

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

Feature:

Toronto Central Palliative Care Network **p1**

Regional News

HAO Interdisciplinary Education, PPSMC, HPC Research Day, CRF, CCAC Quality Report, TC CCAC, Clinical Efficiency and Clinical Utilization Task Force, Kensington Hospice, Larry Librach, HPC Week 2011, State of the Union 2011 **p.2**

General News

Effective Governance for Quality and Patient Safety, CCO Symptom Management Guidelines, Auditor General's Report, OHQC, Heart & Stroke, Ontario Health Study **p.3**

Events

p3.

TCPCN Activity Updates

p4.

Chair's & Executive Director's Corner

The Winter 2011 HPC Connect marks the newsletter's seventh issue since its inception in the Summer of 2009. In reviewing the progress since that issue, great strides have been made by the Network and its partners provincially and federally in advancing hospice palliative care: Senator Carstairs' final report on the progress of hospice palliative care was released, Canada ranked ninth in hospice palliative care in the world, a provincial coalition of stakeholders advanced the hospice palliative care agenda, which culminated in a recommendations report to the Ministry of Health and Long-Term Care, and the Network, with its invaluable members and key health partners, have continued to advance quality and integration in the region on a number of fronts.

This newsletter reflects some of this progress and activity, and reveals that the journey to ensure an integrated quality hospice palliative care is not yet over. We also thought it would be timely to feature an article on the TCPCN this issue!

So, take some time to reflect on our successes, sit back, relax and enjoy this newsletter!

Sincerely,

Larry Librach, Chair & Siu Mee Cheng, Executive Director



Toronto Central Palliative Care Network

The current form of the Toronto Central Palliative Care Network arose from the Provincial End of Life Strategy 2005-6, but existed in different variations and forms prior to the Strategy. The TCPCN is tasked with ensuring integrated quality hospice palliative care within the TC LHIN and is partly supported by the TC LHIN through a legacy of the Strategy and partly supported by its membership. The Network is governed through a Steering Committee, comprised of its 37 organizational members. These members represent organizations from across the four care settings: community, long-term care, residential hospices and hospitals. It represents the collective voice of the key hospice palliative care services providers serving patients and families within the TC LHIN. An executive committee is elected through its voting members. The Network offers a variety of benefits for its members:

- It acts as a platform whereby hospice palliative care issues can be advanced at a collective and regional level;
- It supports the advancement of hospice palliative care issues at a system and regional level;
- It allows current and emerging issues to be tabled and raised for discussion and examination by members; and
- It provides a forum for Network members to increase their connection with each other and gain a greater understanding of each other.

In 2008-09, the Steering Committee approved the 2009-2012 Strategic Plan. This plan details three key directions impacting the system:

- Enhanced (systems) coordination and collaboration;
- Enhanced knowledge management and transfer; and
- Improved capacity planning.

This plan can be retrieved on the Network's website: www.tpcn.ca. The Network has been actively pursuing the goals of the Strategic Plan, and a number of system changes have been introduced and detailed in the Network's annual reports, annual State of the Union events and other communications. The upcoming 2011-12 will be the last fiscal-year of the strategic plan, and coincides with a number of broader changes occurring in the health care and public sectors. The next round of strategic planning will occur in 2011-12.

Participation in a number of Network's committees, subcommittees, working groups and related initiatives is open to all representatives of the TCPCN member organizations, and interested individuals who are not official members of the Network. A large number of representatives from Network organizations and individual volunteers offer up invaluable time, expertise, insights, ideas and experiences in advancing the hospice palliative care agenda within the region. Participation has been the cornerstone of all of the Network's successes, and is always sought and welcome!

To learn more about TCPCN, please do contact me at support@tpcn.ca or go to www.tpcn.ca. ~S. Cheng

Transitions

A warm welcome to the Toronto Central Palliative Care Network's newest members as of January 2011:

Linda Wright is the Director of Bioethics & Palliative Care at the University Health Network and is the Steering Committee contact for the Network.

Anne Zielinski is the District Executive Director for the Victorian Order of Nurses – Toronto/York and is the point contact for the Network.

Debbie Emmerson is the Director of Hospice Care for the new Kensington Hospice.

Adam Rapoport has been appointed to the position of Medical Director of the Palliative & Bereavement Care Service at the Hospital for Sick Children. He will begin his new role July 1, 2011.

DID YOU KNOW ?

In 2005, the World Health Organization (WHO) projected that chronic conditions would account for 89% of all deaths in Canada for that year. It also projected that between 2005 and 2015, deaths from chronic conditions would increase by 15%. Statistics Canada reported that, in 2005, cancer, diabetes, heart disease, cerebrovascular diseases and lower respiratory diseases caused 65.4% of all deaths.

“Seniors and the Health Care System: What Is the Impact of Multiple Chronic Conditions?” Canadian Institute for Health Information – January 2011

Regional News

Discussions have been initiated with the **GTA Stroke Network**, **The Alzheimer Society of Toronto** and **Hospice Association of Ontario's (HAO) Interdisciplinary Palliative Education**, in delivering specific and targeted education and training for these partners in the Toronto region.

In related news, the **HAO Interdisciplinary Palliative Care Education** and the **Palliative Pain and Symptom Management Consultation Service for Toronto** have been engaged in a series of discussions to further enhance coordination of hospice palliative care education and training services for the region. These enhancements will include (but not limited to): shared marketing and advertisement of respective services, streamlining service delivery and specialization of services to reduce service delivery duplication. For more information, go to www.ppsmctoronto.com

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 Fall 2011. The preliminary theme tabled will be “current and emerging issues in Hospice Palliative Care”. 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. Anyone wishing to become involved, please contact support@tpcn.ca.

A revised version of the **Palliative Care Common Referral Form (CRF)** was rolled out in November 2010 and initial feedback has been positive with respect to user-friendliness and uptake in the region. In addition, sister networks in the GTA LHINs have indicated an interest in adopting the revised form, which will allow the common referral form to act as the only standardized referral form in the GTA. A series of in-service training sessions are currently being planned to support the roll-out and will include an online training video. Sessions targeted for trainers/educators will be arranged for Network partners and a general regional session open to a broader audience will be held in the coming months. For more information, please contact support@tpcn.ca

The Ontario Community Care Access Centers released their **Quality Report** in January 2011. The report is meant to measure how well CCACs deliver quality care while providing examples of the type of innovative programs, partnerships and system integration they are working on, together with their partners, to achieve. The full report can be found at www.ccac-ont.ca. Earlier, the Toronto Central CCAC released its **2009-10 Community Report**. The report highlights several quality improvement initiatives, including their Home First Strategy, designed to support frail seniors to come home from hospital or transition them to more appropriate care settings. To view, go to www.ccac-ont.ca

The **Resource Matching and Referral** electronic tool will be available to the **Community Navigation and Access Program (CNAP)** shortly. This tool will support the electronic matching of services for agencies comprising the CNAP.

The TCPCN has been working in partnership with the TC LHIN to review hospital data quality issues on hospice palliative care patient activity. This work supports the TC LHIN's **Clinical Efficiency and Clinical Utilization Task Force**, which is focused on advancing the TC LHIN's Value and Affordability Agenda (“designing a health care system that has the goal of greatly improving patient value; uses CQI cycles to increase value and control costs; and reorganizes health care delivery around medical conditions over the full cycle of care”). For more information, please visit the TC LHIN website at www.torontocentrallhin.on.ca

In related news, the much anticipated opening of the **Kensington Hospice** presented an overview of the hospice and provided a virtual tour to its partners on February 16, 2011. Once the doors open (anticipated in Spring 2011), this new hospice will provide an additional 10 beds to the region for its patients.

Dr. Larry Librach, Chair of the Toronto Central Palliative Care Network will be completing his term in April 2011. He will remain as Past-Chair for a period of 1 year. In the meantime, the Network is receiving nominations from representatives from its voting organizational members for this elected executive governance position. If you are interested, or have an inquiry, please contact support@tpcn.ca

National Hospice Palliative Care Week 2011 will take place from Sunday May 1st, 2011 to Saturday May 7th, 2011. **Hike for Hospice Palliative Care 2011** will kick off the week! National Hospice Palliative Care Week (NHPCA) is a one-week campaign that focuses on raising awareness about hospice palliative care. The theme for the 2011 campaign is “**Communities Share the Care**”. The theme is built upon the World Hospice Palliative Care Day's campaign, “Sharing the Care”. The responsibility of caring for someone with life-limiting illness is one that needs to be shared collectively within your community. Together we can all make a difference in the lives of those who are living with a life-limiting illness and those affected by it. The TCPCN will be hosting a series of events across the region with various partners and speakers including:

- **West Park Healthcare Centre** will host an event with **Dr. Raymond Berry** (Toronto Rehabilitation Institute) and **Toronto Central Community Care Access Centre** as speakers.
- **Kensington Hospice** will host an event where **Dr. Jeff Myers** (Sunnybrook Health Sciences Centre) will present on his study on prognostication/survival time estimation.

Stay tuned for more details – if you wish to get involved, please contact support@tpcn.ca

Mark your calendars for our **2011 State of the Union** event scheduled this year for **June 3, 2011**. This year's event will be one of the most exciting we have had to-date as it will be a joint venture with the GTA Stroke Network, the Cardiac Care Network, Alzheimer Society of Toronto, and Bridgepoint Health. This year's theme will focus on “**Hospice Palliative Care & Non-cancer Chronic Diseases**”. An exciting line up of speakers will present on stroke, heart disease, Alzheimer's disease and other issues, and challenges & solutions will be discussed. A resource table will be available for our members. Those interested in assisting in the event, contact support@tpcn.ca. Stay tuned for details!

General News

To help hospitals meet the complex legislative requirements of the Excellent Care for All Act (ECFAA) in June 2010, three major health care organizations (the Ontario Hospital Association (OHA), the Canadian Health Services Research Foundation (CHSRF) and the Canadian Patient Safety Institute (CPSI) have partnered with the Ministry of Health and Long-Term Care to create and deliver education sessions for the province's hospital leaders. The **"Effective Governance for Quality and Patient Safety"** program, a specialized two-day session, will offer a unique and comprehensive education curriculum that supports Ontario hospital boards in their ongoing efforts to improve governance in the area of quality and patient safety. This new and enhanced program offers an opportunity to explore evidence-informed approaches to governance and leadership, and to share innovative health governance practices, resources and tools. The program is open to all hospitals and is targeted exclusively to hospital board chairs, CEOs and chairs of quality committees. Please go to www.oha.com for more details.

In August 2010, **Cancer Care Ontario (CCO)** completed and has made available **symptom management guidelines**. These guidelines provide an algorithm for screening and assessment, and then provide care maps specific to the symptom severity. The guidelines were developed by a large group of experts and while supported through CCO, these best practice documents were meant to be used by practitioners treating patients suffering from diseases other than cancer as well. These guidelines can be found at www.cancercares.on.ca/toolbox/symptoms.

This year, the **Auditor General of Ontario** devoted a chapter of the **'2010 Annual Report'** to home care services. The Auditor General examined the extent to which the Community Care Access Centres (CCACs), Ministry of Health & Long-Term Care (MOHLTC), and Local Health Integration Networks (LHINs) have mechanisms to: meet the needs of people requiring home-care services, to fund services based on client needs, to ensure a consistent level of service across the province, and to measure the report on the quality and effectiveness of services provided in the home. The report can be found at www.auditor.on.ca

In November 2010, The **Ontario Health Quality Council (OHQC)** released their report entitled **"Creating an Integrated Hospice Palliative Care System in Ontario"**. The document identifies four primary recommendations to address the lack of an integrated system-wide policy for hospice palliative care along with a number of related implementation actions. These recommendations address the issue of hospice palliative care from a system perspective, including identification of required care settings and services, programs, integration and linkages, human resources, accountability, as well as policies, guidelines and funding. The full report can be found at www.ocfp.on.ca.

The **Heart & Stroke Foundation** recently released best practices on **advanced care planning**. At some future date, the TCPCN, in partnership with the Stroke Networks serving the TC LHIN, will undertake work to determine how these best practices may be integrated into the TC LHIN practices both within the hospice palliative care and stroke care systems. Further, a preliminary launch of the federal advanced care planning framework by the Canadian Hospice Palliative Care Association (CHPCA) will occur at the upcoming Hospice Association of Ontario/Ontario Palliative Care Association annual conference in April 2011. Both the Heart & Stroke and CHPCA content will be reviewed to determine coordination and integration in the region.

The **Ontario Health Study** was launched in September 2010 and is well underway. The largest population-based study ever conducted in Ontario is funded by four organizations: the Ontario Institute for Cancer Research, Cancer Care Ontario, the Ontario Agency for Health Protection and Promotion, and the Canadian Partnership Against Cancer. The study will help to understand the complex web of factors that increase the risk of heart disease, cancer, diabetes, asthma, Alzheimer's disease and other common conditions. Every Ontario adult aged 18 and over can enroll by completing an online questionnaire. For more information, please go to www.ontariohealthstudy.ca.

Events



6th Annual Palliative and End of Life Care Conference
March 31, 2011
Markham, ON

This year's theme is "Dying in Old Age: Context and Community". Deemed one of the premier events in Palliative Care education, this is an excellent opportunity for the exchange of ideas and networking. Register at www.careconferences.com



"A Good Death"
April 1, 2011
Toronto, ON

Dr. David Sherbino and his son Dr. Jonathan Sherbino will speak to the pastoral and spiritual issues that surround death and dying. Topics include the grieving process, ethical and legal issues, coming to terms with mortality and saying goodbye. Please go to www.tyndale.ca/go/a-good-death



One Vision One Voice: 2011 Annual Hospice Palliative Care Conference
April 10-12, 2011
Toronto, ON

This 2 ½ day educational conference will be of interest to all health care and community care professionals and volunteers with an interest in hospice palliative care. Please go to www.hpcconference.on.ca for more information.



IHI: Quality Improvement for Chairs and Chiefs
April 14-15, 2011
Boston, MA

The Institute for Healthcare Improvement (IHI) is offering Quality Improvement for Chairs and Chiefs, a new professional development program to address challenges for physicians spearheading quality improvement. Visit www.ihl.org for more information.



Annual NICE Knowledge Exchange 2011
May 19, 2011
Toronto, ON

This year's theme is on Intervention. The conference website and registration will be opening soon once our program has been finalized. Highlights include: Interactive Knowledge Transfer workshops, Invited "Theme Team" Lectures. Go to www.nicenet.ca for more information



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

Themed "Rising to the Challenge: resources, Realities and Relationships", this year's conference will be the largest national gathering of health system decision-makers in Canada. Please go to www.healthcareleadershipconference.ca for more information.

TPCN Activity Updates

EXECUTIVE COMMITTEE

Members: Larry Librach (Chair), Dena Maule, Ray Berry, Bill O'Neill, Lesia Wynnychuk

Update: The newly reformed Executive Committee is reviewing the organization structure, Network policies on the various committees and finalizing the Network's by-laws. The committee is currently seeking interested members for vacancies in the Chair and member at large positions. Please forward any interested names to support@tpcn.ca

QUALITY OF CARE COMMITTEE

Members: Larry Librach (Chair), Kay McGarvey, Kim Pearson, Belinda Marchese, Beth Pelton, Bill O'Neill, Kathy Lashley, Martha Wyatt, Susan Blacker, Catherine Lacombe, Jennifer Land, Tracey Human

Update: The Quality of Care Committee is currently working on ensuring competency and literacy in quality improvement for members and the Network. Educational opportunities around patient safety, quality improvement and knowledge translation for Network members are being sought. The committee is also overseeing work around better meeting the needs of non-cancer patient populations in HPC. These include:

- A literature review is currently being conducted to inform on the use and validity of the Palliative Performance Scale (PPS) on non-cancer patient populations. Findings will be presented at the March 2011 Steering Committee meeting.
- A retrospective observational study is also being conducted examining the length of stay of the non-cancer patient population in hospital PCUs and residential hospices. Eight sites have been confirmed. Data elements include: diagnosis, prognosis, PPS score, LOS, transfer locations. Data is targeted for reporting in April 2011.
- A team consisting of the University Health Network and Toronto Central CCAC is underway with creating a Hospital Hospice Palliative Care Education Toolkit that will assist acute care and primary care physicians, nurses, and other health professionals within the hospital setting in building core competencies in HPC. A final draft of the toolkit is targeted for April 2011 and will be vetted for by other in-patient consult teams (ie: SMH, Sunnybrook). Interested members may contact support@tpcn.ca

MEASUREMENT & EVALUATION COMMITTEE

Members: Susan Blacker (Co-Chair), Amna Husain (Co-Chair), Karina Wulf

Update: The Measurement & Evaluation Committee has finalized a revised set of regional hospice palliative care performance indicators. Five new indicators are to be reported for 2011. These include: cumulative total of clients served, proportion of cancer and non-cancer clients served, ALOS per HPC setting, # of healthcare professionals (FT and #), and # of volunteer hours per volunteer or # of volunteers. Data collection has been initiated and findings will be reported at the Network's 2011 State of the Union. Additional members being sought.

PEDIATRICS SUBCOMMITTEE

Members: Maria Rugg (Co-Chair), Jonathan Blumberg, Heather O'Brien, Rauni Salminen, Dena Maule, Fiona Martins, Valerie McDonald, Kim Widger, Kim Pearson, Joanne Gallevo

Update: The newly formed subcommittee has identified three key strategic items and working groups have been formalized to focus on each item: i) Education ii) Standardization of Tools & Data Collection and iii) Access, Transitions in Care & Engagement. The subcommittee is working to ensure that regional concerns with pediatric palliative care are being brought to the provincial level.

PEDIATRIC PALLIATIVE CARE EDUCATION WORKING GROUP

Members: Adam Rapoport (Chair), Fiona Martins, Joanne Gallevo, Valerie McDonald, Heather O'Brien, Maria Rugg

Update: The Pediatric Palliative Care Education Working group is a working group of the Pediatric Subcommittee. It is currently finalizing an inventory of pediatric palliative care educational initiatives available to those within the TC LHIN targeted to health care providers and volunteers. Following a gaps analysis, the working group will develop draft recommendations for core pediatric palliative care educational objectives that will ensure comprehensive, complementary, and quality pediatric palliative education within the TC LHIN. The finalized inventory and recommendations will be presented at the March 2011 Steering Committee meeting.

INTEGRATION & PLANNING SUBCOMMITTEE

Members: Catherine Lacombe (Co-Chair), Sandra De Costa, Josie Barbieri-Tacoma, Jocelyn Brown, Greta Mighty, Patricia Murphy-Kane, Shelley Allen, Lisa Lun, Channie Mak, Debbie Emmerson, Debbie Taylor, Maria Deleon, Isatu Bah, Karina Wulf, Karen Johansen, Dori Seccareccia, James Downar,

Update: The subcommittee held its inaugural meeting in February 2011. The Toronto In-Patient Palliative Care Unit (TIPCU) will now be fully integrated into the Network's Integration & Planning Subcommittee and will consist of TIPCU's original membership and broader membership from other sectors of HPC. The subcommittee's revised mandate for its second phase of work will focus on the support of seamless HPC services delivery via implementation of the Integration Blueprint launched in May 2010. The group will oversee implementation and evaluation of the revised CRF, development of the performance indicator related to wait times, development of guiding principles of the most responsible person/organization in HPC, and standardization of HPC in PCUs and In-Patient Consult Teams. Additional members being sought.

MAPPING & PROJECTIONS WORKING GROUP

Members: Jeff Myers (Chair), Mat Krepicz, Mindy Shiel, Lisa Kronenberg

Update: The Mapping & Projections Working Group has initiated data collection for the 2010-11 Asset Map. The finalized map is targeted for completion in May 2011. The working group has also held its Cancer and Heart Disease Subject Matter Expertise (SME) Roundtables to inform on developing predictions and recommendations on the future anticipated demand for HPC. Issues around palliative care competencies, illness trajectories, and HPC definitions were discussed. Preliminary findings indicate differences between cancer and non-cancer patient populations. Preparations for the SME roundtables on neurodegenerative and respiratory diseases are underway. Individuals interested in participating may forward their names to support@tpcn.ca

SINGLE POINT OF ACCESS WORKING GROUP

Members: Belinda Marchese, Catherine Lacombe, Kim Pearson, Monica Branigan, Rauni Salminen, Ron Lirette, Veronica MacDonald, Kathy Lashley

Update: The reinstated working group is currently working on developing a clear definition and profile of what a Single Point of Access (SPOA) is to do as part of the Strategic Plan's commitment to advancing towards a SPOA within the TC LHIN. The working group is currently finalizing a mandate, scope and description of responsibilities of the SPOA. The finalized document will be presented at the Network's March 11, 2011 Steering Committee meeting. As well, initial steps towards piloting this with a number of community-based Network members are underway.

INTEGRATION TASKFORCE

Members: TBD

Update: An Integration Taskforce is currently being established to initiate discussions on program and services level integration in order to ensure seamless patient care. More details to follow.