

HPC Connect



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The TPCPN is a network comprised of healthcare members, from across the palliative care continuum, who share a common vision:

A full range of high quality hospice palliative care services will be available to the people of Toronto Central and their families across all care settings.

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Chair & Executive Director's Corner

Spring is in the air! It has been an extremely busy time of the year. The Network has successfully ended the 2009-10 fiscal year and looks forward to 2010-11 with much anticipation. In this issue, you will get a special update from our special guest, the Toronto Central Community Care Access Centre (TC CCAC). You will hear about the exciting changes taking place within the TC CCAC. You will also be given an overview of all the initiatives underway across the province within the broader health care and palliative care systems. All of these will have a significant impact on us regionally. Lastly, we are excited by the number of regional events and initiatives that have taken place or will take place. We hope you enjoy this newsletter, and look forward to seeing you at the Toronto Central Palliative Care Network's 2nd Annual State of the Union event taking place on May 28, 2010. Come celebrate with us the achievements of the network and discussions on palliative care integration in Toronto Central.

Sincerely,
Larry Librach, Chair
& Siu Mee Cheng
Executive Director



Toronto Central Community Care Access Centre

From Kim Pearson, Client Services Manager, Palliative Program, Toronto Central CCAC

Palliative Care Program:

Toronto Central CCAC has a Palliative Care program available to offer clients and families access to experienced palliative care coordinators and services for those who wish to remain at home. Case management support relieves some of the stresses families face during these challenging days and the team shares their knowledge of services available to assist with pain and symptom management, caregiver support, and emotional, psychological, and spiritual issues.

Recent changes to our palliative program are designed to improve the client experience. We have nine palliative care coordinators providing care and support to approximately 500 clients each month in the Toronto Central LHIN. Our goal is to provide quality client-centered care to individuals who are living with or dying of an advanced illness and their families and to ease suffering in order to provide the highest quality of life possible throughout the illness trajectory.

The Program

Our team provides palliative care coordination and assists clients and families in navigating their way through the health care system. An assessment is completed and an individualized comprehensive plan of care is developed with the clients and family, incorporating their wishes and goals of care including wishes around place of death. We provide support across the care continuum, helping clients and families make informed decisions and supporting their transitions.

There is support from a coordinated care team with 24 hour / 7 day responsiveness. Linkages with community palliative physicians, medical, social, community, and hospice-based services are arranged as needed and easy access to necessary services, support, and information is facilitated.

Our Client Population

We primarily work with adults who are living with or dying of an advanced illness; however, we also act in a consultative role with the Child and Family and Urban health teams. Typically our clients have an expected life span of twelve months or less and have a life-limiting condition.

• **Client population by diagnosis:**
Cancer – 70% Other – 30%

• **Average length of stay on palliative program:**
Approx. 4-5 months

• **Referrals:**
Community – 30% Hospital – 70%

Toronto Central Community Care Access Centre cont'd

Partners in Care

Palliative care at home is provided by a multi-disciplinary team working together with the client and their family. This team may include:

- Palliative Care Physician teams (Temmy Latner Centre for Palliative Care, Toronto Grace Hospital, and St. Joseph's Health Centre)
- Service Providers – (e.g. Nursing, Personal Support, Social Work, Occupational Therapy, Medical Supplies & Equipment)
- Family Health Teams and/or Primary Care Physician
- Community Health Centres
- Pharmacies
- Regional Cancer Centres – Odette & Princess Margaret Hospital
- Acute Care Hospitals
- Palliative Care Units and Hospices

About Toronto Central Community Care Access Centre:

Toronto Central CCAC helps people find their way through Ontario's health care system, understand their options and connect them to quality community-based health care and resources. We work with people of all ages to ensure they make informed choices about their care and receive services in the most appropriate setting.

To access information about palliative care at home, other CCAC services or to make a referral, contact the Toronto CCAC at **416-506-9888**. To learn more about our programs and services, visit our website at www.toronto.ccac-ont.ca.

"...As soon as I was confirmed with ALS, I fell into the good hands of the CCAC, the at-home care programme of the government...I received daily care to help me with breakfast, getting bathed, and dressed. I was also enrolled in the palliative programme...Thanks to all these wonderful persons, I have been able up to now to do things and keep my dignity..."

General News

A recent report by the Ontario Hospital Association, Ontario Association of CCACs and the Ontario Federation of Community Mental Health & Addictions Program titled: "Ideas & Opportunities for Bending the Health Care Cost Curve" outlines proposals and initial work being undertaken on cost savings for the health care system and includes a focus on hospice palliative care. Examples from the Hamilton area were used. You can access the report on the OHA website: www.oha.com.

The Ministry of Health & Long-Term Care recently introduced The Excellent Care for All Act, in which all healthcare organizations will be required to:

"Develop and post annual quality improvement plans; Create quality committees to report to each hospital board on quality related issues, including the public annual quality improvement plan; Link executive compensation to achievement of quality plan performance improvement targets; and Implement patient and employee satisfaction surveys and a patient complaints process".

To find out more, go to www.ontario.ca/health.

The Ontario Quality Hospice Palliative Care Coalition will be planning a follow-up (from its June 2009 Think Tank Day) retreat to address provincial hospice palliative care system design within the province. This event will occur on June 17 and 18, 2010 and is by invitation only. The TCPCN will be attending.

Cancer Care Ontario (CCO) will be updating its next Ontario Cancer Plan, and invited the TCPCN, through the Toronto Central Regional Cancer Program Steering Committee, to provide input. CCO expressed interest in furthering their focus and efforts in the area of hospice palliative care, recognizing the future factors that will place greater emphasis on hospice palliative care.

The Honourable Sharon Carstairs, P.C. held a series of roundtable discussions earlier this year on the progress in hospice palliative care since her report "Still Not There". These roundtables were held to support the development of another five-year report marking the progress since her last report in 2005. The roundtable that took place in Toronto was held on February 23, 2010. The Network and a number of its members were in attendance. Some key discussion themes were: the role of hospice palliative care in long-term care, funding, national policy and strategy, and education and awareness. This will be the Hon. Carstairs' last report as she will be retiring. The report is expected to be released June 2010.

The Canadian Cancer Society will be releasing *Canadian Cancer Statistics 2010* on Wednesday May 19, 2010. In addition to the general cancer statistics, there will be a special focus on end-of-life and palliative care. Attention will be put on what needs to be done in Canada to ensure that people dying from cancer have access to high-quality palliative care. Find more information at www.cancer.ca

On June 26-27, 2010, Toronto will host the G20 Summit. A number of traffic and access restrictions will be in place within downtown Toronto to address security issues associated with this international event. The Toronto Police have assured the TCPCN that access in order to provide care for hospice palliative care patients will be supported. Only one residential building will be placed as a "High Security Zone" during this time period – resulting in a number of access requirements. A larger area of the city (encompassing parts of Spadina, Queen Street West, Front Street, and the Lakefront) will be impacted by a number of traffic management activities at certain times before, during, and after the summit. For more details, please contact support@tpcn.ca or go to www.g8-g20isu.ca.

Regional News



▪ A number of new regional hospice palliative care system tools are available for regional use by health care workers, community support workers and others.

- The (Hospice) Palliative Care Common Referral Form was recently revised after a year-long stakeholder engagement exercise lead by members of the Toronto In-Patient Palliative Care Unit and representatives from across the five GTA LHIN hospice palliative care networks. This form will assist in enhanced services referral for hospice palliative care services in all relevant care settings. You can access the form at www.tpcn.ca
- The hospice palliative care Asset Map for the Toronto Central LHIN is available. This map lists all the core hospice palliative care services providers under the TCPCN who service residents in the LHIN. The map provides information on the type of services offered, admission criteria, service limiting criteria, admission/operation hours, types of human resources and volunteers within each organization and service. It is intended to support navigation of patients and their families/caregivers. You can access the map at www.tpcn.ca
- An inventory of hospice palliative care educational services was recently completed which details a number of providers who are focused on hospice palliative care on-going education services offered to the TC LHIN. For access to a copy, please contact support@tpcn.ca
- A new webpage has been created under the community care resources website dedicated to hospice palliative care. The focus of this site will be to provide content and information for patients, their families, and their formal and informal caregivers on hospice palliative care, including navigating the hospice palliative care 'system' in the TC LHIN. You can access the site at www.ccr.ca and click the "Hospice Palliative Care" menu button.

An Education Day is being planned in the GTA LHINs for community nurses on hospice palliative care with a focus on providing an overview of key fundamental knowledge and information in hospice palliative care. This event is a result of a partnership between the de Souza Institute, the Palliative Pain & Symptom Management Consultation Service for Toronto, and the Interdisciplinary Palliative Care Education Program. If you are interested, contact support@tpcn.ca

It is with great pleasure to announce that the Homelessness & Palliative Care Committee (Chaired by Paddy Bowen, Executive Director of the St. Felix Centre) will be integrated into the Toronto Central Palliative Care Network and will function within the Network structure. This move demonstrates the continued commitment by the Network and its health care and community partners in aligning and coordinating shared efforts in hospice palliative care. This move will strengthen the Network's voice for this vulnerable population group. Welcome aboard! To learn more or to find out how you can become involved, contact support@tpcn.ca for more information.

TCPCN, along with the other GTA LHIN networks met with the Regional Geriatric Program (RGP) on March 26, 2010 to provide an overview of the hospice palliative care sectors within each of the GTA LHINs, and to showcase initiatives within hospice palliative care. Shared issues that were identified were capacity building and hospice palliative care services within the long-term care sector. This meeting has created some initial steps in the partnering up of RGP and hospice palliative care services in Toronto.

Discussions are currently underway exploring the role of hospice palliative care in the much lauded and successful Emergency Mobile Nursing Services (EMNS) in Toronto Central LHIN. This program has been extremely successful in addressing enhanced care for seniors in long-term care and limited avoidable Emergency Department visits. A number of community volunteer hospices, visiting physician programs, and hospital in-patient palliative care programs are exploring partnerships with EMNS.

For the first time, a knowledge exchange / transfer session was hosted by TCPCN in partnership with the Canadian Cancer Society to the Network's health and community support partners in the region. The session provided information on the hospice palliative care (HPC) sector as a whole and how each sub-sector within HPC operated: community programs, residential hospices, long-term care, and hospital programs. There was an excellent turn out by partners. The Network will plan future sessions on a regular basis for the region.

National Hospice Palliative Care Week was celebrated widely this year in the TC LHIN. The Network and its members took an active role in supporting this campaign in which the theme was to ensure that the voices of those living with a terminal life-threatening illness, their caregivers, and family members are heard in order to better understand the value and meaning of hospice palliative care. Educational events were generously hosted by the Hospital for Sick Children, The Temmy Latner Centre for Palliative Care, St. Michael's Hospital, and the Toronto Central Regional Cancer Programs (Princess Margaret Hospital & Odette Cancer Centre, Sunnybrook Health Sciences Centre). Community and residential hospices developed fact sheets and resource tables for that week. Thank you for coming out to support hospice palliative care. It was a great success, and we look forward to next year!

- The 8th annual Hike for Hospice Palliative Care in Toronto was held on May 2, 2010 in Riverdale Park and it was a great success. Four Toronto Hospices (Alliance Hospice, Hospice Toronto, Perram House, and Philip Aziz Centre) partnered again this year to organize the event and together they raised \$80,000 to support hospice programs. Many thanks to clients, their families, hospice volunteers, and friends for all their support and efforts on making this year's hike such a success!

Transitions

The Network extends a warm welcome to its newest members for 2010-11:

- Bayshore Home Health
- Saint Elizabeth Health Care
- Leisureworld Caregiving Centre – St. George
- City of Toronto Long-Term Care Homes & Services

It is with regret that **Lisa Lun** will be leaving the Network when she ends her time with Baycrest as Nurse Manager for the Palliative Care Unit on May 14, 2010. The Network wishes her all the best in her future endeavors.

Brenda Caldwell will be replacing **Barbara Godfrey** at the Palliative Pain & Symptom Management Consultation Service for Toronto

The Toronto Grace Health Centre Palliative Care Unit is now led by **Catherine Petch**. **Monica Codjoe**, Vice President of Patient Services will be acting as the interim Toronto Grace representative for the TPCPN Steering Committee. Welcome aboard!

DID YOU KNOW?

“The leading causes of death in Canada are: diseases of the circulatory system (about 35%), neoplasms (tumours or cancers) (about 28%), and diseases of the respiratory system (about 10%). Hospice palliative care programs and services are beneficial for all these groups, which total 73% of all Canadian deaths.”.

(Canadian Hospice Palliative Care Association, Fact Sheet: Hospice Palliative Care in Canada, April 2010)

Events

The second annual **TCPCN State of the Union** event has been set for May 28, 2010. The exciting line up of presentations, including a presentation from TC LHIN, will focus on integration. Topics will include aging at home, wait times, continuity of care, avoidable acute care services utilization and single point of access. The Network will be launching its Integration Blueprint – vision of an integrated hospice palliative care system in TC LHIN. As well, interactive workshops have been planned for the afternoon to address a number of issues identified by the plenary. This event is open to all network members, staff, volunteers, partners, and anyone interested in hospice palliative care and integration. Come out and join us! Go to our website www.tpcn.ca for more details or register at support@tpcn.ca

In addition to the above, the Network will be engaging in a series of **Lunch 'n Learn** sessions for Network members (their staff, volunteers, and partners). The series of educational sessions will occur throughout the 2010-11 fiscal year and will be available in-person and also via webinar. Some sessions on our roster will include: International Series (Malawi, Dr. Sandy Buchman and China, Dr. Larry Librach), Homelessness & Palliative Care (Dr. Stephen Hwang), Quality & Hospice Palliative Care (Centre for Healthcare Quality Improvement), and ALS. Stay tuned... the first workshop on Quality has been scheduled for June 14, 2010 1-3PM. Please contact support@tpcn.ca to register or for more details.



TCPCN State of the Union 2010
May 28, 2010
TCPCN
Toronto, ON

The event will feature a plenary session where speakers will share their views and opinions on health services and hospice palliative care integration. A workshop will be planned for the afternoon to help identify actions to help realize the integrated hospice palliative care vision.
Contact: support@tpcn.ca

The Future of Ontario Health Care: A Dialogue with Tom
June 7, 2010
Ontario Hospital Association

OHA President & CEO, Tom Closson, will discuss some of the new proposed initiatives announced in the Government of Ontario's 2010 Throne Speech and Budget, and will seek advice, feedback, and ideas from participants.
Contact: www.oha.com

Quality of Education Workshop
June 14, 2010
TCPCN
Toronto, ON

The purpose of the workshop will be raise our collective understanding of what is meant by quality and its role and application in hospice palliative care, and how we can develop leadership in this area.
Contact : support@tpcn.ca

Annual Knowledge & Inspiration 2010 Conference
June 13-15, 2010
OACCAC
Toronto, ON

The OACCAC Annual Conference provides a forum for OACCAC members and stakeholders to discuss provincial and national initiatives, issues, and priorities for the healthcare sector.
Contact: ann.clemensen@antian.ca

Annual NICE Knowledge Exchange 2010
June 28 & 29, 2010
National Initiative for Care of the Elderly
Toronto, ON

NICE is an international network of researchers, practitioners, students, and seniors dedicated to improving the care of older adults, both in Canada and abroad. This conference will address issues dealing with networking and knowledge transfer.
Contact www.niceke.ca/

Canadian Hospice Palliative Care Conference
October 27-31, 2010
CHPCA
Ottawa, ON

The foremost national conference in Canada focusing on hospice palliative care. This provides the opportunity to share experience and expertise on a national platform.
Contact: www.conference.chpca.net/