

NSMHPCN

North Simcoe Muskoka Hospice Palliative Care Network

STRATEGIC PLAN 2020-2023



PALLIATIVE CARE | *NOUN*

pal·li·a·tive care | /'palē,ādiv,'palēədīv//ker/

medical and related care provided to a patient with a serious, life-threatening, or terminal illness that is not intended to provide curative treatment but rather to manage symptoms, relieve pain and discomfort, improve quality of life, and meet the emotional, social, and spiritual needs of the patient.

Supported by/ Financé par :



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NSMHPCN
North Simcoe Muskoka Hospice Palliative Care Network

Mission:

North Simcoe Muskoka Hospice Palliative Care Network (NSMHPCN) provides a dedicated, compassionate, holistic palliative approach to care for all.

Vision:

To achieve excellence and leadership in hospice palliative care.

Values:

The following values were to guide our organization:

Respect: We recognize the inherent worth of every person and their choices

Collaboration: We foster a unified team approach to care

Inclusivity: We honor and recognize diversity and promote inclusiveness

Integrity: Our practice is honest, ethical and transparent

Goals:

In the next three years, we will continue to:

- Advocate for quality of life experiences while fostering a safe, inclusive and positive environment to address physical, emotional, social, spiritual and practical needs
- Strengthen and support caregiver knowledge of palliative care competencies with a focus on educating providers to deliver individual, standardized care across the continuum of care
- Increase networking with care partners and building capacity to optimize patient and family palliative care experience
- Advocate for equitable palliative approach to care for everyone
- Promote and advocate for early advance care planning
- Communicate and demonstrate excellence in providing holistic palliative care
- Normalize and remove stigma around death and dying
- Promote healthy grieving through education, awareness, collaboration and community engagement
- Strive to empower community members to support one another and build a compassionate community

Philosophy of Care:

We believe that high-quality palliative care includes:

- Professional, knowledgeable, responsive team approach focused on patient centred care
- The timely identification of individuals who will benefit from an early palliative approach to care and advance care planning
- Collaboration and communication between care providers and community partners to provide a quality of life experience across the continuum
- Care that addresses and provides support for all aspects of the human experience related to death, dying and bereavement – physical, emotional, spiritual, social, intellectual
- Foster equitable access for all

Current Strategies for the Organization

To improve client/family caregiver and provider experience by delivering high quality, seamless care and support, we will listen, learn and focus on advocating for improvements to the patient experience through the following strategies:

Strategy 1: Strengthen Health System Accountability and Efficiency

NSMHPCN provides consultation services that reflect evidence based, clinically appropriate practice.

See Appendix A for more information

Strategy 2: Supporting Quality Palliative Care in Communities

The NSMHPCN will enhance awareness around an early approach to palliative care so that death does not come as surprise to patients and their families.

See Appendix B for more information

Strategy 3: Igniting Innovation and Creativity

We will ignite innovation and creativity to exponentially impact the patient experience.

See Appendix C for more information

Strategy 4: Leadership in Education

We will share resources and provide learning opportunities through education, support and mentoring for care providers.

See Appendix D for more information

Current Strategies for the Organization – Appendixes

Appendix A:

Strategy 1: Strengthen Health System Accountability and Efficiency

NSMHPCN provides consultation services that reflect evidence based, clinically appropriate practice.

Target populations:

- Public/communities
- Health care providers

NSMHPCN will continue to:

- Create protocols and standards that focus on clinical transitions and interdisciplinary care to improve pain and symptom management that are evidence based best practice
- Promote and educate on HPCO (Hospice Palliative Care Ontario) and OPCN (Ontario Palliative Care Network) competency frameworks
- Integrate the palliative approach into service planning for chronic disease and specialized care (seniors, child and youth, aboriginal, mental health, French language, addictions, etc.)
- Work within the primary care model with integrated professional teams to improve transitions and communication
- Advocate for patients choice to live their end-of-life period in their preferred location
- Work with community partners to improve access to essential supports and services
- Continue to meet and uphold HPCO accreditation standards
- Engage Retirement Homes and Long-Term Care Homes to promote enhanced palliative care knowledge and skills in order to support residents
- Collaborate with regional partners on a strategy that supports a palliative approach with persons with dementia and frailty (i.e. Alzheimers, SGS, etc.)
- Continue to support and engage with partners in the re-visioning and implementation of the Central Regional OHT for Specialized Populations

Appendix B:

Strategy 2: Supporting Quality Palliative and Bereavement Care in Communities

The NSMHPCN will enhance awareness around an early approach to palliative care so that death does not come as surprise to patients and their families.

Target populations:

- Persons with a palliative diagnosis who would benefit from palliative and EOL care
- Palliative approach in residential care
- Palliative approach in chronic disease
- Palliative patients requiring consultation for complex symptom management

Communication and planning begins early in the diagnosis in order to improve quality of life, life expectancy and patient/family experience. Research shows that if patients were identified earlier in their illness they would benefit from well-coordinated, high quality palliative care, improving both their quality and length of life.

NSMHPCN will support quality palliative care in communities by:

- Expanding the awareness of the PCNC (Palliative Care Nurse Consultant) Team for complex symptom management and the availability of the on-call consultation service
- Improving palliative care planning and management of palliative transitions (year 1 focus)
- Identifying and addressing needs in rural and remote communities such as access to specialists and home care
- Continuing to provide visiting volunteers with on-going training and skill development opportunities
- Engage service recipients in a formalized quality of care process
- Offering community Hospice and Bereavement services across current sub-regions including Caregiver Support programs, Community Volunteer Hospice Services, Community Education and Peer Led Bereavement Supports
- Communicate with members of Clergy to inform about relevant topics such as MAID (Medical Assistance in Dying) and advance care planning
- Addressing palliative care practice issues with health service providers to enhance learning and improvement of patient safety and care outcomes
- Improving 24/7 access to HPC (Hospice Palliative Care) services to avoid acute care admissions or emergency room visits
- Participating as a member of the Provincial ACP (advance care planning) champion's group and implementing provincial initiatives at a local level
- Visiting Volunteers will continue to support patients in their transitions to home, community, hospital, residential hospice, etc.

NSMHPCN will work to:

Identify inequities in service access and strive to reduce or eliminate the inequities and participate in provincial and regional initiatives regarding best practices, education and processes and policy.

Appendix C:

Strategy 3: Igniting Innovation and Creativity

We will ignite innovation and creativity to exponentially impact the patient experience.

Hospice Palliative Care and MAID substantially differ in multiple areas including in philosophy, intention and approach. Hospice palliative care focuses on improving quality of life and symptom management through holistic person-centered care for those living with life threatening conditions.

The NSMHPCN will achieve this by:

- Advancing a Compassionate Communities Approach within each existing sub-regions with a vision to support future central region expansion

- Holding quarterly town halls in each current sub-region to provide community stakeholders information on Medical Assistance in Dying and Hospice Palliative Care
- Holding regular Death Cafes in each current sub-region
- Enhancing early identification tools within existing EMR (Emergency Medical Records) Tools
- Implement a MAID working group for clinicians involved in providing MAID to enhance knowledge, access and service coordination
- Work with local Ontario Health Teams to develop patient resources that are easily accessible within patients portals

Appendix D:

Strategy 4: Leadership in Education

We will share resources and provide learning opportunities through education, support and mentoring for care providers.

Target populations:

- Public/communities
- Health care providers

We will review and continue implementation of an education strategy for health care providers. Community members should have easily accessible information to be well informed regarding palliative and end-of-life decisions. All health care providers should have a clear understanding of the palliative care approach and how to apply this information in their daily approach.

NSMHPCN will continue to work with:

Public:

- Increase public awareness of the palliative approach to care by continuing to manage website information, collaborate on campaigns with hospices, participating in health fairs and any other relevant activities
- Provide mentorship and education to care providers to support patients through their end-of-life journey
- Increasing public awareness about the importance of early involvement of palliative care

Service Providers:

- The HPCN Consultation Team will provide education on unique end of life needs of specialized populations and promote excellence in EOL care and support for EOL care education including formalized education, mentorship and informal education for all health care professionals
- Collaborate and partner with regional hospices and volunteers to promote advanced care planning, palliative care and volunteer services as well as education for the public on end of life care
- Educating primary care providers about the importance of early identification and best practice in a palliative approach to care
- Initiate a plan to enhance palliative care capacity in LTCHs through education and training. Implement the Quality Palliative Care in Long Term Care Toolkit in one sub-region

- Develop and execute the NSMHPCN Regional Education Plan including a regional, CME accredited continuing education plan for primary care providers