

HPC Connect



The TPCPN is a network comprised of healthcare members, from across the hospice 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.

Highlights

Feature

CRF Update p1

Special Guests

CNAP p2

Events

p2

General News

Liberal Family Care Plan, CHPCA 2010, Champion's Council, PCPCC, Equity & Excellence: Liberating the NHS, ICCP, Provincial Client Care Model, CPSI, OHQC, HealthAchieve 2010, Healthcare Quarterly

p3

Regional HPC News

Pay 4 Results, RM&R, To Err Is Human, Children's Home Capital Campaign Launch, There's No Place Like Home, Toronto West Stroke Network, West Park Healthcare Centre, Bridgepoint Healthcare, Biennial Hospice Palliative Care Research Day, TC LHIN, State of the Union 2011 p4

Transitions

p4

Chair's & Executive Director's Corner

Fall kicked off with a flurry of activity for our members and partners, some of which have been highlighted in this newsletter. It has been an honour for the Network to be invited to participate in a number of events associated with transformative changes for many of our members and partners. Some of these exciting initiatives include the Community Navigation Access Program's launch of a centralized '1-800' number, Philip Aziz's Children's Home Capital Campaign, and Hospice Toronto's Young Carer's Program. In addition, not only is change happening regionally, but nationally as well! The government has announced the formation of a Parliamentary Committee on Palliative & Compassionate Care and members of it's Champion's Council, a group of influential Canadians who have come together as champions to advance the profile of hospice palliative care in Canada

Given this change environment we find ourselves in, the opportunities abound for hospice palliative care to continue to advance its agenda. If you are not already involved, do so. We want to hear from you!

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



Palliative Care Common Referral Form Update

From Siu Mee Cheng, Toronto Central Palliative Care Network

What is the Palliative Care Common Referral Form?

The Palliative Care Common Referral Form (PC-CRF) has been in use by palliative care organizations across the City of Toronto since 2004. The PC-CRF was originally developed by the Toronto In-Patient Palliative Care subcommittee of the Toronto Palliative Care Network (now known as the Toronto Central Palliative Care Network) in order to standardize the application process to access palliative care services throughout the city.

November 2010 Update:

The PC-CRF was recently reviewed and revised from April 2010 by a broad Greater Toronto Area working group which included some representatives from the Toronto Central Palliative Care Network. Since the introduction of the April 2010 version, much feedback was given to the Network regarding its user-friendliness. Concerns were raised that this version of the form could inhibit access to services due to possible resistance in completing the forms. In response, a smaller working group was struck within the Network which included representation from the Toronto In-Patient Palliative Care Unit to review and further revise the April 2010 version.

Effective **November 1, 2010**, a revised version has been finalized and will be used to make referrals for hospice palliative care services for patients/clients seeking services in any care setting in the TC LHIN or for service providers who serve the TC LHIN population. Changes include:

- Shortened length (4 pages total)
- Irrelevant information removed
- Redundant information requests removed
- Reformatted

Along with the final version, a revised FAQs, information sheet and an update renewal form has been included in the Common Referral Form Implementation kit. To assist in optimal implementation of this revised form, **all older CRF templates should be discontinued** and removed from any website or other public media vehicles. The Toronto Central Palliative Care Network will make this version available on its website (www.tpcn.ca). A series of information sessions will be held in the TC LHIN over the next few weeks and will be advertised through email and on our website.

The revised form and implementation kit can be found at our website (www.tpcn.ca). Please feel free to contact support@tpcn.ca for more information.

Community Navigation & Access Program

The Caring Connection for Seniors

1-877-540-6565

From Jane Piccolotto, Co-Chair, Community Navigation & Access Program

The Community Navigation and Access Program (CNAP) is a network of over 30 not-for-profit community support service (CSS) agencies serving seniors across the Toronto Central LHIN. Supported by funding from the Toronto Central LHIN, CNAP is leading the development of infrastructure, tools and processes to implement a seamless system of access to community support services for seniors.

The overall goal of CNAP is to provide seniors living in the community and professionals within the healthcare system with a simplified approach for accessing community support services and moving seamlessly between providers and sectors of care. CNAP aims to help seniors maintain their independence and live at home with the practical supports they need, such as Meals on Wheels, Transportation, Adult Day Programs and Homemaking. In a broader sense, by building capacity and coordination among CSS agencies, CNAP endeavours to impact the system as a whole by helping to reduce hospital ER visits and ALC days.

Since its inception CNAP has engaged its member agencies and other community partners in developing standardized intake and referral tools, and common reporting and service definitions. CNAP is also collaborating with providers of specialized services, such as the Toronto Palliative Care Network, Hospice Toronto, CNIB, and the Alzheimer Society, among others, to identify “triggers” that indicate a need for referral to these specialized services.

Callers to CNAP are greeted by a professional Social Worker who after taking the time to understand the need directly connects the senior to the right not-for-profit service provider in the local community. Special efforts are made to identify seniors who are frail, at-risk or members of underserved or marginalized communities.

Seniors and care providers can, of course, still contact their local agencies directly. CNAP offers a simple, friendly point of access for those who are not already connected or don't know where to turn.

The CNAP toll free line is staffed from 9 to 5 Monday through Friday.

Going forward, plans include ongoing interaction with other service networks and nodes of care across care settings in the Toronto Central LHIN, with a level of collaboration that ensures a high quality continuum of care.

For more information, please contact Ms. Lorraine Blass, CNAP Outreach and Community Development Lead, at lorraineblass@gmail.com

Events



Palliative Care & Palliative Pain & Symptom Management Rounds
Toronto, ON

The Temmy Latner Centre for Palliative Care and Princess Margaret Hospital hold monthly rounds on issues relating to palliative care and pain & symptom management. For more information, please visit www.ppsmctoronto.com



Jeremy A. Oliver Lectureship in Palliative Care
November 19, 2010
Toronto, ON

This session, presented by Dr. Teno at Princess Margaret Hospital, will focus on the role of nursing homes and hospice in cancer care. Please R.S.V.P to sharon.wright@uhn.on.ca



Long Term Care Applied Research Education Day
November 24, 2010
Toronto, ON

The Ontario Long Term Care Association hosts an information-packed day designed to promote research utilization and innovation in long-term care. For more information, go to www.oltca.com



Community Engagement in the Time of Tough Decisions and the Quest for Quality
December 1, 2010
Toronto, ON

To encourage health service providers and LHINs to engage with their communities, the OHA hosts a discussion of how hospitals can fulfil their legislated requirement for engagement and fiscal restraint. For more information, visit www.oha.com.



Knowledge Integration for Better Healthcare
December 13-14, 2010
Toronto, ON

This conference will speak to Bill 46 (Excellent Care for All Act) & Accountability: Planning and Decision Support Lean Performance Improvement. For more information: www.insightinfo.com/healthcarequalityimprovement



2011 National Healthcare Leadership Conference
June 6-7, 2011
Whistler, British Columbia

The Canadian College of Health Leaders hosts the largest national gathering of health system decision-makers. Next year's theme will be “Rising to the Challenge: Resources, Realities and Relationships”. For more information, www.healthcareleadershipconference.ca/

General News

On October 5, 2010, Michael Ignatieff announced a **Liberal Family Care Plan**. If elected, a Liberal government would invest \$1 billion annually to help reduce the economic pressure on hundreds of thousands of struggling Canadian families. The plan includes a new six-month **Family Care Employment Insurance Benefit** and a new **Family Care Tax Benefit**. These benefits have also been identified as priorities by the Quality End-of-Life Care Coalition of Canada in the *Blueprint for Action 2010-2010* (www.qelccc.ca). Although the announcement does not ensure immediate action, it does bring attention to the need for better supports for family caregivers. For more information, please visit www.liberal.ca/newsroom/news-release/michael-ignatieff-announces-liberal-family-care-plan/

The Canadian Hospice Palliative Care Association held its annual conference from October 28-31, 2010 and a number of Network members attended and made presentations. A number of Network presentations are listed below. They can be accessed on our website at www.tpcn.ca

- “*Development of a regional performance index to monitor hospice palliative care systems performance*” – Ms. Siu Mee Cheng, TCPCN; Ms. Jane Sanders, Toronto Grace Health Centre
- “*A Tale of Three Cities: State of integrated hospice palliative care within the Toronto Central Local Health Integration Network region, Winnipeg Regional Health Authority and Fraser Health Authority*” – Ms. Siu Mee Cheng, TCPCN; Dr. Mike Harlos, Winnipeg Regional Health Authority; Ms. Lori Embleton, Winnipeg Regional Health Authority; Dr. Raymond Berry, TCPCN & Toronto Rehabilitation Institute
- “*Development of a regional hospice palliative care asset map*” – Mapping & Projections Working Group, TCPCN [Poster]

In addition, on a national level, dedicated funding has been committed to hospice palliative care. Stay tuned for details on this exciting step forward as it becomes available over the next year.

On October 29, 2010, the Canadian Hospice Palliative Care Association (CHPCA) announced the members of its **Champion's Council**: a group of influential Canadians who have come together as champions to advance the profile of hospice palliative care in Canada. Members were introduced at the CHPCA conference and spoke to their vision for HPC in the future. Stay tuned for more information.

In April 2010, a multi-party group of MPs spanning the political spectrum announced the formation the **Parliamentary Committee on Palliative & Compassionate Care (PCPCC)**, an ad-hoc Committee of the House of Commons dedicated to promoting awareness of, fostering substantive research and constructive dialogue on palliative and compassionate care in Canada. PCPCC's work will culminate with a report urging specific policy action on a series of four challenges: palliative care, suicide prevention, elder abuse, and disability issues. The committee held a roundtable on October 30, 2010 and Mr. Ron Lirette (Executive Director, Dorothy Ley Hospice & Perram House) kindly presented on behalf of the Network. Feedback from the Co-Chair, MP Michelle Simson, was very positive. For a copy of the presentation, please go to www.tpcn.ca.

England's coalition government's report, “**Equity & Excellence: Liberating the National Health Service (NHS)**” on health reform was published on July 12, 2010. The report outlines the Government's long-term vision for the future of the NHS. Under the proposal, significant system level changes are being proposed including the regionalization of health care. More information can be found at www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_117353

Two innovative initiatives, jointly led by the Ministry of Health and Long-Term Care (MOHLTC), the Ontario Association of Community Care Access Centres (OACCAC), and the Collaborative for Health Sector Strategy at the Rotman School of Management, are currently underway across the healthcare sector: the **Integrated Client Care Project (ICCP)** and the **Provincial Client Care Model**. Both initiatives are currently testing and implementing new ways to improve the overall experience for clients who need quality care, people and organizations that provide the care, and the health care system that funds the care. Under the ICCP, a focus on hospice palliative care will be underway soon. Stay tuned!

The **Canadian Patient Safety Institute (CPSI)** has issued its Strategic Plan for 2008-2013 on their website (www.patientsafetyinstitute.ca). The plan is focused on four key areas: education; research; tools and resources; and interventions and programs. Although the patient safety challenge facing the Canadian healthcare system is significant, it is not insurmountable. The CPSI is ready to leap forward from establishment and early success into sustained, targeted and expanded action. More information can be found at the CPSI website (www.patientsafetyinstitute.ca).

The **Ontario Health Quality Council (OHQC)** will be assuming greater responsibilities in the area of advancing quality within the health care system. They will be creating a central repository of best practice. More information can be found on the Ontario Health Quality Council website www.ohqc.ca/en/.

The Ontario Hospital Association recently hosted its annual conference **HealthAchieve 2010** from November 8-19, 2010. Some of the key themes that emerged were quality, innovation, and integration. A particular focus of key discussions including the Honourable Deb Matthews' closing speech was the impact that the proposed legislation (Bill 146), Excellent Care for All Act, would have on further transforming the provincial system towards enhanced accountability. The legislation can be found at www.health.gov.on.ca/en/legislation/excellent_care/

The TCPCN has recently published an article entitled, “**Healthcare Integration: The Study of the Toronto Central Regional Hospice Palliative Care “System” and Its Integration Challenges**”, co-authored by Larry Librach, Ray Berry, Sandy Buchman and Siu Mee Cheng. The article can be found in the November 2010 issue of Healthcare Quarterly.

Regional News

S. Cheng met with the **Emergency Department Pay For Results Working Group** and advanced the need for hospice palliative care engagement in the Emergency Department. A proposal outlining key action items including education in the Emergency Department on hospice palliative care, use of tools to better identify patients who may benefit from hospice palliative care and the use of navigation tools to support improved patient referrals were presented to the Working Group.

The **Resource Matching & Referral System (RM&R)**, an electronic services referral system developed by the TC LHIN has been designed to improve the flow of clients through the health care system by assisting health service providers to match services to clients. RM&R has been rolled out in the hospital sector of the TC LHIN and benefits are being seen by hospital participants. The project is looking to incorporate community services in the near future.

On October 18, 2010, Dr. Larry Librach (Director, The Temmy Latner Centre for Palliative Care, Mount Sinai Hospital) presented on "**To Err Is Human: Patient Safety as an Issue in Palliative and End-of-Life Care**". There is increasing importance being put on patient safety, especially in hospitals. However, little is written about patient safety in home care or palliative care. Dr. Librach's session explored issues of patient safety as they relate to palliative care and quality of care. Access to the webcast can be found at www.mediasite.otn.ca/mediasite41/Viewer/?peid=42c30f7f80624984ab4b70219952cf931d

The Toronto Central Palliative Care Network would like to congratulate Philip Aziz Centre on their **Children's Home Capital Campaign Launch**. On October 19, 2010, staff, volunteers, and supporters congregated at Rouge Concept Gallery to celebrate. The Honourable Deb Matthews was also in attendance to announce the Ministry of Health's support of this Children's Home.

On September 30, 2010, Hospice Toronto hosted its annual signature, fundraising event, "**There's No Place Like Home**". This year, the event featured an official launch of the new Young Carer's program: a program to support children who out of necessity, have assumed a caregiving role for a family member coping with a chronic or life-threatening illness, or living with a disability, mental health challenges, or substance abuse. The Network would like to congratulate Hospice Toronto on their successful event!

The **Toronto West Stroke Network** recently held a summit entitled, "**Enhancing Seamless Stroke Care Through An Adaptive Collaborative Network**" to focus on an enhanced, seamless model of continual care for stroke patients. The TCPCN has met with the three networks serving the TC LHIN and is currently engaged in improved integration between the stroke care community and hospice palliative care. Areas of focus will include: hospice palliative care capacity building in the stroke community, enhancing earlier intervention and improving navigation. Those interested in becoming involved, please contact support@tpcn.ca.

The TCPCN was invited to several Network member organization events looking at issues of improved integration and continuity of care: **West Park Healthcare Centre** held its Innovations Day and items that were discussed included continuity of care and appropriate care settings; and **Bridgepoint Healthcare** hosted a focus group with community partners and discussed a number of issues including excellence in complex chronic disease care.

The TCPCN in partnership with the University of Toronto will be engaged in hosting an inaugural **Biennial Hospice Palliative Care Research Day** to be targeted for 2011. The preliminary theme tabled will be "knowledge translation". A steering group has been struck and members include: Dr. Amna Husain, Dr. Camilla Zimmerman, Dr. Gary Rodin, Mr. Ron Lirette, and Ms. Siu Mee Cheng. Planning will begin shortly. Anyone wishing to become involved, please contact support@tpcn.ca.

Planning for the TCPCN's next **State of the Union** event (set for June 3, 2011) is underway. Next year's theme will focus on key underserved chronic diseases in hospice palliative care. Next year's event will be one of the most exciting we have had to-date as it will be a joint venture with the Toronto Stroke Network, The Alzheimer's Society and Bridgepoint Health. If you wish to be a part of the planning or provide input, please contact support@tpcn.ca.

Angela Ferrante has been appointed Chair of the **Toronto Central LHIN Board of Directors** and will be present at the Toronto Central LHIN's Board meeting on December 15, 2010. To reach Angela at this time, please contact Aaron Ly at (416) 969-3272, or via email at aaron.ly@lhins.on.ca

Transitions

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

- **Central Neighbourhood House**
- **VHA Home Healthcare**

Ms. Veronica MacDonald is the Director of In-Home Services at Central Neighbourhood House and the TCPCN Steering Committee contact.

Ms. Brenda Glens is Manager of Client Services at VHA Home HealthCare and the TCPCN Steering Committee contact.

Welcome **Mr. Bill O'Neill** as a members of the Executive Committee of the TCPCN. Bill is the Executive Director of Kensington Health Centre.

Welcome **Dr. Lesia Wynnchuk** as a member of the Executive Committee of the TCPCN. Lesia is a palliative care medicine consultant at Sunnybrook Health Sciences Centre.

Ms. Monica Codjoe is no longer a member of the TCPCN Executive Committee.

Dr. Sandy Buchman has been announced as the President-Elect and Chair of the Board for The College of Family Physicians of Canada.

DID YOU KNOW?

For patients with metastatic non-small-cell lung cancer, early palliative care is associated with longer survival and improvements in quality of life and mood. A randomized controlled trial conducted by Massachusetts General Hospital in Boston has revealed that patients who received care from the hospital's palliative care team once a month were half as likely to suffer from depression. They received less aggressive care, including fewer rounds of chemotherapy, yet lived on average **2.7 months longer** than those not receiving palliative care. (Early Palliative Care for Patients with Metastatic Non-Small-Cell Lung Cancer, *N Engl J Med*, 2010; 363: 733-42.)