be facilitating a LEAP session in Cold Lake. Find out more about LEAP at <https://pallium.ca>.

In the month of April the North Zone Palliative Care Resource Team is offering Lync sessions every Tuesday 1-2 pm on Delirium: A Palliative Emergency. We invite staff to JOIN US Tuesdays April 7, 10, 14, 21 and 28 from 1-2 pm.

To join the session, enter this link on your computer:



<https://meet.albertahealthservices.ca/michael.w.wilson/LKDNKB40>

For audio:

1 (877) 352-4495 to enter conference ID# 9080727

Reminder: that 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. Call your PCRNs – Loretta Manning, RN, BScN, at 780 645 3396 or Michael Wilson, RN, MN, at 780-836-7362.



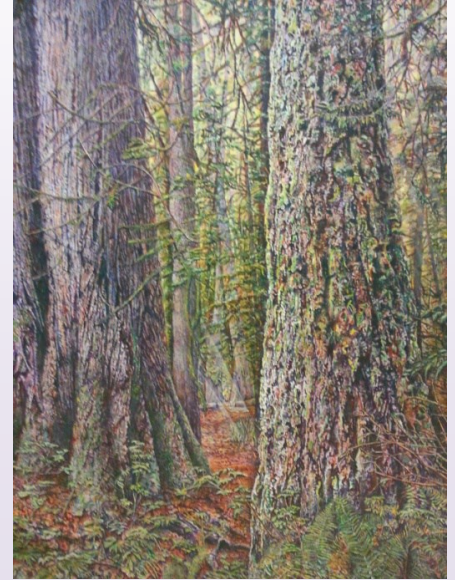
15th Annual Mary O'Connor Palliative and Hospice Care Conference

Palliative Care: Empathy. Compassion. Acceptance.

Health Care Providers and Volunteers who work with dying patients and their families are invited to join their colleagues for the 15th Annual Mary O'Connor Palliative and Hospice Care conference. The conference presentations provide the opportunity for health care professionals to better understand how their empathy, compassion, and acceptance of patients and families in their care will positively impact the dying experience.

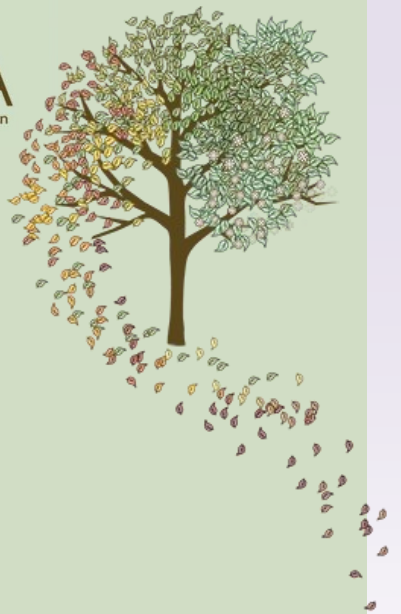
In his engaging and interactive presentation, well respected palliative care physician, Dr. Eric Wasylenko will discuss medically assisted dying. Other sessions include ethical considerations at end of life, symptom/disease management options and tools, end of life care in diverse populations and a discussion of a family's perspective.

Date: Tuesday May 5th, 2015
Location: Coast Plaza Hotel and Conference Centre
1316 33 Street NE, Calgary, AB
Time: 8:30 a.m. – 4:00 p.m.
Registration: \$100.00



For more information, contact: conference.planning@albertahealthservices.ca or call 780-644-8638

The Final Journey: Becoming a Compassionate Companion



The final journey of life offers an unparalleled opportunity for the dying and their companions to make meaning of this inevitable human experience we call death.

What do you really need to know when you're with someone at the end of their life? How do you learn to become a compassionate companion – the kind that you want for your own final journey?

AHPCA's 2015 Roadshow, "The Final Journey" is a dynamic full-day workshop which will lead to practical strategies that you'll find invaluable whether you're a health worker, caregiver, social worker, volunteer, or family member.

Workshop Fees: (includes lunch)

\$10.00 for current AHPCA members
(register prior to March 31, 2015 for this rate)

\$65.00 for new members
(includes AHPCA/CHPCA membership to March 2016)

REGISTER ONLINE at www.ahpca.ca or call Theresa Bellows at 403-473-7845

DRUMHELLER

Monday, April 13, 2015

Badlands Community Facility 80 Veterans Way

BONNYVILLE

Thursday May 7, 2015

Bonnyville United Church 4510-43 Ave

STONY PLAIN

Tuesday, May 26, 2015

Stony Plain Golf Course 18 Fairway Drive

For more information or to register visit www.ahpca.ca

This workshop can be used for Continuing Education credits

South Zone

Audit of Communication, Care Planning and Documentation The ACCEPT Study

The ACCEPT study is a multi-year, multi-centre, prospective audit of current communication, planning and documentation practices related to end of life (EOL) care. The goals are to determine the extent to which lay citizens and sick patients and their families have engaged in Advance Care Planning (ACP), what barriers and facilitators to communication about wishes and values they perceive, and how satisfied they are with communication and decision making at the EOL.

To date, 2 audit cycles have been completed. In the fall of 2011, we enrolled over 500 hospitalized elderly patients and/or their families from 12 acute care institutions in Canada.

The results of this first audit cycle have been published in peer viewed journals at the following link: <http://www.thecarenet.ca/accept-publications>.

Most recently, the Lethbridge Regional Hospital has just completed cycle 3 of the ACCEPT study. There were 175 eligible patients screened. 25 patient interviews and 5 family interviews completed.

Personal Message from Dr. Amanda Brisebois:

To my dear friends and colleagues:

My beautiful friend Tammy Mclash (see CBC NEWS reports) is fighting for her life with leukemia. I am running for her, with Team in Training. Please consider supporting me. Follow this link for information: Thank you for your kindness!
<http://tinyurl.com/RunforTammy>

We have raised \$50,000 so far and are looking for as many names as possible to be on the site. Also looking for runners (running in Calgary May 31, some running ~~in~~ in Edmonton).

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