



Provincial Palliative and End of Life Care

April 2016

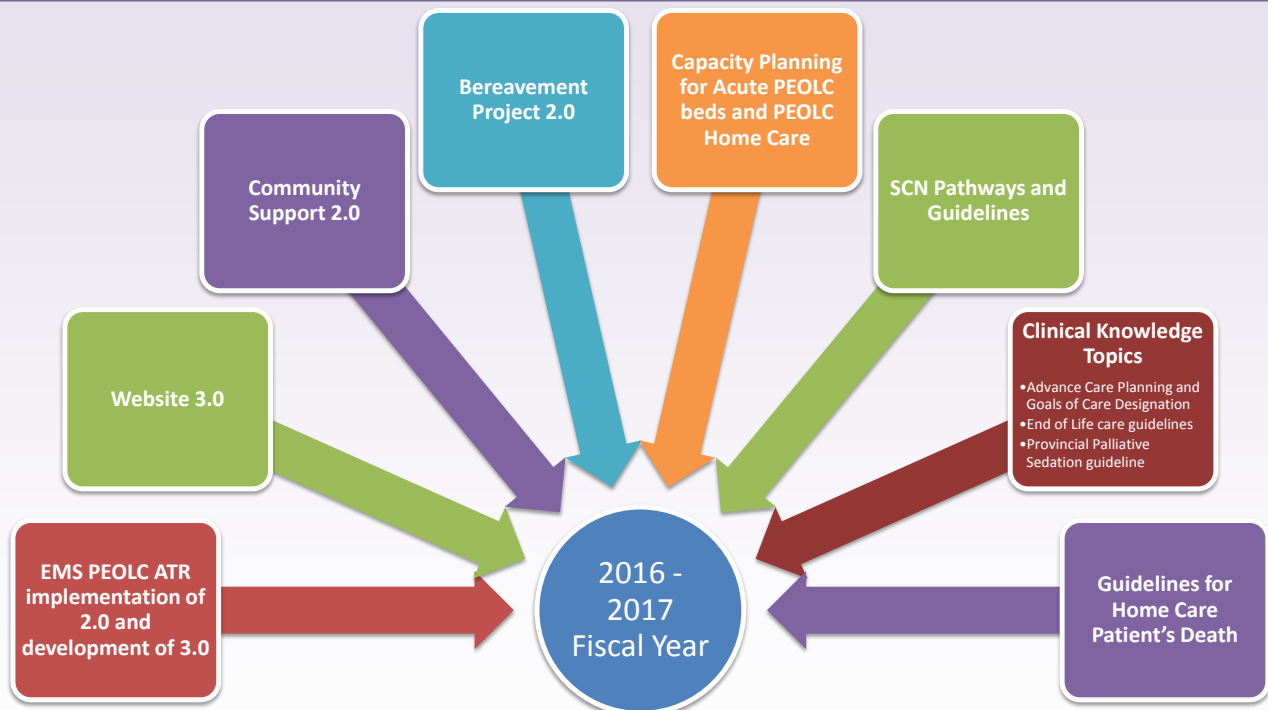
Provincial Palliative and End-of-Life Care Innovations Steering Committee (PPAL / EOL ISC) Update

As the fiscal year comes to a close, we are excited to announce that a number of initiatives have been endorsed by the PPAL / EOL ISC:

- ☑ Provincial PEOLC Volunteer Resource Training Manual
- ☑ Provincial PEOLC Volunteer Facilitator Manual
- ☑ EMS PEOLC ATR Phase II protocol and supplemental document ready for implementation
- ☑ Five Recommendations for Bereavement Care Services in Alberta
- ☑ ACP / GCD policy and procedure evaluation and revision - currently undergoing the approval process

At this time the provincial PEOLC team would like to extend our thanks and appreciation to the members of the volunteer network support plan working group, the EMS PEOLC ATR working group and oversight committee, the bereavement working group, and the ACP/GCD implementation committee for their dedication, time and hard work. Thank you for improving the above supports and services which will help build PEOLC capacity in Alberta so that PEOLC patients and families can stay in their community of choice.

PPAL / EOL ISC agreed to the following initiatives to be completed in 2016—2017 fiscal year





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 implement 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, the program will be expanded to include a number of enhancements which will increase access to the program and expand the care that is provided to PEOLC patients in the community and will be at a state of readiness for implementation for the 2016/17 fiscal year.

EMS PEOLC Phase II Model Endorsed!

After extensive work by the working group and oversight committee, the model for Phase II was endorsed by PPAL / EOL ISC on February 11th! The Phase II model includes a number of enhancements:

- **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

So what now? The project team and working group will begin to build supporting process and materials for the Phase II expansion. Stay tuned for more information on the implementation and timeline for the Phase II expansion!

Evaluation Update

Evaluation services continues to follow up with families and staff who have participated in program activations to ask about their experience.

Health care professionals can help by ensuring up to date and accurate next of kin information is documented and participating in the email survey when it hits your inbox!

Have you participated in an activation? Tell your zone rep, so we can ensure the activation has been captured in our data.

We will be wrapping up our year one data collection at the end of March and year one reporting is expected to be completed in May.

Phase I Implementation & Support

The ATR program continues to expand as rural clinicians and EMS embrace the opportunity to support patients in their home during symptom crisis. The new year saw a number of activations in rural communities including Cold Lake, Vegreville and Cochrane.

As we move toward the end of the first fiscal year of provincial implementation, we look forward to wrapping up our first year of data collection and sharing our findings with all staff and stakeholders later this spring!

Monthly program updates located on [Continuing Care Desktop](#) & [AHSEMS.com!](#)

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



Palliative and End of Life Care Website

What's New

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

In April we will mark the one year anniversary of the launch of the PEOLC website on www.myhealth.alberta.ca

Over the past 11 months the working group has worked hard to enhance the site by adding new clinical and public content as well as refreshing existing content. For example, public focused grief and bereavement content has been developed by the Bereavement Working Group with experts across the province and will soon be posted. As well, new PEOLC Volunteer Resources web content will be added to guide interested members of the public to local palliative care volunteer opportunities.

We ask that you help us promote the website by distributing the new promotional post card to clinicians and patients/families. To order contact DATA Group at ddmhelp@datagroup.ca.

Palliative and End-of-Life Care (PEOLC)

The MyHealth.Alberta website is for patients, their family and friends, doctors, nurses, health providers and anyone who wants to learn about palliative and end-of-life care.

Find information and resources about

- teams, programs, and services
- who benefits from palliative and end-of-life care
- managing symptoms

MyHealth.Alberta.ca

myhealth.alberta.ca/palliative-care

Having information can help you make choices. It can also reduce fear, uncertainty, and may help in regaining a sense of control.

People have different information needs at different times. Ongoing access to information is important.

Visit myhealth.alberta.ca/palliative-care to find out more about palliative and end-of-life care.

MyHealth.Alberta.ca has been created by the Alberta Government and Alberta Health Services (AHS). The information is relevant, up-to-date and readily available. Anyone with mobile or desktop access can use this website.

Alberta Health Services

myhealth.alberta.ca/palliative-care

PEOLC

Conversations Matter

Advance Care Planning Goals of Care Designation

www.coverationsmatter.ca

ACP/GCD Review Process:

Revisions to the ACP/GCD Policy and Procedure have been progressing! Following the presentation to the Patient and Family Advisory Group in the fall, the ACP/GCD Provincial Team met with a family advisor to review our policy documents for clarity of wording and to ensure the content is comprehensive. Final drafts of the Policy, Procedure, and FAQ documents will be presented at upcoming Zone Medical Advisory Committee meetings. The approval and endorsement process will proceed from there, going to Clinical Operations Executive Committee for final approval and endorsement.

Other exciting ACP/GCD news!

April 16th marks National Advance Care Planning Day! Sites across the province will be taking part in awareness and engagement activities, to bring attention to Advance Care Planning. For more information on ACP Day events and or to learn more about being involved in the day at your site, please email Claire Chapman at claire.chapman@ahs.ca.



PEOLC Bereavement Initiative

The Bereavement report listing five recommendations for improving bereavement care in Alberta has been endorsed at PPAL / EOL ISC on March 24th for implementation in the 2016/2017 fiscal year.

The Bereavement Working group consists of 22 grief experts across all five zones in Alberta. They have worked hard defining and advocating for best practice local bereavement care. Such commitment is admirable.

We are proud to launch (soon) the new Provincial Bereavement Care Directory, <https://myhealth.alberta.ca/palliative-care/resources/grief-bereavement>

Drawing on service record data from Inform Alberta and input from working group representatives this new directory will connect bereaved Albertans to local grief counseling and grief group services in their community. Consolidating this information in one spot is a first of its kind in Alberta.

The PEOLC team is grateful to everyone who has contributed to this project and we are confident we will continue this good work in 2016-17.



For the past fiscal year the PEOLC Volunteer Network Support Plan working group has been diligently working on updating, revising, and enhancing a multi-zone Volunteer Training Manual and Facilitator's Manual. The manuals have incorporated literature review, best practice guidelines and recent changes in the Alberta PEOLC landscape.

The provincial PEOLC Volunteer Training Manual and companion Facilitator's manual are available for health care providers and volunteer coordinators to improve and enhance existing volunteer programs and services; and to develop support and guidance to health care providers and volunteer coordinators that do not have PEOLC volunteer resources or programs. To obtain a copy of these manuals please e-mail palliative.care@ahs.ca.

A big thank you to the working group for their hard work and contribution to improving and enhancing the Alberta provincial volunteer resources.

Community Support Plan Update

As a result of multiple requests to AHS from communities across Alberta seeking information about developing local PEOLC programs and services, it was apparent to AHS that communities were working in isolation, each starting from scratch without access to a common source of basic information.

The Community Support Plan Working Group developed a preliminary draft of A Resource Guide in Response to Surveyed Hospice Societies and PEOLC Organizations in Alberta. This resource guide was presented to members of the PPAL / EOL ISC on March 24, 2016. Members will have an opportunity to provide their feedback and then the document will be shared with the hospice societies and PEOLC organizations who filled in the needs assessment survey. The purpose for this endeavour is to gain additional feedback from the societies and organizations to further refine, enhance and finalize the document. Once finalized it will be brought back to PPAL / EOL ISC for final endorsement. This initiative will continue in the 2016/2017 fiscal year and once the document is finalized it will be circulated and socialized across Alberta to help build PEOLC capacity in all communities.

Clinical Knowledge and Content Management

The Clinical Knowledge Topic Team is very pleased to announce the successful candidate for the Clinical Knowledge Lead (CKL) role for Palliative Care; Dr Sonya Lowe will be starting in this 0.1 FTE position in June of 2016. Dr. Lowe will be representing Palliative Care in the ongoing coordination/oversight of Clinical Knowledge Topic development, dissemination, communication, and maintenance.

Work is currently under way with the Clinical Knowledge Topics prioritized by the PPAL/EOL ISC for this year:

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



Dr. Mike Slawnych will be leading the work for the Provincial Palliative Sedation Knowledge Topic in his position as Topic Lead. In addition, Working Group / Adjudication Group formation is nearly complete for all three Knowledge Topics – the goal is to have all of AHS’s five zones represented for each topic. Development is scheduled to start in April 2016.

A huge thank you to all of those who have agreed to participate in knowledge topic development this year!

For more information about Clinical Knowledge Topics as a service under the Chief Medical Information Office (CMIO) please visit the website:

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

Calgary Zone

Palliative/End of Life Care Program Update

Barb Wheler - Director, Palliative/End of Life Care (Calgary Zone) will make a temporary transition to the Director of Integrated Home Care role from mid-June through summer 2017. Bev Berg – Manager, Grief Support Program & ACP/GCD will cover as Director of Palliative/End of Life Care – Calgary Zone for that same time period. Bev is a wonderfully capable leader and is looking forward to the opportunity to learn more about the greater Palliative/End of Life Care program. We will also be filling Bev's Manager role on a temporary basis. Further details are not yet confirmed.

16th Annual Mary O'Connor Palliative and Hospice Care Conference

Through the Eyes of the Beholder: Multiple Perspectives on Palliative Care

Health Care Providers and Volunteers who work with dying patients and their families are invited to join their colleagues for the 16th Annual Mary O'Connor Palliative and Hospice Care conference. The focus of this year's conference is multiple perspectives on palliative care. The keynote presentation focuses on the patient's perspective. Concurrent session topics will offer differing perspectives regarding physician assisted dying; managing symptoms such as edema and cachexia; integrated therapies including art therapy, pet therapy, and guided imagery; the use of lament at end of life and much more.

For the first time, there will be a variety of poster presentations featuring numerous research projects about palliative and end of life care from across the Calgary Zone.

This conference continues to provide the opportunity for health care professionals to increase their understanding and awareness of some of the issues surrounding palliative and hospice care. See you there!



Date: Wednesday, April 27, 2016
Location: MacEwan Hall & Conference Centre
MacEwan Student Centre
2500 University Drive
Calgary, AB
Time: 8:30 a.m. – 4:00 p.m.
Registration: \$100.00

To register now, go to <http://www.cvent.com/d/vfq2ky>
For more information, contact: conference.planning@ahs.ca or call 780-644-8638

Edmonton Zone



The Inner City Palliative work in the Edmonton Zone began after a review of 50 inner city clients was completed by Jenny Lau, a physician doing her residency in palliative medicine at the University of Alberta.

Jenny found that the majority of deaths were due to organ failure, with the greatest number being liver disease.

Jenny gathered together a group of physicians to discuss this patient population and what opportunities existed to provide palliative and end of life care. Many of these clients are homeless or living in poor conditions, have little or no support and don't necessarily see visiting the Emergency Department as inappropriate. Jenny also identified that there is a need to perhaps connect earlier in the disease trajectory with this population.

After further discussion it was decided to focus on the end stage liver disease population. Working to improve access to palliative and end of life care for this population was considered to align with the Edmonton Zone Triple Aim work. Representation from the group grew to include Boyle McCauley Health Centre (BMHC), AHS Addictions and Mental Health, the Royal Alexandra Hospital Addictions Recovery Community Health (ARCH) program, Community EMS, palliative physicians, gastroenterologists, Home Care and the George Spady Centre.

Palliative care is not equitably accessible to "homeless" population. Many of this client population are homeless, unattached to primary care, have other health and social issues and little or no family support. The aim of this work is to provide the complex "inner city" population equitable palliative and end of life care in a manner that supports the person's wishes.

Triple Aim work starts with one patient at a time, understanding what the individual needs, looking for ways to meet that need (client experience) and then learning one person at a time. The changes made to meet the needs will hopefully build overtime creating a new way of providing care that reduces system costs.

There is a System Case Manager (SCM) from Home Care who is working with this project and providing the clinical support to the clients, providing system connection and case coordination. To date, we have engaged with three clients and reduced acute care admissions for two, and supported the third to safely transition to Facility Living. The clients we have engaged with have had a primary care physician. Going forward we would like to engage with those whom don't have a primary care physician, and meet the Triple Aim criteria which is populations with high health service utilization. The SCM has also spent time in acute care connecting with programs (e.g., ARCH) and going on rounds with a gastroenterologist.

We are in the early phases of developing processes to capture and utilize the clients' stories to inform and build upon to improve access to palliative and end of life care.

We also plan to expand to include other conditions/diseases as we move forward with this work.

Central Zone



Following last years successful run of "Expected Death in the Home: The Palliative Care Home Care Client" education sessions (presented via Lync), Central Zone has launched "Palliative Care in Continuing Care", another hour long presentation highlighting the care of one continuing care client from admission to death, including supporting the family and staff. Both of these sessions are offered multiple times a year to Central Zone staff and have had amazing participation. We are also working on moving our "Death, Dying and Dementia" course into online learning modules that we hope to have done by this fall.

Several new LEAP courses are scheduled, as well as education done in collaboration with our partners in care, such as the Introduction to Palliative Care for Supportive Living staff.

Always working to keep abreast of new developments in HPC in Alberta, our consult team will participate in education on Death Midwifery in April, in hopes of better understanding how we can serve clients together to enhance the client and family experience. We are looking forward to this opportunity to build new relationships.

In May, we will refocus on the Accreditation Canada Hospice Palliative Care Standards, in preparation for our survey in 2017, by bringing together stakeholders from throughout the continuum of care to thoroughly review the care currently provided and improvements underway, as well as look to the future of HPC in Central Zone.

North Zone

The North Zone palliative care team continues to participate on the provincial working group for Bereavement Care. The goal of the working group is to have a standardized bereavement package available for client's across the province customized to each zone. Stay tuned, we are almost ready to have these for distribution.

The EMS PEOLC ATR orientation continues across North zone, with the communities of Grande Prairie, Fort McMurray, and Area 8 complete. We are actively working with other Home Care offices in the Zone to introduce this program which has been well received in other communities where it has been introduced. There have been activations in several of the communities where this option has been introduced. We are working with several communities to respond to requests for physician education.

The LEAP course was taught in Bonnyville on Feb 5 and 6, 2016. 22 people attended, and it was a great group - with many health care disciplines present. A huge thank you goes out to Dr. Irma Kritzinger for arranging and co-facilitating this session. 24 nurses, nursing students and Allied Health staff attended LEAP in Fort McMurray March 15/16.

PCRN Loretta Manning attended the Lac La Biche Nursing Skills Day in February and gave a presentation to the nursing staff on "Last Hours and Days of Life". We will start with a new topic for the 2016-17 year in this ongoing series.

Several communities will be hosting events this year to draw attention to Advance Care Planning Day and the Aspen Primary Care Network is hosting a community awareness campaign on Advance Care Planning during March in the community of Athabasca.

We are currently recruiting for a .5 PCRN in the Northwest area of North Zone.

LEARNING INSTITUTE 2016

JUNE 3 - 5, 2016 BANFF CENTRE, BANFF, ALBERTA

The CHPCA's Learning Institute brings together health care professionals from across the country for an intense learning weekend on hospice palliative care.

Stream 1

Community-wide approaches to engagement – including communications skills – Advocacy, Social Media and Advance Care Planning

Stream 2

Organizational Development and Great Leadership

Stream 3

Inter-professional Education and Practice Presented by Pallium Canada – Mobilizing Palliative Care Champions

Stream 4

Clinical Practice – Palliative care and chronic disease

Stream 5

Clinical Practice – Strengthening our capacity amidst a changing landscape

Stream 6

Integration of the Palliative Approach to care across all settings of care: the way towards an integrated community approach



Canadian Hospice Palliative Care Association's 2016 Learning Institute is taking place from June 3 – 5, 2016, at the Banff Centre in Banff, Alberta.

The CHPCA's Learning Institute brings together health care professionals from across the country for an intense learning weekend. The program is directed towards intermediate and advanced learning levels and is facilitated by the best faculty in Canada along with recognized international leaders to make up a most sophisticated caliber of educators and mentors.

The Canadian Hospice Palliative Care Learning Institute concentrates on six intermediate and advanced learning streams:

- Stream 1: Community-wide approaches to engagement – including communications skills – Advocacy, Social Media and Advance Care Planning
- Stream 2: Organizational Development and Great Leadership
- Stream 3: Inter-professional Education and Practice Presented by Pallium Canada – Mobilizing Palliative Care Champions
- Stream 4: Clinical Practice – Palliative care and chronic disease
- Stream 5: Clinical Practice – Strengthening our capacity amidst a changing landscape
- Stream 6: Integration of the Palliative Approach to care across all settings of care: the way towards an integrated community approach

More information about the program can be found online at: <http://conference.chpca.net/>

Registration for the Learning Institute is open and available online at: <http://conference.chpca.net/registration-info/>

We are also seeking submissions for Poster abstracts. To submit an abstract, please go to: <http://conference.chpca.net/abstracts/>

For more information or to register, please visit the CHPCA Learning Institute website at www.conference.chpca.net or visit us on Twitter at [#LearningINS2016](https://twitter.com/LearningINS2016)



It's About Life: Navigating the Reality of Hospice Palliative Care



On any given day in hospice palliative care, we're faced with the reality that the end of life is a complex journey. Family dynamics, spirituality, pain and suffering, and ethical concerns are just some of the difficult issues we face.

Learning to navigate these real life problems that come with living, working, and volunteering in hospice palliative care is the topic for the AHPCA 2016 Roadshow.

"It's About Life: Navigating the Reality of Hospice Palliative Care" is an interactive full-day workshop which will help you develop practical strategies through inspiring discussions, self-reflection, and thought-provoking case studies provided by our Roadshow communities.



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



Banff & Canmore

Wednesday May 4, 2016

The Fenlands Banff Recreation Centre
100 Mt Norquay Road, Banff, AB

Workshop 9:00-4:00 pm Registration and Coffee 8:30 am

Workshop Fees (Includes lunch)

\$10.00 for current AHPCA members
(register prior to March 31, 2016 for this rate)
\$65.00 for new members
(includes AHPCA/CHPCA membership to March 2017)

Host: Town of Banff/Town of Canmore FCSS



Grande Prairie

Wednesday June 1, 2016

Grande Prairie Regional College
10726 106 Avenue, Grande Prairie, AB

Workshop 9:00-4:00 pm Registration and Coffee 8:30 am

Workshop Fees (Includes lunch)

\$10.00 for current AHPCA members
(register prior to March 31, 2016 for this rate)
\$65.00 for new members
(includes AHPCA/CHPCA membership to March 2017)

Host: Grande Prairie Hospice Palliative Care Society



Red Deer

Tuesday June 14, 2016

Westerner Park
4847A 19 Street, Red Deer AB

Workshop 9:00-4:00 pm Registration and Coffee 8:30 am

Workshop Fees (Includes lunch)

\$10.00 for current AHPCA members
(register prior to March 31, 2016 for this rate)
\$65.00 for new members
(includes AHPCA/CHPCA membership to March 2017)

Host: Red Deer Hospice Society



Edson

Monday October 3, 2016

Seniors Pioneers Cabin
4836 - 7 Ave, Edson AB

Workshop 9:00-4:00 pm Registration and Coffee 8:30 am

Workshop Fees (Includes lunch)

\$10.00 for current AHPCA members
(register prior to March 31, 2016 for this rate)
\$35.00 for new members
(includes AHPCA/CHPCA membership to March 2017)

Host: Edson FCSS Program



Please register at www.ahpca.ca

This workshop can be used for Continuing Education credits

alberta hospice palliative care association
1245-70 Avenue SE Calgary, Alberta T2H 2X8 Ph: 403.206.9938

ahpca.ca



Palliative and End of Life Care

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

ADVANCE CARE PLANNING
CONVERSATIONS
MATTER
GOALS OF CARE
DESIGNATIONS

EXPO 2016

CONNECT | EXPERIENCE | LEARN

For up to date information on EXPO speakers, exhibitors, and sponsors visit www.ahs.ca/expo2016 & watch for updates on Twitter: #CareExpoAB

For anyone who has an interest in continuing care and independent living, including parents/families with children with special needs, people whose aging parents need services and supports to live in the community, older adults who are planning for their future and hope to live independently, providers of continuing care, community living options and related options.

CALGARY

Thursday, April 21, 2016

CALGARY STAMPEDE CENTRE

Big Four Hall A & B
20 Roundup Way SW
Calgary, Alberta

&

EDMONTON

Friday, May 6, 2016

NORTHLANDS EXPO CENTRE

Hall H
7515 - 118 Ave., NW
Edmonton, Alberta

12:00pm - 8:00pm

ADMISSION & PARKING ARE FREE AT BOTH LOCATIONS

FREE REGISTRATION FOR BOTH LOCATIONS

Visit: www.ahs.ca/expo2016

Registration is optional. Data collected from registration will help us serve you better in upcoming Continuing Care EXPO's. Registration is quick and easy taking less than a minute to complete.

EXPO 2016 Program Topics & Themes: Exhibitors & Concurrent Sessions

- Housing Options, Living at Home and Accessing Continuing Care Services
- Support for Caregivers and Families
- Transportation
- Recreation, Travel & Community Resources
- Housing Modification & Assistive Technology
- Enhancing Mobility
- Financial and Legal Considerations
- Transitions in Care and Navigating the System
- Chronic Disease Management

Gold Sponsors



Accreditation 2017

Accreditation Self-Assessment Survey for Hospice and PEOLC open until April 18, 2016.
Get involved!



Alberta Health Services Hospice and PEOLC services will be reviewed by Accreditation Canada in May 2017. Accreditation involves assessing and improving the services we provide based on Accreditation Canada's standards and is part of ongoing quality improvement initiatives.

As part of the Accreditation process, AHS physicians, managers, nurses, allied health professionals, licensed practical nurse, nursing attendants and other staff involved in Hospice and PEOLC service delivery are asked to complete an online self assessment. This self-assessment is an important part of Accreditation and is an online survey that asks you to rate how you think our services meet Accreditation Canada's requirements. The results help us identify areas that may need to be improved as we prepare for the Accreditation Canada May 2017 review.

It is important to note that this Accreditation process is for Hospice and PEOLC services provided directly by AHS only. External Hospice and PEOLC operators are not part of our accreditation process as they work within their own organizations to achieve accreditation.

If you are an AHS physician or employee involved in delivering Hospice and PEOLC care, your participation in the self-assessment survey is important. The survey is open until April 18, 2016.

- This self-assessment survey will take you about 20 – 30 minutes to complete
- Not all questions may be applicable to everybody
- If unable to complete the survey in one sitting there are instructions embedded in the survey on how to save and go back to as your time allows

If you have any questions about the self-assessment please contact Charlene Brosinsky, Accreditation Advisor, at charlene.brosinsky@ahs.ca

Contacts

General questions or comments email: palliative.care@ahs.ca



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