

# **Embedding a palliative approach to care in continuing care: The ICCER team**



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# Acknowledgements

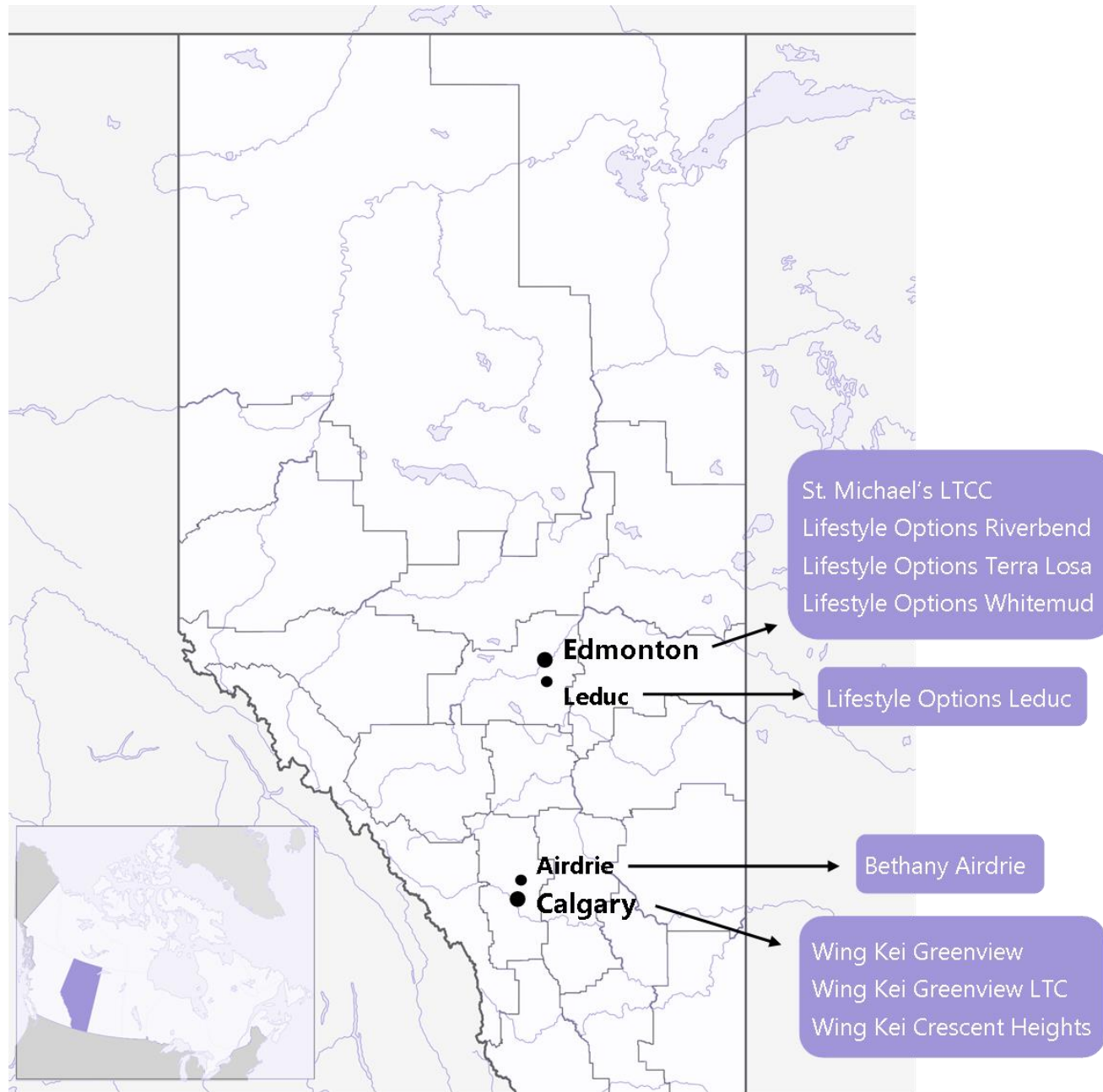
Canadian Foundation for **Healthcare Improvement**

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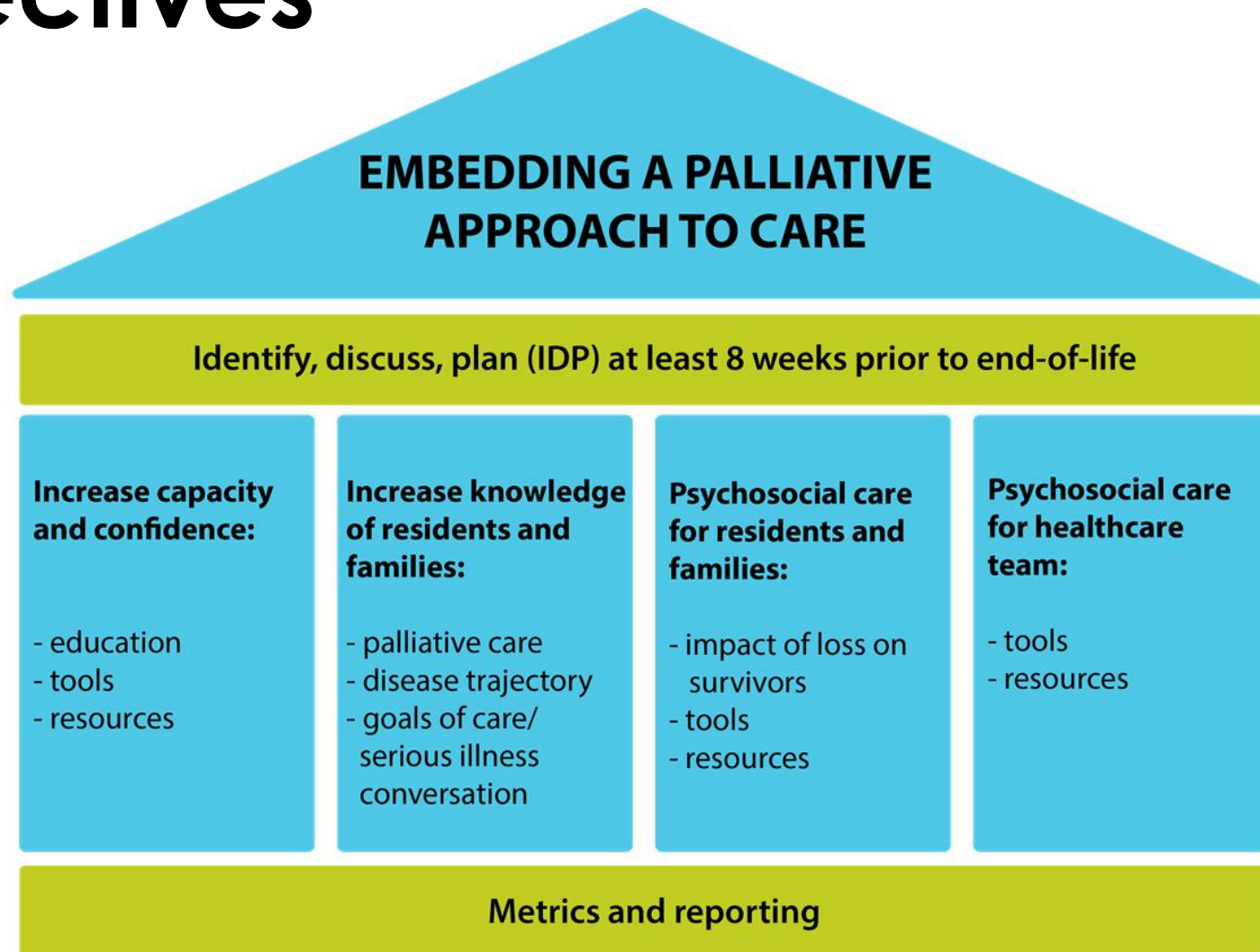
Fondation canadienne pour **l'amélioration des services de santé**

# Agenda

- ICCER Team
- Project objectives
- Resident, family & staff experiences
- Outcomes
- Next steps



# Objectives



# Care Team Experience

- **Identified site champions**
  
- **Education & training**
  - Workshops
    - Palliative approach to care
    - Implementation strategies
  
- **Resources & tools**
  - Online learning platform
  - Webinars
  - Coaching calls



# Care Team Experience

- **Education & training**

- HCAs, LPNs, RNs, Recreation Therapists, Social Workers, etc.
- Modules

- **Feedback**

- Staff uncomfortable discussing death and dying
  - Role playing
  - Mentorship
  - Conversation cards
- Differences between SL and LTC
  - Resident population
  - Staff experience
  - AHS Case Managers



# Resident & Family Experience

## ■ Introduced EPAC

- Resident/family councils
- Bulletin boards
- Newsletters

## ■ Early care conversations

- Start at admission
- Residents are comfortable talking to staff
  - Need for education on GoC in SL
- Families want to be prepared
  - Desire for resources
- Cultural considerations





# Psychosocial Support

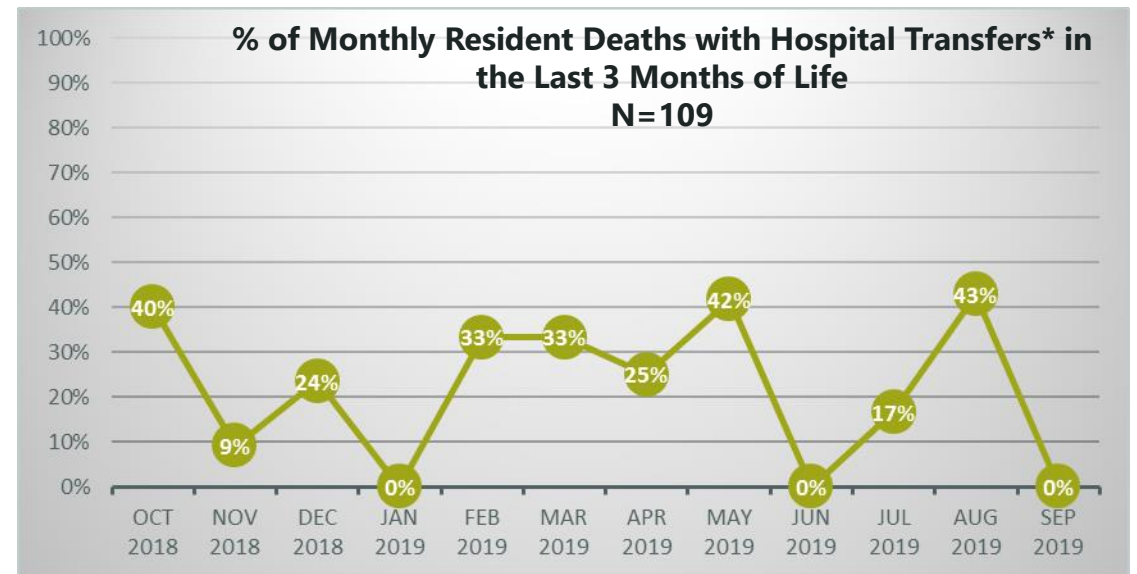
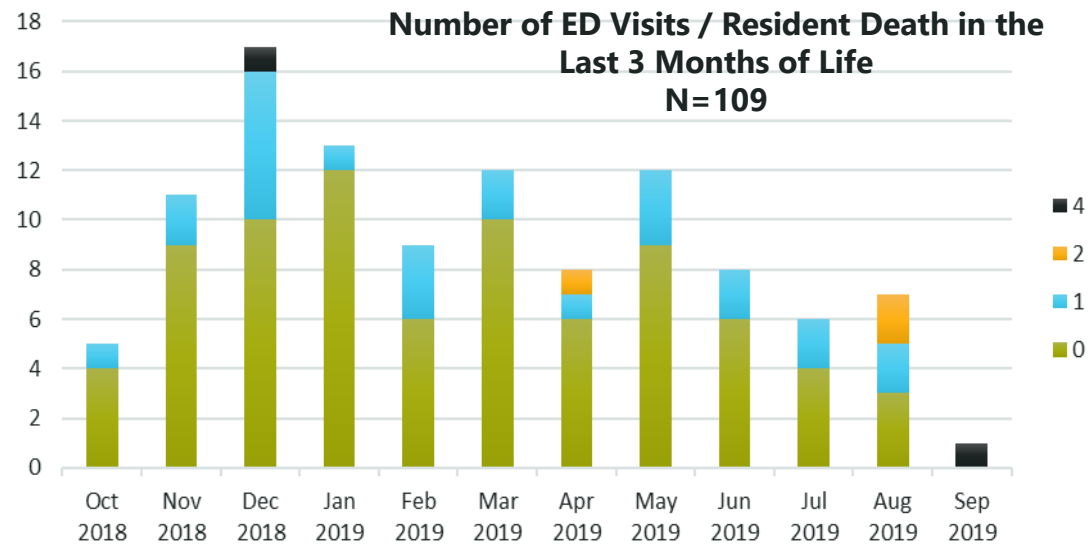
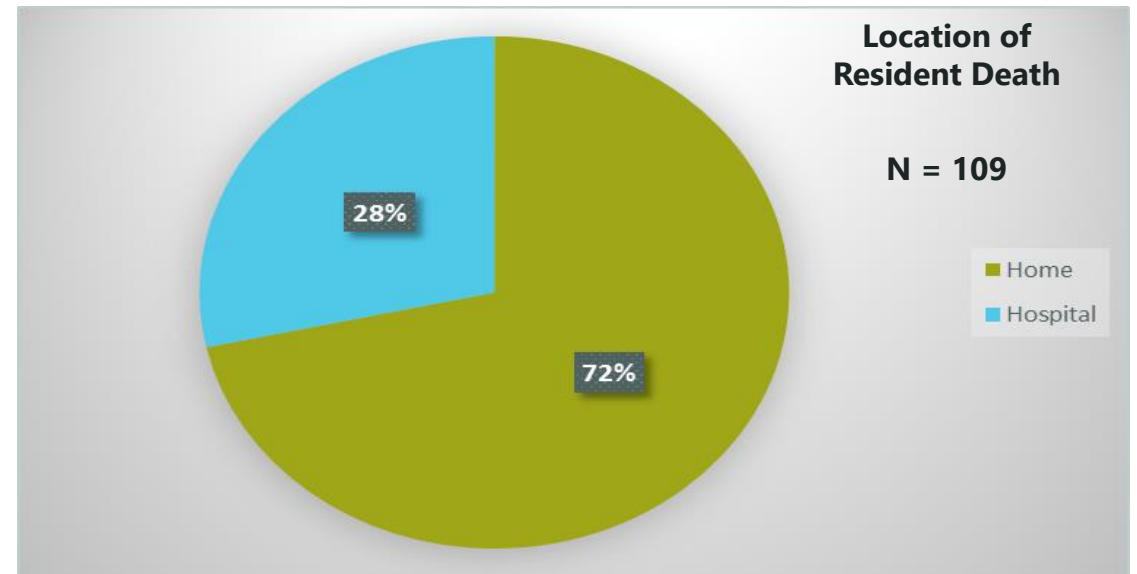
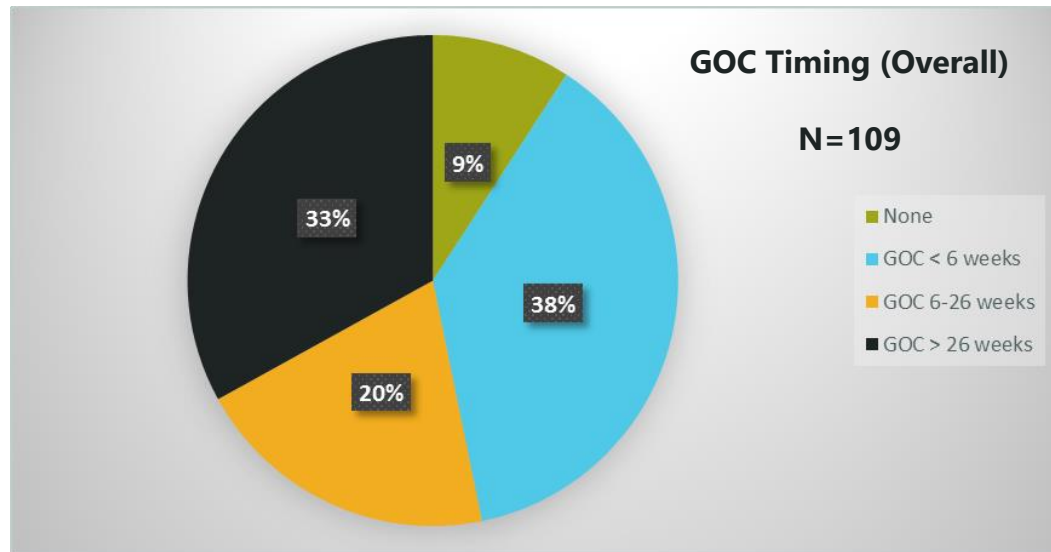
- **Comfort carts**
- **Palliative care room**
- **Pastoral care**
- **Signs/symbols on resident door**
- **Processes**
  - Rose and poem on bed
  - Honour guard
  - Daisy
- **Memorial spaces**
  - Memorial shelf
  - All Saints Day
  - Tree of memories



# Outcomes

<b>EPAC Measures</b>	<b>Org 1 (SL)</b>	<b>Org 2 (LTC)</b>	<b>Org 3 (LTC)</b>	<b>Org 4 (SL &amp; LTC)</b>	<b>All sites</b>
# Reported Deaths	21	21	37	30	109
Average LOS (in years)	5.1	2.7	4.8	4.6	4.4
% Deaths with GOC	57% (12)	100% (21)	100% (37)	97% (30)	92% (100)
% Deaths with GOC < 2 weeks	0% (0)	29% (6)	32% (12)	37% (11)	29
% Deaths in the home	19% (4)	86% (18)	95% (35)	70% (21)	72% (78)





\*Hospital transfers = direct hospital admissions or via the emergency department



# Next Steps

- **More education!**

- Practicing conversations with residents and families
- Need for refreshers

- **Introduce formal supports**

- Staff
- Residents
- Family

- **Sustainability**

- Monitor % of current residents with GoC and set target (ideally 100% should have GoC at admission)
- Track resident hospital transfers within 3 months before death and location of death
- Review cases that do not meet the targets



# Thank you!

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