



Engagement makes a difference for everyone

Director's message

It is an exciting time for hospice palliative care in Ontario!

On September 7, a provincial *Hospice Palliative Care Engagement Strategy* was launched. This is the next step that you have been hoping for and talking about for the past five years. The work will bring us ever closer to our vision of "excellent palliative care for all".

The key outcome from this current engagement process is to achieve and articulate consensus answers to the questions:

- What are the most important priorities and action plans necessary to advance quality hospice palliative care in Ontario?
- What are you, and your sector/organization, going to commit to these priorities/action plans?

The answers will inform provincial-level policy and planning as well as sector specific strategies, priorities and implementation. Timelines are aggressive. By the end of December 2011, a consensus report will be produced.

This engagement process is inclusive, expansive, transparent, innovative and respectful of previous initiatives. Over 80 hospice palliative care leaders from around the province are involved. Volumes of previous work are being reviewed and incorporated. Documents are written and revised via a "wiki" editing process. All participants continue to contribute to a growing library of documents hosted on a shared website. And, teleconferencing and website meetings are in place to reduce the need for travel.



In October 2011, Beth Lambie (far right) participated in the provincial EOLCN meeting in Toronto joined by: (from left) Sharon Allen, Nurse Practitioner at Hotel Dieu Grace Hospital, and Debra Bell and Deborah Sattler, both from the Health Policy and Care Standards Branch, Health System Strategy Division of the MOHLTC.

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Leadership is shared. Under the collective direction of the Ministry of Health and Long-Term Care (MOHLTC), the Local Health Integration Networks (LHINs) and the Quality Hospice Palliative Care Coalition of Ontario (QHPCCO), five working groups are meeting every two weeks. Staff members from the MOHLTC are providing superb support and guidance for the ongoing work.

Erie St. Clair (ESC) has three representatives directly involved with this initiative:

1. Gary Switzer, ESC LHIN CEO (Co-chair Leaders Collaborative, HPC Engagement Strategy)
2. Betty Kuchta, ESC CCAC CEO
3. Beth Lambie, ESC EOLCN Director (Co-chair Accountability & Governance Workgroup, HPC Engagement Strategy)

We're working hard to represent the priorities and action items that you've identified as being the most vital to advancing quality palliative care for your patients and their families.

So, members of the ESC EOLCN, keep up the good work! We appreciate your wisdom. We need each of you as we move forward. Your passion and commitment is making a difference not only at a clinical level, but at a regional and provincial level as well.

Beth Lambie
Director
Erie St. Clair End-of-Life Care Network

Palliative Care Consultation Team Wins Provincial Cancer Quality Award

The Erie St. Clair Community Care Access Centre's (CCAC) Palliative Care Consultation Team (PCCT) was honoured with the Cancer Quality Award at the Sixth Annual Quality & Innovation Awards on December 5, 2011. The award, sponsored by the Cancer Quality Council of Ontario, Cancer Care Ontario and the Canadian Cancer Society, was presented by The Honourable Deb Matthews, Minister of Health and Long-Term Care, in recognition of providing patients with an exceptional team-centered approach to end-of-life care.

The PCCT is an interdisciplinary team operating to provide patients nearing end of life with quality care and allows for palliative care to be delivered in the patient's preferred care setting. The team was first established in the Sarnia-Lambton community and has since expanded into the Chatham-Kent and Windsor-Essex regions.

The partnership that led to the development of the PCCT was formed between the ESC CCAC, the ESC LHIN, the EOLCN, and St. Joseph's Hospice in Sarnia. From April 2010 until March 2011, the team provided care to 736 clients; of the 335 clients that have passed away while on PCCT services, 71 per cent were able to do so in their own homes.

Recipients of the award include: Kelley Ilisevic, Senior Director, Project Management, HR and Organizational Development, Cindy Stokes, Client Services Manager, both from the ESC CCAC; Paul Brown, Health System Manager, ESC LHIN; Dr. Glen Maddison, Medical Advisor for the ESC CCAC; Beth Lambie, Director, ESC EOLCN; and, Ann Brignell, Palliative Pain and Symptom Management Consultation Program, St. Joseph's Health Care.

Funding for this team came from ESC LHIN's Aging At Home Initiative.

For more information about PCCT, refer to *Network News, Issue 2* at www.esceolcn.ca.



Accepting the Cancer Quality Award from The Honourable Deb Matthews, Minister of Health and Long-Term Care (third from right) are: (from left) Paul Brown, Cindy Stokes, Kelley Ilisevic, Betty Kuchta, Chief Executive Officer of ESC CCAC, Beth Lambie, and Dr. Glen Maddison. Missing from photo: Ann Brignell.



Another First for ESC: HPC Education Pilot in Long-Term Care Homes

Approximately 4219 people across ESC live in long-term care (LTC), as of December 13, 2011. As the residents of these homes age, the challenge associated with caring for an increasingly frail population with complex disease and symptom management needs, requires an ongoing commitment to continual learning.

In the Spring 2011, a group of people representing the Directors of Resident Care, the General Manager of the LTC Division of the Municipal LTC Homes in Sarnia-Lambton, community palliative care physicians, the Palliative Pain and Symptom Management Consultation Program of Southwestern Ontario, and the ESC EOLCN Director met together in Sarnia. They shared a common interest, a desire to strengthen the provision of palliative and end-of-life care in LTC. The outcome of their meeting was a decision to conduct and evaluate a pilot education project with three Lambton County LTC homes: Marshall Gowland Manor, North Lambton Lodge, and Lambton Meadowview Villa.

The core curriculum for the pilot was a national program developed by Pallium called LEAP, or Learning Essential Approaches to Palliative and End-of-Life Care Education. LEAP is designed specifically to meet the needs of busy primary health care professionals who have multiple clinical responsibilities and a broad, general scope of

practice. The program covers a number of topic areas, including symptom management, communication, grief and bereavement, last days and hours, and working as a team. Offering the LEAP education to care providers in the LTC context was another 'first' in Erie St. Clair.

The goals of this first pilot session were three-fold:

1. To deepen the skill and knowledge of the participants in the provision of palliative and end-of-life care and associated best practices.
2. To look for areas to apply and implement that learning in the homes to improve the provision of palliative and end-of-life care to residents and families.
3. To enable staff and volunteers in the three pilot homes to provide more care in the homes in an effort to reduce unnecessary suffering, palliative care emergency department visits, hospital admissions, and Alternative Level of Care (ALC) days.

Two offerings of the 13-hour curriculum were held, one in September and a second in October 2011. The facilitation team was comprised of local palliative care physicians Dr. Monique Dostaler, Dr. Glen Maddison and Dr. Susan Mather, and Ann Brignell, the Palliative Pain and Symptom Management Educator for Sarnia-Lambton.



Comments from LEAP participants

"Everyone was such an expert in the topics that they spoke about. It was great that dialogue was welcome with lots of stories and examples. Thank you."

"I feel more confident regarding palliative care and what is available for people to die in peace and dignity..."

"I'll be more confident when assisting families through a family death."

LEAP continued...

Sixty-one health care professionals (nurses, physicians and pharmacists) from the three LTC homes completed the education. Response to the program was highly favourable with 53 of 57 respondents rating the program as very good or excellent. Analysis of pre- and post-program knowledge tests revealed significant increases in knowledge scores following the LEAP program.

Now that the classroom-style of learning is over, the real work begins – translating new knowledge into practice.

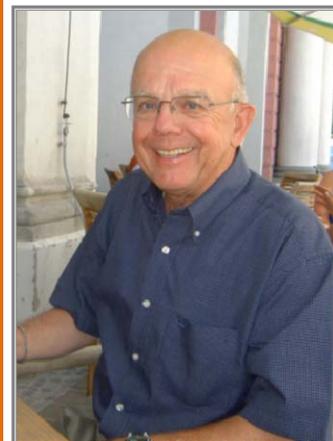
A LTC pilot for the Windsor-Essex area, targeted for 2012, is under discussion. Stay tuned!



In October 2011, Dr. Susan Mather, medical director of the North Lambton Lodge and one of three physician facilitators, spoke to participants about diagnostic criteria for delirium during the LEAP session for LTC care providers in Sarnia.

Feasibility study in the works for residential hospice in Chatham-Kent

When a group of dedicated volunteers band together, hope can turn into reality. A 10-bed residential hospice is now closer to becoming part of the end-of-life care continuum in Chatham-Kent.



Since last spring, a group of staff and volunteers from Chatham-Kent Health Alliance (CKHA), St. Andrew's Residence and St. Joseph's Health Care Society as well as staff from ESC CCAC, ESC EOLCN, and ESC VON met to discuss current issues and set the context for a formal presentation to the ESC Local Health Integration Network.

"This hospice is the goal of a passionate and enthusiastic group. All we have to do is prove the need, be accepted, raise a few million dollars and do it!" declared Jon Wood.

In October, their efforts were recognized with approved funding for a feasibility study. According to Jon Wood, a dedicated community member who is spearheading this effort, the hospice "would be closely patterned after those in Sarnia-Lambton and Windsor-Essex", which combine the work of staff and hundreds of volunteers.

While there is still much work to do, Jon and his volunteer group are encouraged by their progress to date. Their research for the feasibility study will continue over the next few months.

Supported by:





ESC Hospice Palliative Care Education Collaborative Initiative

What is the ‘HPC Education Collaborative’? You might know it better by its former name, the ESC EOLCN Hospice Palliative Care Education Blueprint. So why the change in name?

The end of March 2011 marked the third year of palliative care education across ESC under the Blueprint program. When the Education Subcommittee (*see Who’s Who article, page 9*) of the ESC EOLCN met the following September, it seemed the right time to re-visit the Blueprint’s purpose, objectives, principles and impact. There was widespread agreement that while much had been accomplished; much remained to be done. The Subcommittee felt strongly that future palliative care education under this initiative must continue to be cross-sector, cross-geography and cross-discipline focused. It must also continue to be about closing gaps and meeting needs through collaboration, sharing and linking of effort across organizations. The Subcommittee reinforced Blueprint’s primary role as one of partnering with organizations on education that, without Blueprint support, would not otherwise happen. Finally, the Education Subcommittee concluded that going forward, the goal of this initiative was not so much about developing a static education program, as it was about enabling and facilitating dynamic learning opportunities through collaboration. And so, the new name evolved from the “Blueprint” to the “Erie St. Clair Hospice Palliative Care Education Collaborative”.

Funding for the Education Collaborative work comes from the ESC LHIN’s Aging At Home Initiative. Its work under the HPC Education Collaborative is being led by a full-time facilitator, Maura Purdon (*see Appointment article, page 6*). So far, three projects have been completed, including an education pilot for nurses, physicians and pharmacists practicing in long- term care built around the LEAP program (*see HPC Education Pilot article, page 3*).

Collaborative Project Focus	Timing
Pilot LEAP in LTC (Sarnia-Lambton)	September- October 2011
LTC Guidelines (Sarnia- Lambton)	Fall 2011 – Winter 2012
HPC in Acute Care: Sustaining knowledge transfer to practice (Chatham-Kent)	Fall 2011 – Winter 2012
Volunteer Capacity Building (ESC-wide) <ul style="list-style-type: none"> ▪ Compassion Fatigue; Grief and Bereavement; Share the Care 	Fall 2011 – Winter 21012
First Nation Capacity Building (Sarnia-Lambton) <ul style="list-style-type: none"> ▪ Share the Care 	Fall 2011– Winter 2012
Spiritual Care (Windsor – Essex or ESC-wide)	Fall 2011-Winter 2012
Grand Rounds via telemedicine technology (ESC-wide)	Fall 2011 – Winter 2012
Communication (ESC and province-wide) <ul style="list-style-type: none"> ▪ Two EOLCN newsletters; articles for publication in professional journals ▪ Conference presentations; local presentations 	Fall 2011 – Winter 2012
Leveraging Technology (ESC-wide) <ul style="list-style-type: none"> ▪ OTN-Learning application ▪ Network conference 	Fall 2011 – Winter 2012
Measurement & Evaluation (ESC-wide) <ul style="list-style-type: none"> ▪ Environmental scan ▪ Targeted project evaluation 	Fall 2011- Winter 2012

Recent position appointments

**Kelley Phillips, RN, CHPCN(C)
Nurse Educator, Windsor-Essex
PPSMCP Southwestern Ontario**



Kelley Phillips will be joining the Palliative Pain and Symptom Management Consultation Program (PPSMCP) of Southwestern Ontario as the Nurse Educator for Windsor and Essex County on January 9, 2012. Kelley will provide mentorship and support to primary health care providers to enhance palliative care knowledge and capacity across all health care sectors.

Kelley is a Registered Nurse who holds her national certification in hospice palliative care [CHPCN(C)] from the Canadian Nurses Association, and is in the process of completing her BScN. She has more than 20 years of nursing experience, with the majority of her career focused in palliative care. Kelley brings to the role a wealth of experience in front-line care provision, coaching, mentoring and education, across many sectors within hospice palliative care.

Kelley has performed in an education capacity for the PPSMCP within Erie St. Clair for many years, facilitating The Fundamentals of Hospice Palliative Care and the Comprehensive Advanced Palliative Care Education (CAPCE) Programs in Lambton and Kent Counties. Kelley has also been the lead facilitator/mentor for the 2011-12 CAPCE Program in Windsor-Essex since August 2011.

www.palliativecareswo.ca



**Maura Purdon, Facilitator
Hospice Palliative Care, Care Cross Sector Education
ESC CCAC**

Most days you can find Maura, not in a canoe on the Amazon River appreciating the wildlife (a cayman as pictured), but working on a palliative care educational event somewhere in Erie St. Clair.

In place as facilitator since September 2011, Maura supports palliative care education under the ESC Hospice Palliative Care Education Collaborative initiative, formerly the HPC Education Blueprint Program (*see Collaborative article, page 5*). For the past three years, Maura has been very involved in the diverse work of Blueprint, leveraging her varied experience consulting with over 30 for-profit and not-for-profit organizations across Southwestern Ontario. Her previous work experience has included: facilitating planning sessions with management teams; leading merger or restructuring efforts; and, facilitating work on mission/vision development.

“It is a real privilege for me to work in this HPC education facilitation role across Erie St. Clair. Daily I am both impressed and humbled by the passion, commitment and expertise demonstrated by those who work in palliative care. My belief is that through education and learning we can continue to improve palliative care across Erie St. Clair while at the same time, renewing the capacity and energy of people working to deliver and support that care.”

www.ccac-ont.ca



Education Blueprint Program: Year Three in Review

It's hard to believe that under the ESC EOLCN Education Blueprint program has been involved in hospice palliative care education efforts across Erie St. Clair for three years now!

From April 2010 until March 2011, the Education Blueprint Program supported 41 palliative care education sessions involving 1086 participants. These sessions were focused on strengthening capacity and capability across a range of roles/sectors ESC- wide.

Some of the highlights included:

- palliative care education at Hotel Dieu Grace Hospital for 86 health professionals.
- "Share the Care" education for three First Nation communities and the broader volunteer sector.
- a project connecting residents living at the Hospice of Windsor-Essex and St. Joseph's Hospice in Sarnia with their loved ones who live at a distance through the use of Skype technology.
- education for Personal Support Workers (PSWs) and the volunteer sector on "Compassion Fatigue".
- supporting education of PSWs/HSWs in First Nation communities with the "Fundamentals of Hospice Palliative Care" program.
- education of nurses, physicians and pharmacists through support of two LEAP offerings in Windsor-Essex and Lambton-Kent.
- community-wide education through in-person presentations by Dr. José Pereira across the Tri-Counties.
- an environmental scan looking at current ESC hospice palliative care education, needs and gaps.

In addition to direct education across Erie St. Clair, Blueprint was involved in the support of communication efforts to inform people about palliative care and work to improve care whether through education, policy or process change. To this end, Blueprint supported: the design and production of the first two issues of *Network News*, ESC EOLCN's newsletter; presentations at a provincial First Nations conference; and, the development and publication of Hospice Palliative Care Long-Term Care Guidelines in the *Journal of Palliative Care* (27:3/2011;229-237).

What a busy year! None of this work happens without the contribution of many people across Erie St. Clair in the design and delivery of hospice palliative care education, the writing and review of articles and the active leadership/ sponsorship of this work.

Congratulations to everyone for their ongoing commitment, energy and support.

A special note of thanks to the ESC LHIN and the Ministry of Health and Long-Term Care for the funding to enable all of this good work to happen.

"Year Three of the Education Blueprint initiative was a clear success!

The achievements would not have been possible without the vital commitment from many of you. Thank you to everyone."

Beth Lambie
Director, ESC EOLCN

If you'd like more information about any of Blueprint's year three work, please contact:

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ESC Regional Cancer Work in Action

Regional Cancer Programs (RCP) are responsible for implementing provincial standards and programs for cancer care and ensuring our service providers meet the requirements and targets set out in their partnership agreements with Cancer Care Ontario. At the heart of each RCP is a regional cancer centre which is the primary provider of the specialized services of systemic and radiation treatment. Windsor Regional Hospital (WRH) owns and operates the regional cancer centre for ESC. WRH is also host to the Erie St. Clair Regional Cancer Program (ESC RCP), led by Claudia den Boer Grima, as Regional Vice President in a dual reporting relationship between the Cancer program at WRH and Cancer Care Ontario.

A dietician by profession, Claudia stepped into the role just over one year ago, after being a part of the health care community in Windsor Essex for 25 years. Her knowledge of the health care environment and area needs were immediately put to the test in developing a regional cancer plan – one that would ensure residents could access high quality cancer care that is well integrated and coordinated across ESC.

For hospice palliative care specifically, a number of programs and activities have been, and continue to be, designed, developed and implemented across ESC. A series of indicators identify annual levels of achievement:

- number of identified HPC care settings/service gaps that have been explored/addressed.
- percentage of care settings demonstrating key elements of an HPC program within that care setting.
- number of clinicians across ESC receiving education on Pain & Symptom Management guidelines.

For example this year, Dr. Gordon Giddings, regional lead for palliative medicine, has been building on the previous work of Dr. Glen Maddison in addressing delivery gaps and unifying fragments to foster a more supportive service. An in-patient service now manages 10 to 15 patients daily at WRH. In addition, an accredited Palliative Medicine Residency Program is in development, where licensed and practicing physicians from both the Royal College of Physicians and Surgeons as well as the College of Family Physicians of Canada will be trained in the specialty of Palliative Medicine. The first Palliative Medicine fellow will be welcomed into this program in July 2012.

The ESC Regional Cancer Plan is a vital component of the hospice palliative care system in ESC. By aligning and integrating the work of the ESC EOLCN with that of the ESC RCP, the objective of enhanced consistency of care is realized.



An area the size of Erie St. Clair requires a virtual network of providers spanning both hospital and community providers. Pictured in discussion about the roll-out of Cancer Care Ontario's Symptom Management Guidelines workshops are: Claudia den Boer Grima (left); Dr. Gordon Giddings; and, Victoria Wynn, Director of Clinical Cancer Care Services .

ESC Regional Cancer Plan 2011-2015

The Erie St. Clair Regional Cancer Plan has one goal for hospice palliative care – to continue to build a cross-sector, high quality structure which meets the needs in ESC. Three objectives are aligned with those of the ESC EOLCN plan, and relate specifically to hospice palliative care over four years:

- To support the advancement of a full continuum of care settings and services for EOLC/HPC in all three counties.
- To support the building and integration of HPC programs in all care settings where patients die.
- To continue with integration activities and projects.

The ESC Regional Cancer Plan 2011-2015 is posted on the WRH website: www.wrh.on.ca.



Who's Who in Erie St. Clair

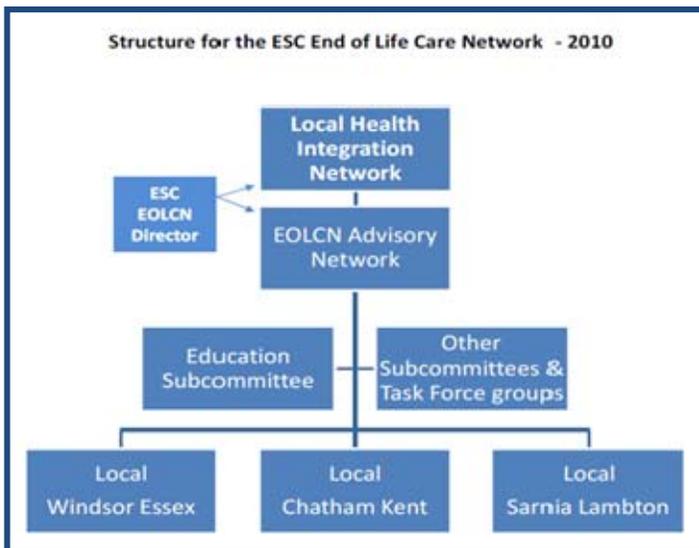
Meet the End-of-Life Care Network Education Subcommittee

The ESC EOLCN Education Subcommittee leads the development of an integrated approach to hospice palliative care education across the region. Their goal is to ensure learning opportunities are grounded in HPC best practices and foundational concepts for all formal care providers across all sectors. The Subcommittee, which is aligned with the EOLCN Advisory Network Committee, serves in an advisory capacity, informing the development of the ESC EOLC Hospice Palliative Care Education Collaborative (*see Collaborative article, page 5*) as well as other network education initiatives.

Comprised of 18 members, the Subcommittee draws from a range of knowledge and experience in how its members perceive the needs, gaps and ability to influence change within and across the health care system. Collectively, Subcommittee members represent a balance of service delivery sectors, roles and geographic diversity. Members are champions of system-wide integration and advocates of the necessary partnership and collaboration required to build effective systems and delivery of high quality hospice palliative care.

ESC EOLCN Education Subcommittee Members

- **Julie Johnston**
Subcommittee Chair
PPSMCP
- **Beth Lambie**
ESC EOLCN
- **Ann Brignell**
PPSMCP
Sarnia-Lambton
- **Shauna Carter**
HDGH (LTC)
- **Tricia Khan**
ESC CCAC
- **Jane LaBarre**
St. Joseph's Hospice
Sarnia
- **Barb Frayne**
ESC CCAC
- **Dianne George**
First Nations
- **Katharine Hungerford**
Lambton College
- **Janet Elder**
Hospice of Windsor & Essex County
- **Sharon Allen**
HDGH
- **Karen Reid**
Bayshore (service provider agency)
- **Reverend Paul McPhail** Pastoral care
- **Maura Purdon**
ESC HPC Collaborative
- **Rita DiBiase**
Windsor Regional Hospital
- **Catherine Schooley**
HDGH (LTC)
- **Cindy Stokes**
ESC CCAC



Editorial note:

There are references to several committees and organizations in this issue. It can be confusing to keep track of how the different groups fit together. For more information about the Education Subcommittee or other groups within the ESC EOLC Network, please visit our website: www.esceolcn.ca



Upcoming events of interest in 2012		
<p>Clinical Cultural Competence Train-the-Trainer Workshop</p> <p>Provided by The Hospital for Sick Children New Immigrant Support Network and funded by Citizenship & Immigration Canada</p> <p>Two workshop sessions provide tools required to facilitate development, delivery and evaluation of cultural competence education program. Participants gain insight into how they can develop and deliver a cultural competence education program for their organization's needs.</p> <p>http://www.sickkids.ca/culturalcompetence</p>	<p>January 9 & 10</p>	<p>Holiday Inn Downtown Windsor, ON</p>
<p>Hospice Palliative Care Ontario Conference 2012</p> <p>http://www.hpconference.on.ca/program.php</p>	<p>April 29 - May 1</p>	<p>Sheraton Parkway Toronto North Hotel & Conference Centre Toronto, ON</p>
<p>Great Places to Live and Work 2012 Annual Meeting & Convention</p> <p>Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS)</p> <p>http://www.oanhss.org</p>	<p>May 7 - 9</p>	<p>Westin Harbour Castle Hotel Toronto, ON</p>



	<p>Network News is produced three times per year by the Erie St. Clair End-of-Life Care Network. Volunteer contributors are welcome to submit articles with the intention of sharing information and best practices across the Network. For more information, please contact: beth.lambie@esc.ccac-ont.ca and maura.purdon@esc.ccac-ont.ca</p>	
<p>www.esceolcn.ca</p>	<p>Network News Editorial Committee for 2011-2012: Sharon Allen, Ann Brignell, Julie Johnston, Beth Lambie, Christina Laughren, Maura Purdon, Monica Robson and Cindy Stokes.</p>	