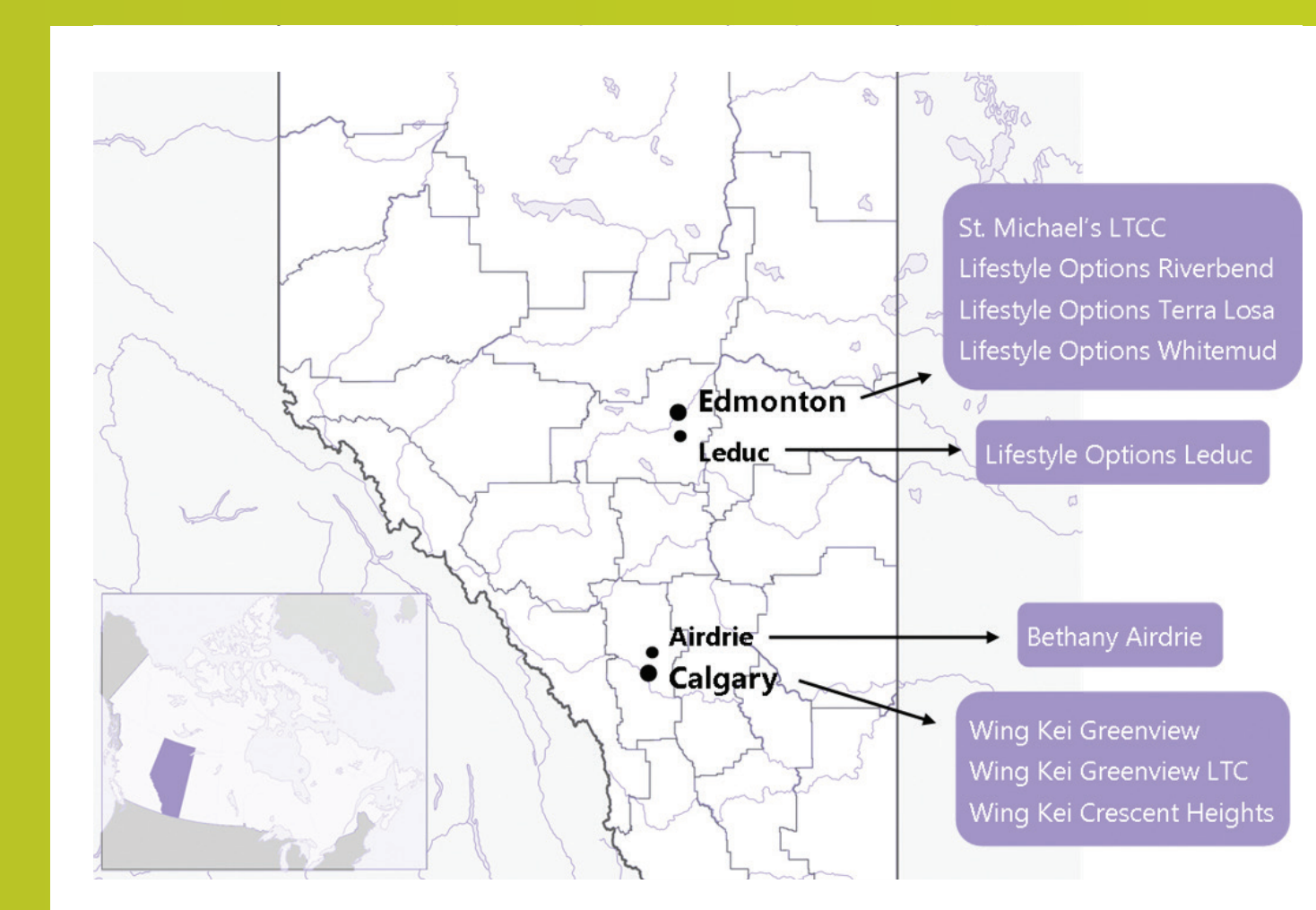


Institute for Continuing Care Education & Research (ICcer)



Embedding a Palliative Approach to Care

TEAM

MEMBERS:

- › Bethany Airdrie Clinical Champion Group: Care Service Manager, Clinical Resource Nurse, Clinical Educator, Chaplain, Social Worker, Quality Practice Lead, Palliative Care RN
- › Lifestyle Options Retirement Communities EPAC Champions: Directors of Care, Recreation Therapists, LPNs
- › St. Michael's Long-Term Care Centre EPAC Team: Case Manager, Educator, RNs, LPN, HCA and Social Worker
- › Wing Kei EPAC Team: RNs, LPNs, HCAs
- › ICcer Program Coordinator
- › Residents and families



PARTNERS:

Project steering committee, and stakeholders including Airdrie & District Hospice Society, AHS Nurse Practitioner & Facility Living Program Manager, Dementia Care Matters, and Early Onset Dementia Foundation.

SUCCESSES

- › Bethany Airdrie – Honour Guard
- › Lifestyle Options – Goals of Care Designation changed based on resident's wishes
- › St. Michael's Long-Term Care Centre – Enhanced palliative care education
- › Wing Kei – Palliative Care Checklist

CHALLENGES

- › Implementation of action plan
- › Comfort and confidence to start conversations about death and dying
- › Staff schedules
- › Time

IMPLEMENTATION

INCREASE CAPACITY AND CONFIDENCE:

Increasing staff ability to provide a palliative approach to care

- › Mandatory education
- › Surveys to determine staff education needs
- › Palliative worker's handbook
- › "Taking Ownership in Palliative Care" – Pallium Canada
- Identifying residents who would benefit from palliative care
- › RAI-MDS Personal Severity Index
- › Surprise Question
- › The GSF Prognostic Indicator Guidance
- › Referrals
- › Signs and symptoms

INCREASE KNOWLEDGE OF RESIDENTS AND FAMILIES:

- › Posters
 - EPAC
 - "10 Myths of Palliative Care" – Canadian Virtual Hospice
- › Pamphlets
 - Pre-admission
 - Trajectory
- › Bulletin boards and TV screens
- › Resident/Family Council information sessions
- › Project binders
- › Committee meeting agendas

PSYCHOSOCIAL CARE RESIDENTS & FAMILIES:

- › Memorial spaces
 - Shelf
 - Room
 - Garden
- › Time of remembrance
 - Memorial service
 - 1:1 support
 - Monitoring well-being

PSYCHOSOCIAL CARE FOR HEALTH TEAM:

- › Memorial spaces and services
- › Annual gathering of staff
- › Debriefing with Social Worker

OBJECTIVES

4 long-term care (LTC) sites, and 5 supportive living (SL) sites are currently participating in the project and 7 additional ICcer member organizations (SL & LTC), St. Michael's and SL sites, and Bethany SL & LTC sites are interested in working on the project after the initial implementation.

COMMON OBJECTIVES:

- › Introduce and educate staff, residents and families on palliative approach to care
- › Increase confidence and comfort in having palliative and end of life conversations
- › Start conversations with residents and families at admission
- › Get to know resident wishes and goals for living and dying

HOME-SPECIFIC OBJECTIVES:

- › By October 2019, at least 70% of deceased residents in each LSO site will have received palliative care using the EPAC approach
- › To decrease hospitalization rate by 10% at St. Michael's LTCC

EVALUATION

- › Submitting monthly data (e.g. goals of care conversations, ED transfers, and hospital admissions)
- › Sites not yet using data: intend to evaluate progress of EPAC implementation

LESSONS LEARNED

- › Champion teams
 - Commitment
 - Variety of disciplines
- › Support from Administration
- › Trial & error!
- › Small steps matter
- › View palliative care as part of living, rather than as death and dying

What residents and families are saying

- › Staff, residents and families are glad to have the opportunity to talk about death and dying openly
- › Residents and families have peace of mind knowing their wishes will be followed until end of life
- › Staff are inspired by the changes
- › Family Council receptive to pamphlet information
- › Anticipate more feedback from staff following mandatory education
- › Some individuals not ready to discuss end of life yet