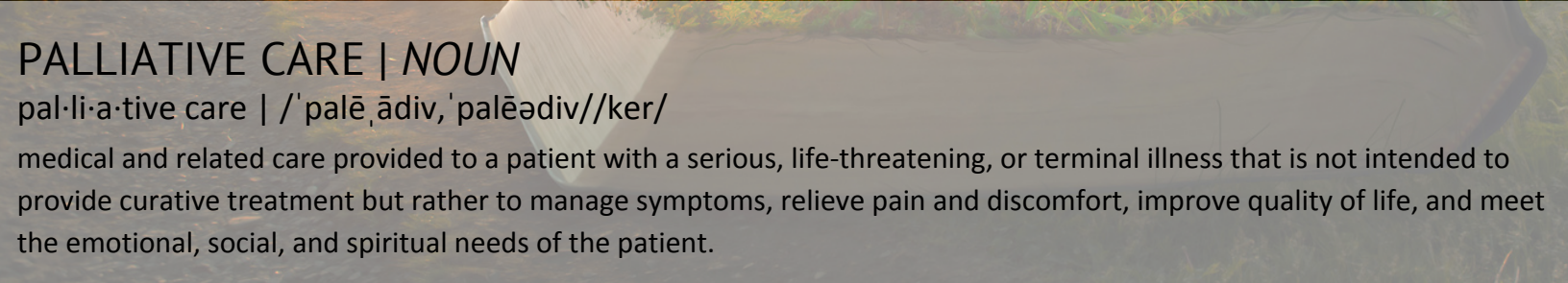


ANNUAL REPORT 2020-2021



NSMHPCN
North Simcoe Muskoka Hospice Palliative Care Network

MESSAGE *from* OUR BOARD

What an amazing journey of learning and discovery this year has been. We could not have guessed that we would be working in this COVID-19 pandemic environment this long. It has been a resounding success of traditional and virtual program delivery.

We are so very proud of our program leaders, staff and volunteers for delivering excellent service to our partners and clients and for their participation in the various working groups, information meetings and online education and training. We have discovered new ways of working, new program delivery methods, developed a new website with additional supports for our care partners, clients and families, enhanced our delivery of Palliative Care education, acquired new staff and of course our new support dog Trooper. These new ways of working have been fiscally responsible and have enabled us to have a smaller footprint for our office and we are able to support our staff to work from their home offices.

We have received encouragement and support from our staff, volunteers, care partners and the community. We have participated in opportunities to work with Mariposa House Hospice on their delivery model in concert with our Hospice Orillia program and services.

Ontario Health is working hard at developing the infrastructure for delivery of health services that is efficient, timely, shares information between care partners and providing access to personal health information for each and every patient.

As a Board, we continue to participate in the development of the Central Ontario Health Team for Specialized Populations along with our program leaders and with our regional partners. Our Executive Director and Clinical Manager are members or co-leaders of working groups and we sit at the steering committee as a full partner. We have the opportunity to ensure that our voice is heard at the planning tables in concert with our vision and mission. We are the recognized leader for Palliative Care in our area and our support and assistance continues to be requested at all stages of the continuum of care.

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We will continue to provide our secondary level of services through our Nurse Consultants, Education and Bereavement Programs. Hospice Orillia will continue in the current structure to provide services to Orillia and surrounding areas.

This is an exciting time for the NSMHPCN as we work with our partners to develop the appropriate infrastructure to support the delivery of our services and supports to the local Health Teams (OHTs) in the Ontario Health Central Region.

Thanks to everyone for all their collective and individual contributions to our success.

Sincerely,

The NSMHPCN Board of Directors



Bruce Bound,
CPA, CA
Board Chair



Deborah
Duncan-Randal, RN
Vice-Chair



Dr. Don Atkinson
MD, MMM, CPE
Treasurer/Secretary



Michelle Magill, RN
Director



Tracey Rynard,
B.A., J.D.
Director

WHO *we* ARE

MISSION

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

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

VISION

To achieve excellence and leadership in hospice palliative care.

VALUES



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



KEY HIGHLIGHTS

Pain & Symptom Management



The NSMHPCN Hospice Palliative Care Nurse Consultants (HPC Nurse Consultants) received 1,123 referrals, and provided 4,412 individual consultations.

Volunteer Visiting & Volunteer Support



Hospice Orillia staff and volunteers had a unique year adapting services to a virtual platform and navigating COVID-19. In 2020, the newly implemented Footprints Project continued to be offered virtually and has continued to be an extremely popular program, having served six clients this fiscal year and a total of 13 clients.

In 2020, Hospice Orillia launched Compassionate Connections, a virtual meeting space to foster connections in the community through COVID-19. Five sessions were hosted using a secure online meeting space where community members attended as both guests and participants, and provided a space for support and comfort to discuss the “new normal” through COVID-19.

Hospice Orillia volunteers dedicated 401 hours to providing compassionate visiting and bereavement services for those individuals and families in our community facing life-limiting illness, and the death of a loved one. In addition, 271 hours were invested in supporting new and existing volunteers with training and development, in order to continue to provide exemplary hospice services. In 2020-2021, ten Hospice Orillia volunteers retired from service, seven new volunteers were successfully recruited. Currently Hospice Orillia has a volunteer base of 28 volunteers.

Hospice Orillia continues to uphold accreditation status by adhering to the standards set by Hospice Palliative Care Ontario (HPCO), demonstrating that Hospice Orillia has strong governance, operational and service delivery processes in place.

Grief & Bereavement



In response to the pandemic, Hospice Orillia launched a regional bereavement support line. We recognized that without our usual rituals available to us at end of life, grief was becoming more complex. This support line was put in place to help people reach supports in the Hospice Orillia area and beyond. A team of volunteers took turns to answer the phone and support bereaved people or help them navigate supports in their area.



KEY HIGHLIGHTS

Hospice Orillia held two memorial events, in a virtual format, Garden of Remembrance in June of 2020, and Candles of Remembrance in December of 2020. In total, both events had a total of over 1,000 views. Although we were sad that we couldn't be together in person, we were happy with how accessible the events were and the feedback received was all positive.

Pregnancy and Infant Loss Outreach of North Simcoe Muskoka (PILO NSM): A collaborative network of community partners and volunteers. This program continues to offer virtual supports through six week groups and one on one peer support. The network was due to expand it's supports into Muskoka for in person support prior to COVID-19. As soon as it's safe to do so this will occur.

Opening the Door to Grief: NSMHPCN continued their partnership with Mackenzie Health to provide grief support to individuals living with developmental disabilities. The curriculum used to provide service, "Opening the door to grief, the key to healing", is unique as it has been edited and co-designed by an individual with developmental disabilities. Interested Hospice Orillia volunteers are working towards being able to provide this support to clients. This pilot program continued in 2020 virtually.

Building Bridges Behind Bars: Formalized Hospice Palliative Care Education was delivered to inmates, staff and volunteers at a federal minimum-security institution. Fundamentals of Palliative Care will be delivered to the minimum-security institution, to support inmates running their own grief support groups alongside volunteers. The grief support group in the medium institution is ready to begin with a trained volunteer. Virtual supports are being explored to deliver care via OTN until in-person support is safe to resume.

Equine Therapy: was put on hold due to the Pandemic. Sessions will resume at a new stables, once it's safe to do so.


Eight week close groups, one on one supports and Opioid related loss supports were available virtually.

The Bereavement and Spiritual Care Committee has partnered with the Orillia Museum of Art History (OMAH) and are working towards an art show in the Spring of 2022 (delayed by one year due to the pandemic) themed around death, dying, bereavement and living!



KEY HIGHLIGHTS

Long-Term Care Homes



Over the past year, our presence in long-term care homes (LTCHs) in North Simcoe Muskoka (NSM) has changed greatly. The COVID-19 pandemic has resulted in LTCHs shifting their focus to maintaining their residents' and staffs' safety, with education taking a lower priority.

Many LTCHs have experienced significant turnover in staff; most are similarly experiencing staff shortages. This has resulted in varying degrees of expertise within the homes, providing care to our seniors. With the development and recruitment of Resident Support Aides, there is now an added layer of caregivers in LTCHs who would benefit from education around a palliative approach to care.

We at NSMHPCN have continued in our commitment to provide support to staff, residents and their families through education, mentorship and consultations for symptom management. It is a pleasure for all of us at NSMHPCN to begin to re-introduce ourselves, and to share our knowledge and our passion for palliative care with the 26 LTCH in NSM.

The HPC Nurse Consultants continue to build capacity in the long-term care (LTC) sector. Since we cross all health care sectors, any one of the HPC Nurse Consultants are able to provide care in LTC; presently, we have three HPC Nurse Consultants who focus on the LTCHs. We continue to offer support, and forward information and updates to all 26 of the LTCHs. Through our connections in each home we have been able to support the development of Hospice Palliative Care (HPC) thereby helping to create caring communities.

We have provided relevant information and ongoing resources to assist in the symptom management of residents and staff with COVID-19; moreover, helping to support their grief and bereavement during this difficult time.

We provide support through education, both formally and informally. Each individual LTCH has a specific set of needs. As such, we strive to develop specific education plans in response from a wide array of subjects based on current necessity: a palliative approach to care, medical assistance in dying, education on any/all symptom management, palliative sedation, post mortem care and fluids at end of life to name a few.

KEY HIGHLIGHTS

Sessions are built for the audience not only in subject, but also in substance. Though quality is always upheld, the quantity of education can be altered to better suit the specific session. From a ten minute huddle, to a one hour presentation, it is developed to meet their needs.

We have adapted our education to be provided virtually; whether that is formal education (i.e. Fundamentals of HPC) or an informal meeting over zoom with staff at the bedside. We now have an education portal/hub which can be accessed by LTC staff at their convenience. The topic changes at the beginning of each month.

The HPC Nurse Consultant focuses on the following indicators to assist in directing our offering of support and education:

- Development of champions within the LTCHs
- Palliative care committees (PCC)
- HPC education on hire and annually
- Education sessions - 19 sessions conducted with 160 participants.
- Mentoring sessions - 94 sessions conducted with 95 participants.
- Engagement of Nurse Practitioner / Doctor of Medicine (NP/MD) in palliative approach to care
- Integration of Palliative Performance Scale (PPS)
- Goals of Care conversations taking place at the time of admission

This has been a difficult year on every level. The impact of the HPC Nurse Consultants in the LTC sector is, at times, difficult to measure. Overall, we have seen an increased awareness and appreciation around the need for advanced care planning and having those difficult conversations.

There is always something new in this ever changing health care system. As those changes occur the role of the HPC Nurse Consultants will continue to grow and change while supporting the needs of our communities.



KEY HIGHLIGHTS

Advance Care Planning (ACP)



The NSMHPCN clinical team has continued to educate on Goals of Care (GOC) conversations as mentors for patients and families when working with community partners with pain and symptom management consults.

The following presentations were available :

Cancer Care Ontario (CCO), Hospice Palliative Care Ontario (HPCO) and Pallium all had virtual education on engaging in GOC discussions with patients in light of the first, second and third wave of the COVID-19 pandemic in 2020, and 2021. Their resources were shared by the nurse consultants to continue to educate and mentor providers in community on the essentials of these priorities .


- ACP Day, April 16, 2020: Leading up to ACP Day, the NSMHPCN hosted a Facebook Live Q&A session in addition to a multitude of social media posts across Facebook, Twitter and LinkedIn and press releases focused on ACP.
- September 2020 - A virtual presentation on a palliative approach with a focus on engaging in GOC conversations was presented to specialized geriatrics partners.
- October 2020 - 'A Palliative Approach to Care - Let's Discuss' was added to the Education Hub accessible to all disciplines through the NSMHPCN website portal. This education has a component of ACP and GOC teaching
- March 2021- Education to the Saint Elizabeth contracted agency nurses with Home and Community Care (HCC) in the Barrie area were virtual presented 'A Palliative Approach to Care - Let's Discuss'.
- June 2021: A live presentation of 'Let's discuss Goals of Care', presented by two Nurse Practitioners with HCC, was hosted at the NSMHPCN virtual conference .
- June-Aug 2021: LTC packages, including ACP and GOC resources (Speak Up booklet), will be delivered to each LTC home in every sub-region.

The following resources are readily used:

- HPCO, Speak Up and Vital Talk template guide the teaching the nurse consultants do on the GOC conversation education
- www.speakupontario.ca
- www.thecarenet.ca
- https://pgme.utoronto.ca/wp-content/uploads/2020/03/GoC-template-PGME-COVID_20mar-.pdf

KEY HIGHLIGHTS

Philosophy of Care for essential Pain & Symptom Management

 The 13 quality statements that make up the Quality Standards of Palliative Care: Caring for Adults with a Progressive, Life Limiting-Illness from Health Quality Ontario (HQO) and Ontario Palliative Care Network's (OPCN) guiding principles that influence the role of the NSMHPCN Nurse Consultants. The quality statements are relevant because they are based on the best available evidence and guided by expert consensus from health care providers and people with lived experience. The standards provide guidance for areas identified by the Ontario Palliative Care Network (OPCN) and Health Quality Ontario's Palliative Care Quality Standard Working Group as having high potential for improvement in the way palliative care is currently provided. The Quality standards inform our organization about what high-quality health care looks like and we use this to prioritize quality improvement strategies in Palliative Care regionally.

The role of the HPC Nurse Consultant in supporting formal and informal health care providers in the delivery of a palliative approach aligns with the Ontario Palliative Care Network's Palliative Care Competency Framework and Health Quality Ontario Palliative Care Quality Care Standards.

The HPC Nurse Consultants:

1. Provide education both formally and informally, virtually and in-person. HPCNC provide mentorship, theory bursts, workshops and conferences to strengthen service capacity, bolster system accountability and build awareness of a palliative approach to the public and to the care teams that provide it.
2. Facilitate and guide discussions with patients, families, care teams around ACP and GOC.
3. Provide advance palliative symptom management using best practice assessment tools to address physical, psychosocial and spiritual needs of those living with a life limiting illness in the setting of their care at any location within NSM.
4. Deliver culturally appropriate knowledge, resources and service in palliative care for all individuals/families that will maximize meaningful dialogue and care provision in a manner acceptable to the individual that respects their expressed values/ beliefs, and preferences.



EDUCATION



Conferences

2 Symposiums
105 Attendees

TOPICS INCLUDED:

- Faith & Culture
- Grief Journey
- MAID in Context
- Organ and Tissue Donation Following Medical Assistance in Dying
- Palliative Approach to COPD
- Palliative Approach to Heart Failure
- Palliative Approach to Kidney Disease
- Sheri's Journey - A Patients COVID-19 Recount
- When Helpers Feel Helpless



Presentations & Workshops

1,000+ Participants

TOPICS INCLUDED:

- Cachexia Syndrome
- Delirium
- Difficult Conversations
- EDITH Protocol
- ESASr
- Food and Fluids at EOL
- MAID
- Palliative Approach to Care
- Palliative Care Symptom Management COVID-19
- Palliative Performance Scale
- Palliative Sedation
- Pills, Pumps & Patches
- Symptom Relief Kit

COURSES

Fundamentals of Hospice Palliative Care (FHPC)

57 Graduates

Comprehensive Advanced Palliative Care Education (CAPCE)

17 Graduates

Learning Essential Approaches to Palliative Care (LEAP)

18 Graduates

Advance Palliative Practice Skills (APPS)

18 Graduates



FINANCIAL STATEMENTS

North Simcoe Muskoka Hospice Palliative Care Network Statement of Operations

For the year ended March 31

2021

2020

Revenue

North Simcoe Muskoka Local Health Integration Network	\$ 1,665,401	\$ 1,665,151
Fundraising and donations	62,612	122,748
Other funding sources and other revenue	61,675	65,113
	<u>1,789,688</u>	<u>1,853,012</u>

Expenses

Buildings and grounds	95,258	89,783
Compensation (Note 9)	1,407,495	1,462,351
General sundry and equipment	145,529	219,790
Supplies	26,116	26,564
Fundraising supplies	21,947	43,857
	<u>1,696,345</u>	<u>1,842,345</u>

Excess of revenues over expenses before transfers

93,343 10,667

Transfers to Hospice Muskoka and Hospice Huntsville

101,142 95,142

Deficiency of revenues over expenses

(7,799) (84,475)

Unrestricted Fund Balance, beginning of year

452,295 536,770

Unrestricted Fund Balance, end of year

\$ 444,496 \$ 452,295

Consisting of

Unrestricted - Palliative Care Network	\$ 469,348	\$ 417,646
Unrestricted - Hospice Orillia	(24,852)	34,649
	<u>\$ 444,496</u>	<u>\$ 452,295</u>





FINANCIAL STATEMENTS

North Simcoe Muskoka Hospice Palliative Care Network Statement of Financial Position

March 31	2021	2020
Assets		
Current		
Cash and bank (Note 2)	\$ 369,652	\$ 160,204
Temporary investments (Note 3)	142,724	355,230
Accounts receivable	8,246	8,246
HST receivable	8,903	13,751
Prepaid expenses	14,869	22,318
	<u>\$ 544,394</u>	<u>\$ 559,749</u>
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities (Note 5)	<u>\$ 99,898</u>	<u>\$ 107,454</u>
Net Assets		
Unrestricted - Palliative Care Network	469,348	417,646
Unrestricted - Hospice Orillia	(24,852)	34,649
	<u>444,496</u>	<u>452,295</u>
	<u>\$ 544,394</u>	<u>\$ 559,749</u>

On behalf of the Board:


 _____ Director

 _____ Director





PALLIATIVE CARE | *NOUN*

pal·li·a·tive care | /'palē,ādiv,'palēədiv//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 :



North Simcoe Muskoka Hospice Palliative Care Network

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