

HPC Connect



The TCPCN 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

Special Guests

OCSMC p1.

Residential Hospices Update p2.

General News

Toronto Central LHIN, OHA, Quality of Death, Ontario Long-Term Care Homes Act, World HPC Day p2.

Events

p3.

Regional HPC News

State of the Union, Pay 4 Results, RM&R & CNAP, Education Day, Common Referral Form p3.

Transitions

p4.

TCPCN: Activity Updates

p4.

Chair's & Executive Director's Corner



Ontario Cancer Symptom Management Collaborative

From Martha Wyatt, Director Regional Cancer Program Planning

2009-10 has been a transitional year for the Ontario Cancer Symptom Management Collaborative (OCSMC) in the TC LHIN including the inclusion of the Quality Improvement (QI) initiative formally into the TCPCN organizational structure. The greatest influence on our work this past year has been the aims set forth by Cancer Care Ontario (CCO). CCO's focus in this past year has been to:

- publicly report on ESAS completion in Regional Cancer Centres (RCC) via the Cancer System Quality Index (CSQI);
- expand the use of the electronic version of ESAS, the Interactive Symptom Assessment and Collection (ISAAC) tool to non-RCCs and;
- improve the functionality of ISAAC including linking it to RCC electronic health records and allowing for automated registration of clients.

The first of these goals has been achieved by CCO and our performance can be seen at <http://csqi.cancercare.on.ca/cms/One.aspx?portalId=40955&pageId=41309>. In the upcoming years, we will continue to strive to improve our rate of ESAS screening to ultimately screen 90% of patients who receive care in a RCC.

The second and third goals are currently underway and will continue to be a focus into 2010/11 including the use of ISAAC at St. Michael's Hospital and ideally one other hospital in our LHIN.

Other initiatives that have been underway include two partnerships with the CCAC. The first of these is a CCAC lead "Psychosocial Care Needs Assessment" pilot that started in the summer of 2009. They are looking at ESAS as a trigger to prompt a referral to social work. The second partnership is between PMH and the CCAC to look at Palliative Performance Scale (PPS) scores and their impact on proper identification of palliative patients as well as its correlation with prognosis in the ambulatory population. We hope in the upcoming year to share our learnings with the wider community on both of these initiatives.

Other identified plans for the upcoming year are to foster a better understanding of the tools of the OCSMC including ESAS, PPS, Collaborative Care Plans and Symptom Management Guidelines through information/education sessions through the TCPCN as well as to look for further avenues for collaboration within our region.

The TCPCN has been busy over the summer as it sets into motion plans towards achieving its year 2 Strategic Plan.

In addition, the Network continues its efforts in supporting greater services coordination and partnerships within the region. You will read about two such examples from the Ontario Cancer Symptom Management Collaborative and updates on the advancement of two new residential hospices for the TC LHIN region by Kensington Health Centre and the Philip Aziz Centre. Under Regional News you will also read about engagements with the ED community.

Further, the Network's Lunch and Learn sessions are well underway – Network members, partners and friends are encouraged to attend all future events currently being planned (homelessness, international series – Malawi and China, and HPC in four western countries to name a few).

Enjoy this quarter's newsletter and have a good summer!

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



New Residential Hospices Update

Rauni Salminen, Executive Director, Philip Aziz Centre

Plans are underway to begin construction late fall 2010, on the 6th Paediatric Palliative Care Home for Children in our country. Presently, committees are being established, partnerships are being formed and operational plans are underway.

The Children's Home will offer compassionate and comprehensive paediatric palliative care services to children and families across Ontario. Professional staff will include a paediatric palliative care physician on call 24 hours a day, round the clock registered nursing care, and other specialists providing a variety of disciplines.

Hospice Programs:

- **Respite Care** - designed to provide family caregivers with time for their own rest and renewal.
- **Acute End of Life Care** – resources and support provided for families allowing them to focus on making the most of their final days with their children.
- **Pain and Symptom Management** - children with pain related issues may be admitted for assessment and monitoring while medication and treatment changes are implemented.
- **Transitional Care** - children who have been hospitalized may transition to their own home through our program, where support and education is offered to ensure the families are skilled in the provision of care at home.
- **Spiritual, Grief and Bereavement Care** - families experiencing the loss of a child will be offered grief and bereavement support as well as spiritual care throughout the trajectory of illness.



Bill O'Neill, Executive Director, Kensington Health Centre

The construction of the 10 bed Kensington Hospice Home is well underway, with a completion date of January 1, 2011 still our target.

The Kensington Hospice Home will be housed in an existing building that was originally constructed in 1888, by the Sisters of St. John the Divine, known as their Chapel. It is located at 38 Major Street and is part of the Kensington Health Centre, which currently operates a 350 bed Long-Term Care Home. We were given the chance to preserve a piece of Toronto's heritage by investing in this project. There are real challenges in restoring such an old building, however the end result will be worth the effort.

We have been successful in recruiting a Director of Patient and Family Services, starting September 7, 2010. As well, we have been fortunate to have Dr. Gary Rodin, head of University Health Network's Department of Psychosocial Oncology and Palliative Care, involved in program development and he will continue to assist in the development and operations of the Kensington Hospice Home.

We have a capital campaign established and are working hard to meet its set targets. More news will be coming out soon on our accomplishments to date.

General News

It has been announced that Ms. Camille Orridge has been appointed as the Chief Executive Officer (CEO) of the **Toronto Central Local Health Integration Network**. Ms. Orridge retires from her post as CEO of the Toronto Central Community Care Access Centre on September 3, 2010 and will assume her role at the Toronto Central LHIN on November 1, 2010. The Network has been appreciative of the support and leadership Ms. Orridge has provided in hospice palliative care in the region, and we look forward to working with her at the TC LHIN.

The **Ontario Hospital Association launches its full Strategic Plan for 2010-13**. Focus includes system performance, integration, health human resourcing and governance in health care. To access the plan go to: www.oha.com/strategicplan

A white paper entitled: "**The Quality of Death: Ranking end-of-life care across the world**" was recently published by the Economist Intelligence Unit. Canada ties with the United States of America in 9th place on the overall Quality of Death Index which scores countries across four categories: Basic End-of-Life Healthcare Environment; Availability of End-of-Life Care; Cost of End-of-Life Care; and Quality of End-of-Life Care. United Kingdom ranked at the top of the list. To access the report go to: http://graphics.eiu.com/upload/QOD_main_final_edition_Jul12_toprint.pdf

The **Ontario Long Term Care Homes Act, 2007** came into force in Ontario on July 1, 2010. It replaces three pieces of legislation: Charitable Homes Act, the Homes for the Aged and Rest Homes Act and the Nursing Homes Act. Areas of interest for hospice palliative care include: mandatory orientation and re-training in palliative care, pain management and other related health topics; requirements regarding plans of care to be developed within specific timeframes, admissions and withholding approvals to admit and the autonomy of residents' & family councils. For more information, the legislation and its regulations can be accessed on <http://www.e-laws.gov.on.ca/html/statutes>

Hospice Toronto in partnership with the TCPCN, the National Initiative for the Care of the Elderly, the University of Toronto's The Institute for Life Course and Aging will be celebrating **World Hospice Palliative Care Day** on September 30, 2010 by presenting a session on the United Kingdom's caregiving experience and implementation of the UK National Carers Strategy with guest speaker, Jenny Frank of the Young Carer's Initiative. Go to "**Events**" for details.

Regional News



The Network held its 2nd Annual **State of the Union** event on May 28, 2010. The event featured a State of the Union Address summarizing the Network's successes to-date and future directions, a plenary session where expert speakers (J. Hopkins from TC LHIN and P. Williams from the University of Toronto & Canadian Research Network for Care In The Community) shared their views on health services and hospice palliative care integration and a workshop was held identified actions towards an integrated hospice palliative care system for the region. With over 75 attendees at the event, attendees found the topics both engaging and informative. A video recording of the State of the Union and an electronic version of our Annual Report can be found at www.tpcn.ca. The Network would like to thank all members, partners, and friends for attending . We look forward to seeing you at next year's event.

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 will be initiated in the Community Navigation and Access Project (CNAP). The Project is comprised of community agencies that focus on services delivery to seniors in the community through the means of coordinated and central intake and referral of services. Significant potential gains in improved services coordination exist under this electronic system implementation. RM&R has been rolled out in the hospital community in the TC LHIN and benefits are being seen by hospital participants. Two Network members (Hospice Toronto and The Philip Aziz Centre) are members of CNAP. Other members are encouraged to consider partnership in CNAP.

As a follow up to the recommendations to the TPCPN Education Taskforce , an **Education Day** is being planned for health care professionals working both in facilities and in the community settings across the four LHINs (Central, Central East, Mississauga/Halton and Toronto Central) . This inter-professional learning opportunity will focus on advancing best practices and innovations in hospice palliative care and will utilize Standardized Patient scenarios as a learning tool. It is free for healthcare professionals in any of the four LHINs and will be held in Fall 2010. This session will be advertised shortly. Be on the lookout for this session as seating will be limited (those in the TC LHIN that are interested may forward their RSVP to support@tpcn.ca).

The Toronto Central LHIN region is reviewing the April 2010 **Common Referral Revised Form** to ensure optimal implementation and uptake. The review is intended to improve the user-friendliness of the form for those who are completing the form and those who are receiving a completed referral form. A formal roll out will be initiated in Fall 2010 by the Network and its members. More updates will be provided through future communications.

TCPCN will be presenting on a number of achievements at the **Canadian Hospice Palliative Care Association's 2010 Annual Conference: Integration** (in partnership with the Winnipeg Regional Health Authority), Asset Mapping and the Regional Performance Index. See you there!

Events

Stress and the Stroke Caregiver & Managing Behavioural Issues
September 17, 2010

Hosted by the Toronto Stroke Education C.L.U.B, this session will speak to supporting quality of life for stroke and dementia clients. To register: cheungd@smh.ca

Strengthening Leadership PSW Conference
September 20, 2010

The 3rd Annual conference will be at Hilton Suites in Markham. Please refer to website for more information: http://www.psno.ca/Supervisor_2010.php



TCPCN Lunch 'n Learn: "Homelessness & Hospice Palliative Care"
September 23, 2010

This session will focus on the issues and challenges of homelessness and palliative care within Toronto. To register: support@tpcn.ca

World Hospice Palliative Care Day – Special Lecture
September 30, 2010

Join us for "Caregiving Experience in the United Kingdom and Implementation of the UK National Carers Strategy" with guest speaker Jenny Frank. To register: support@tpcn.ca

Education Day - Innovations & Best Practices in HPC
October 7, 2010

The event will feature case-based interactive workshops that will target palliative care in 3 settings: 1) Long-Term Care 2) Hospital 3) Community To register: support@tpcn.ca

Bereavement Ontario Network's 20th Annual Conference
October 20-22, 2010

The 20th Annual Conference will focus on the future of bereavement care. Register at: www.bereavementontarionetnetwork.ca/

TCPCN International Series: "HPC in Malawi"
October 21, 2010

Learn about how hospice palliative care is delivered in Malawi and the successes and challenges in hospice palliative care in the country. To register: support@tpcn.ca

Canadian Hospice Palliative Care Conference
October 28-31, 2010

This year's conference will take place at the Westin Ottawa, Ottawa, Ontario and focus on changing the national perspective on hospice palliative care. To register: www.chpca.net



Canadian Patient Safety Week
November 1-5, 2010

Planning is underway for Canadian Patient Safety Week 2010! This year's message: Ask. Listen. Talk. For more information: www.asklistentalk.ca

Ontario Hospice Palliative Care Conference
April 2011

The HAO is currently seeking people interested in joining the conference committee. Interested members, please contact eoi@hospice.on.ca

DID YOU KNOW?

“Only 16% to 30% of Canadians who die currently have access to or receive hospice palliative and end-of-life care services – depending on where they live in Canada. Even fewer receive grief and bereavement services.” (*Canadian Hospice Palliative Care Association, Fact Sheet: Hospice Palliative Care in Canada, April 2010*)

Transitions

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

- **Palliative Pain & Symptom Management Consultation Service for Toronto**
- **Ms. Channie Mak, RN**
- **Toronto Long-Term Care Homes & Services**

Dr. Margaret Bennett is the Medical Director of the Palliative Care Unit at Sunnybrook Health Sciences Centre and the TCPCN Steering Committee contact.

Ms. Catherine Petch is the Director of Professional Practice and Programs at Toronto Grace Health Centre and the TCPCN Steering Committee contact

Welcome **Ms. Monica Codjoe** as the Vice Chair for the Executive Committee of the TCPCN. Monica is the Vice President of Patient Services at the Toronto Grace Health Centre.

Ms. Sylvia Brachvogel is the Clinical Director of Complex Medical Services at Bridgepoint Health and is the TCPCN Steering Committee contact.

TCPCN Activity Updates

EXECUTIVE COMMITTEE

MEMBERS: *Lawrence Librach (Chair), Dena Maule, Ray Berry, Monica Codjoe*

UPDATE: The Executive Committee is reviewing the organizational structure, Network policies on the various committees and the need for by-laws. Letters of Interest were sought for new members into the Executive Committee.

QUALITY OF CARE COMMITTEE

MEMBERS: *Lawrence Librach (Chair), Evelyn Cheung, Bill O'Neil, Susan Blacker, Catherine Lacombe, Jennifer Land, Martha Wyatt, Vicki Lajambe, Beth Pelton, Tracey Human*

UPDATE: A workshop was given by Ms. Paula Blackstien-Hirsch (Centre for Health Quality Improvement) on quality in health care. The workshop provided an overview of quality principles and concepts, the link between safety and quality, an overview of some problem-identifying & quality improvement tools, and a discussion surrounding how to nurture leadership in quality among staff, management, and BoDs.

MEASUREMENT & EVALUATION COMMITTEE

MEMBERS: *Susan Blacker (Co-Chair), Amna Husain (Co-Chair), Tamra Laughlin, Karina Wulf*

UPDATE: The Measurement and Evaluation Committee has established a balanced scorecard framework that reports on the regional hospice palliative care systems performance. Indicators related to HPC resources were reported in the 2010 State of the Union. The committee is set to meet in October 2010 to discuss the introduction of new indicators for 2011. New members are welcome.

INTEGRATION & PLANNING SUBCOMMITTEE

MEMBERS: *Raymond Berry (Chair), Sandy Buchman, James Edney, Kim Pearson, Kathy Lashley, Dena Maule, James Meuser, Bill O'Neil, Martha Wyatt, Angela Xavier, Camilla Zimmerman, Lawrence Librach*

UPDATE: The Integration & Planning Subcommittee launched its Integration Blueprint & Plan at the 2010 State of the Union. Workshops were held in the afternoon to engage audience members in helping to identify actions that will help realize the vision of an integrated hospice palliative care system for the region. The Committee will review these actions and commit to the plan's implementation.

PEDIATRICS SUBCOMMITTEE

MEMBERS: *Maria Rugg (Co-Chair), Heather O'Brien, Christine Newman, Jonathan Blumberg, Eddy Lau, Rauni Salminen, Dena Maule, Fiona Martins, Jeff Myers, Valerie MacDonald, Joanie Turner, Kim Widger, Kim Pearson*

UPDATE: The Pediatrics Subcommittee held its inaugural meeting in July 2010 where key pediatric hospice palliative care health professionals and parents attended to discuss quality pediatric hospice palliative care issues. The Committee's foci will include: Education, Standardization of Tools, Access, Transitions in Care & Engagement, and Data Collection & Common Data Elements.

SINGLE POINT OF ACCESS WORKING GROUP

MEMBERS: *TBD*

UPDATE: The Working Group is moving on to the next phase of work which will be to develop a the scope and description of the roles and responsibilities of a the single point of access.

MAPPING & PROJECTIONS WORKING GROUP

MEMBERS: *Jeff Myers (Chair), Mat Krepicz, Lisa Kronenberg, Sylvia Brachvogel, Belinda Marchese, Mindy Shiel*

UPDATE: The committee is currently reviewing possible platforms for the Asset Map (list of all HPC services in the region) and initiating a series of subject matter expert forums to discuss capacity plans based on HPC services demand and supply projections with a focus on cancer, heart disease, respiratory illnesses and other neurodegenerative diseases. If you are interested in participating in these forums, forward your name to scheng@tpcn.ca.

HOSPICE PALLIATIVE CARE IN NON-CANCER PATIENT POPULATIONS PROJECTS

MEMBERS: *Ebru Kaya, James Downar, Dori Seccareccia, Janis Miyasaki, Heather Ross, Catherine Prestwich, Doreen Ouellet, Catherine Lacombe, Margaret Bennett, Sandra De Costa, Karina Wulf*

UPDATE: A dialogue was hosted by the Network and focused on enhancing the responsiveness of HPC services delivery towards chronic diseases other than cancer. Discussion points included identification, prognostication, and assessment. Two key actions arose: (1) An Educational Template Module will be developed to assist hospital-based HPC teams to educate and engage their acute care counterparts in HPC; and (2) and research will be initiated to investigate patient lengths of stay and transition points in and out of palliative care units and residential hospices. Interested organizations and individuals who wish to participate in any of these two action projects can contact scheng@tpcn.ca.