

NSMHPCN

**North Simcoe Muskoka Hospice
Palliative Care Network**

**ANNUAL REPORT
2021-2022**



*Providing a dedicated, compassionate,
holistic palliative approach to care for all.*

Supported by / Avec le soutien de



**Ontario
Health**

North Simcoe Muskoka Hospice Palliative Care Network

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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 provides 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.

Yours truly,

Bruce

Deborah

Don

Michelle

Tracey

NSMHPCN BOARD OF DIRECTORS



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 provide leadership and achieve excellence in hospice palliative care.

VALUES

Integrity

Our practice is honest, ethical and transparent.



Respect

We recognize the inherent worth of every person and their choices.



Collaboration

We foster a unified team approach to care.



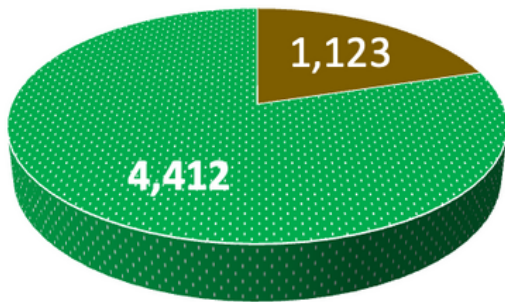
Inclusivity

We honor and recognize diversity and promote inclusiveness.



KEY HIGHLIGHTS

PAIN & SYMPTOM MANAGEMENT

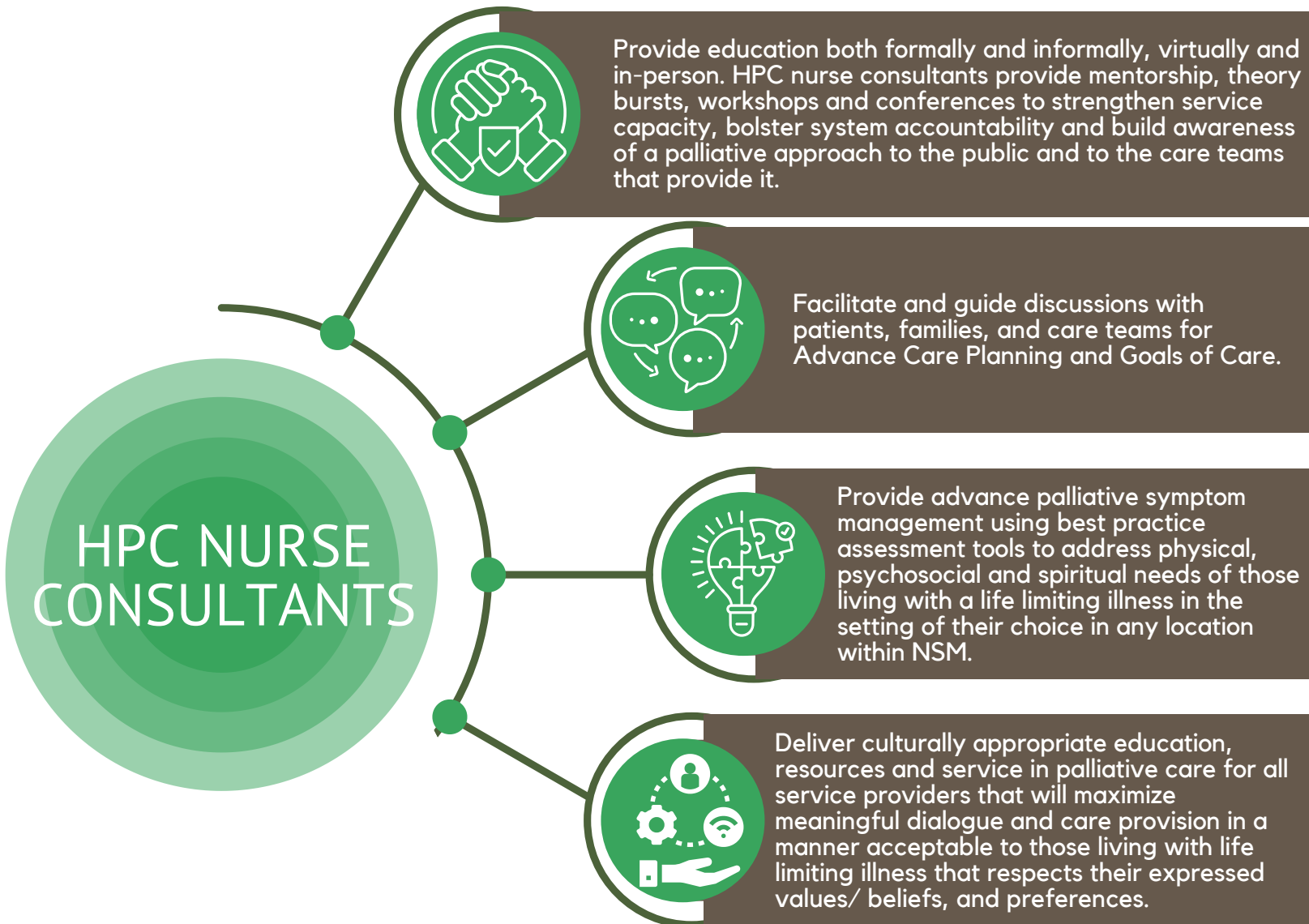


The NSMHPCN Hospice Palliative Care Nurse Consultants (HPC Nurse Consultants) received 1,123 referrals and provided 4,412 individual consultations.

■ Referrals ■ Individual Consultations

Philosophy of Care for Essential Pain & Symptom Management

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 standards provide guidance for areas identified by the Ontario Palliative Care Network (OPCN) and first and foremost identify the patient and family as the centre of that initiative.



KEY HIGHLIGHTS

VOLUNTEER VISITING & VOLUNTEER SUPPORT

VOLUNTEER VISITING CLIENTS SERVED

A total of 296 clients were served through a hybrid service model offering both virtual and in-person services to meet the needs of the community throughout the pandemic. We serviced the community upholding the standards set by Hospice Palliative Care Ontario (HPCO), demonstrating strong governance, operational and service delivery processes.



Hospice Orillia endeavoured to meet the emotional/psychosocial needs of individuals in Orillia and surrounding areas through supportive counselling offered by Registered Social Workers. The referrals for this program showed a dramatic increase throughout the pandemic. The Social Workers continued to provide support despite circumstances with COVID-19 by offering telephone, virtual, and in-person supportive counselling.

Hospice Orillia takes pride in providing high quality supports for individuals and families in our community facing life-limiting illness, and the death of a loved one, and recognize the importance of our volunteers in doing so. In 2021-2022 nine volunteers retired from service. Volunteer recruitment remains an ongoing goal for Hospice Orillia.

Hours invested in supporting volunteers with training and development.

161

382

Volunteer hours providing compassionate visiting and bereavement services.

New Volunteers

11

30

Volunteer Base

FOOTPRINTS PROJECTS

Hospice Orillia's Footprints Project program (legacy work) serviced seven clients in 2021-2022. The program received media attention this year, with a three-part article published in Orillia Matters, created in collaboration with Mariposa House Hospice. Due to these articles, the word has spread to the community about this program, and it continues to grow and become more popular among clients.

7



KEY HIGHLIGHTS

GRIEF & BEREAVEMENT



335

BEREAVEMENT CLIENTS SERVED

A total of 335 clients were served through the bereavement program including (but not limited to):

- Equine Therapy
- Opening the Door to Grief
- Walking Group
- PILO NSM

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 is expanding into Muskoka for in person support for fall 2022.

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 2021 virtually. “Building Bridges Behind Bars”: Federal restrictions have paused this project until Covid-19 rules are relaxed. Equine Therapy: resumed sessions in spring 2022 and is taking place at Rushmount Equine.

Walking group picked back up in the spring of 2022. This drop in group has been well received and meets at the Orillia Recreation Centre or outdoors in nicer weather. Eight week closed groups, one on one supports and Opioid related loss supports were available virtually throughout 2021. 2022 has seen a shift back to in person and virtual supports.

COMMUNITY MEMORIAL EVENTS

Hospice Orillia hosted two virtual community memorial events; Garden of Remembrance in June of 2021, and Candles of Remembrance in December of 2021. In total, both events had over 900 views, making these valuable memorial events more accessible. We were happy with how accessible the events were and the feedback received was all positive.



2

KEY HIGHLIGHTS

LONG-TERM CARE HOMES



26

Long-Term Care Homes currently supported by NSMHPCN in North Simcoe Muskoka.

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 a secondary priority. Many LTCHs have experienced significant turnover in staff and staff shortages. This has resulted in varying degrees of expertise in palliative care within the LTC homes of NSM.

NSMHPCN has committed to providing support to staff, residents and their families through education, mentorship and consultations for palliative pain and symptom management. NSMHPCN nurse consultants will continue to share knowledge and our passion for palliative care with the 26 LTCH in NSM through a LTC Palliative care educational rollout in 2022 that is in line with the OPCN guidelines and the MOH mandate for LTC that states a palliative philosophy must be integrated into the care plan of all LTC residents in Ontario.


Helping to create caring communities we provided relevant information and ongoing resources to assist in the symptom management care planning and ACP of residents in LTC. We provided support through education, both formally and informally by identifying the individual needs of each LTCH helping to develop specific education plans on wide array of subjects based on current need and desire.

The HPC Nurse Consultant focuses on the following:

- Development of champions within the LTCHs.
- Planning and design of palliative care committees.
- HPC education
- Education and Mentoring
- Engagement of Nurse Practitioner / Doctor (NP/MD) in the philosophy of a palliative approach.
- Integration of Palliative Performance Scale (PPS).
- Goals of Care conversations taking place at the time of admission.

Overall, we have seen an increased awareness and appreciation around the need for advanced care planning and goals of care discussions.

As changes take place in health care the role of the HPC Nurse Consultants will continue to grow and change while supporting the needs of our service providers and our communities.

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- All education, formal and in formal, have been adapted in the last year to be virtual or face to face.
 - We have a virtual palliative resource binder which can be accessed by all service providers in all locations providing a palliative approach to care including LTC staff.

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 for pain and symptom management consultation.



Nov 2021 to Jan 2022: LTC packages, including ACP and GOC resources (Advanced Care Planning Canada Booklet, previously called Speak Up), will be delivered to each LTC home in every sub-region.

EDUCATION

This year was a year of some very exciting changes and projects within the Education portfolio at NSMHPCN. It was also a year of building partnerships and collaborations to move palliative care education into partner organizations. New and innovative projects were implemented in collaboration with St. Elizabeth Healthcare, Paramed, Simcoe County Paramedics and Pallium Canada. Overall, the year 2021- 2022 saw a significant increase in new and innovative offerings, outreach and collaborations.

Beyond the Stethoscope: a Podcast Focused on Hospice Palliative Care



2021 saw the launch of Beyond the Stethoscope: a Podcast Focused on Hospice Palliative Care. The podcast is lead by our Education Facilitators and welcomes special guests as we lead thought provoking discussions on hospice palliative care. Each month, the guests will review scientific journal articles relevant to current nursing practice in hospice palliative care or host a discussion with someone working within the hospice palliative care or grief and bereavement fields.

Over 200 unique IP addresses accessed Podcast.

200

52

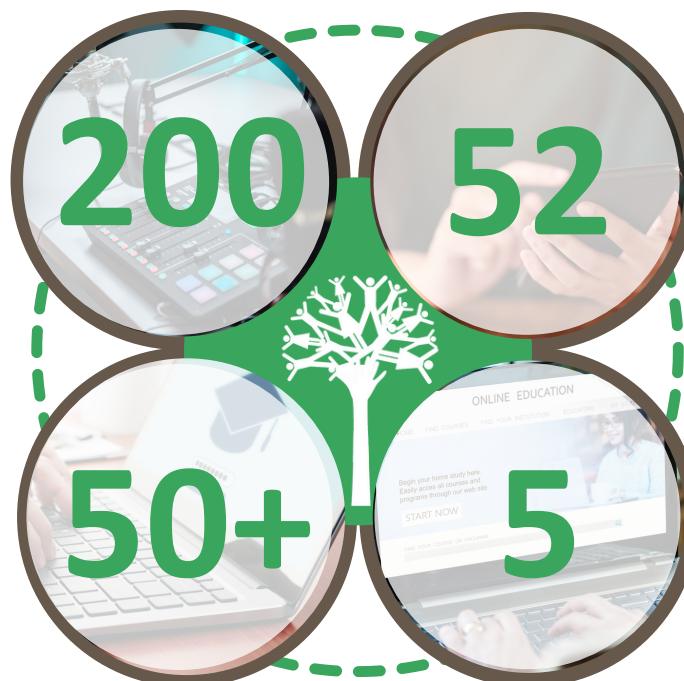
Podcast was downloaded 52 times by external sites between January and March of 2022.

Online education portals for healthcare workers accessed by over 50 staff from two community-based service providers.

50+

5

An average of five ParaMed staff members per month receiving education on the basics of hospice palliative care during their orientation over 7 months.



EDUCATION

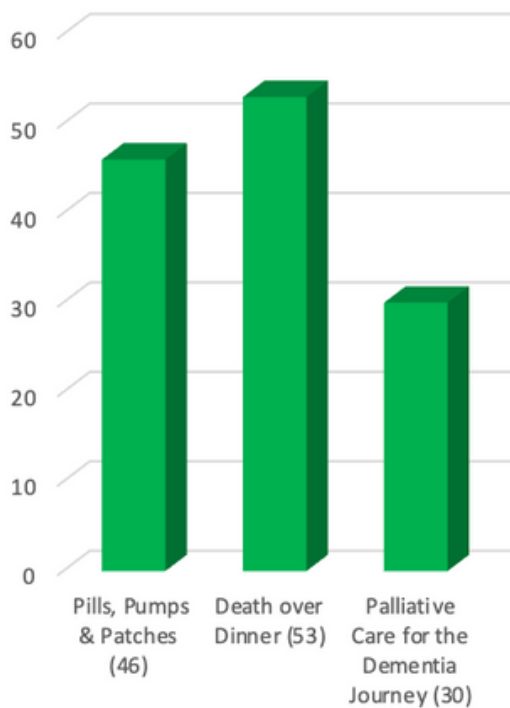


VIRTUAL SYMPOSIUM ATTENDEES

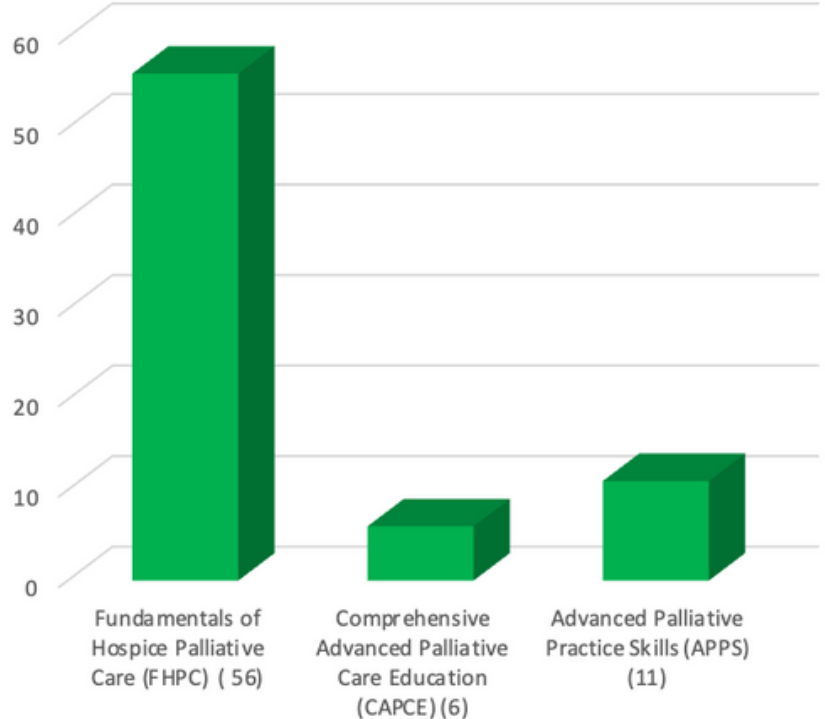
Topics included:

- Let's Talk: goals of care
- A Palliative Approach to Care: let's discuss
- Bereavement 101: the basics of grief and bereavement
- The Language of Palliative Care: a guide to difficult conversations
- Consent and Capacity at End of Life
- Palliative Care Emergencies

Regularly Offered Courses



Specialized Courses



PRESENTATIONS & WORKSHOPS ATTENDEES

Topics included:

- Oxygen at end of life
- Terminal secretions
- ESASr
- Cachexia Syndrome
- EDITH protocol
- Common end of life symptoms and their management
- Palliative Performance Scale
- Palliative Care Symptom Management COVID-19
- Palliative Approach to Care
- Advanced Care Planning
- Pain Assessment

EDUCATION

ECHO Project



ECHO is a ready constructed methodology, designed for online learning, which uses technology, training, structure and guided mentoring to allow communities of practice to get the best out of the concept and build relationships with other professionals.

The model is guided by four main principles, which are;

- Amplification - using technology to leverage scarce resources
- Best practices - to reduce disparity
- Case based learning- to master complexity
- Data - to monitor outcomes

A typical ECHO group will run for 4 to 6 sessions per term and will comprise of a specialist presentation on an agreed subject each week, discussion and knowledge sharing along with anonymous case based presentations from participants to try to answer those complex questions around practice.

ECHO is highly cost effective and removes the burden of logistics and venues leaving participants free to access good quality learning in a place and time that suits them using any desk or mobile device with a camera and microphone.

The model promotes a democratic way of learning from each other and specialists without hierarchical expectations. Facilitators are specially trained to ensure an inclusive and relaxed atmosphere while offering structured guidance and support.

The unique formula of ECHO means that the platform, methodology and trained facilitation are interdependent and the ECHO team can also transfer this expertise in other online learning activities.

**The Surprise Question
September 2021**

20

23

**The Palliative
Performance Scale
October 2021**

**The Edmonton
Symptom Assessment
Scale
November 2021**

26

27

**The Frailty Scale
January 2022**

Tools in Your Toolbox Series Participants

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.

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