



NSMHPCN

North Simcoe Muskoka Hospice Palliative Care Network



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ANNUAL REPORT 2022-2023

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MESSAGE *from* OUR BOARD

For the last fiscal year we have continued our amazing journey of learning and discovery.

Our experience of working in the COVID-19 pandemic environment saw the successful development of new ways of delivering our services through both traditional and virtual program delivery. These new ways of working have continued to be fiscally responsible. Working in a smaller footprint for our office and continuing to support our staff to work from their home offices has been a successful strategy.

We are so very proud of the leadership of our Executive Director and of our Program Leaders, Staff and Volunteers for delivering excellent service to our partners and patients, 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 and enhanced our delivery of palliative care education.

Through the hard work of our Executive Director and Program Leaders we have acquired new staff that embrace our vision, mission and values and are a great fit with our team. Our continued work with our facilities dog Trooper is most appreciated by our clients and their loved ones.

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. This has included joint recruitment of volunteers and providing appropriate training for the volunteers based on their interest in working in various roles and initiatives. We continue to have joint fundraising events with Mariposa House.

Ontario Health continues to work on 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. We have reviewed their newest publication, "Ontario Health Teams: The Path Forward" to ensure we are knowledgeable of their strategy and direction.

As a Board, we continue to participate in the development of the Central Ontario Specialized Health Network along with our program leaders and 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 continue to ensure that our voice is heard at the planning tables in concert with our vision and mission.

We continue to be recognized as a leader in 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* *Don* *Quentin* *Tracey*
Deborah *Nicole* *Ryan*

North Simcoe Muskoka Hospice Palliative Care Network (NSMHPCN) Board of Directors



Board Chair

Bruce Bound, CPA, CA



Treasurer/Secretary

Dr. Don Atkinson MD, MMM, CPE



Vice-Chair

Deborah Duncan-Randal, RN



Director

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



Director

Nicole Johnstone



Director

Ryan Walsh



Director

Quentin Evans

NSMHPCN PRIORITIES



Priority 1: Embrace Health System Transformation

Enhance hospice palliative care and end of life care practices for those providing a palliative approach while improving supports for those who need it most.

See Appendix A for more information



Priority 2: Support Quality Palliative Care in Communities

Strengthen the ability of our communities to support holistic health and well-being through person-centered care.

See Appendix B for more information



Priority 3: Education and Knowledge Exchange

Provide learning opportunities through resources, education and mentorship.

See Appendix C for more information

Introducing Our Team



Whitney Vowels
Executive Director



Trooper
Facility Dog



Sue Martin
RN, CHPCN(C)
PPSMC



Stefanie Collins
MSW, RSW
Community Social Worker*



Sidney Grocott
RSW, BSW
Community Social Worker*



Sherry Hubbert
RN
PPSMC



Rachel Lapensee
RN, BA, BScN, CHPCN(C)
Clinical Nurse Manager



Nancy Good-Kennedy
RN, CHPCN(C)
PPSMC



Lynda Meeks
RN, BScN, CON(C)
Education Facilitator



Louise Brazier
Bereavement Services
Coordinator*



Laura Bates
RN, BScN, CHPCN(C)
Education Facilitator



Kathlene Bartlett
RN, BScN, CHPCN(C)
PPSMC



Julie Leighton-Phelps
RN, BScN, CHPCN(C)
PPSMC



Inge de Bruijn
RN, CHPCN(C)
PPSMC



Hema Roopnarine
Executive Coordinator



Cathy McKeown
RN, CHPCN(C)
PPSMC



Ashley MacGregor
Volunteer and Program
Coordinator*



Amanda Tevelde
Communications, Fundraising
and Community Relations
Specialist*

*Hospice Orillia program

About NSMHPCN

MISSION

To support the provision of exceptional hospice palliative care and end-of-life care through partnerships, innovative programs and knowledge exchange.

In the next three years, we will continue to:

- Advocate for quality of care that supports all aspects of the human experience with a focus on the social determinants of health
- Build capacity with Health Service Providers that prioritize coordinated and connected care
- Collaborate with regional partners on strategies that support a palliative approach to care for individuals living with life-limiting illnesses
- Continue to develop innovative, appealing and informative content on our social media platforms and website
- Increase education and training for health professionals to advance an interdisciplinary team approach
- Promote and advocate for the use of competency frameworks (Hospice Palliative Care Ontario, Ontario Palliative Care Network, etc.)
- Strive to empower community members to build compassionate communities
- Work towards changing public perception of death, dying & bereavement

VISION

A community where the experience of hospice palliative care and end of life care honors each individual and their choices.

VALUES



INTEGRITY

We act with honesty, strong ethical principles and in compliance with provincial standards



RESPECT

We recognize the inherent worth of every person and their choices



INCLUSIVITY

We honor and value diversity and promote inclusiveness within our communities



EMPATHY

We are compassionate collaborative and understanding in our approach

WHO WE SERVE

NSMHPCN supports the entire North Simcoe Muskoka (NSM) region including:

- Barrie and area
- Couchiching
- Muskoka
- North Simcoe
- South Georgian Bay
- South Muskoka

The Hospice Orillia program of NSMHPCN supports the Couchiching area of NSM.



KEY HIGHLIGHTS

Palliative Pain and Symptom Management Consultants

Palliative Pain and Symptom Management Consultants (PPSMC) provide secondary-level hospice palliative care expertise through consultation, coordination, collaboration, facilitation, education and skill development.

The work of the PPSMC's spans the continuum of care supporting primary care service providers working in long-term care and retirement homes, acute care, and community settings.

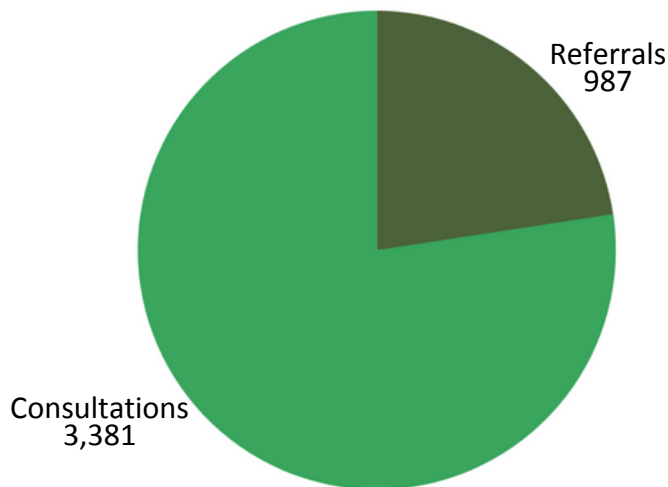
The PPSMC role supports health service providers (HSP) in the delivery of a palliative approach to care and aligns with the Ontario Palliative Care Network's Palliative Care Competency Framework and the Health Service Delivery Framework.

PPSMC's provide mentorship, education, workshops and conferences to strengthen service capacity and build awareness of a palliative approach for the care teams that provide care.

The PPSMC's deliver culturally appropriate education, resources and service in palliative care for all HSP's that will improve meaningful dialogue and care provision in a manner acceptable to those living with life limiting illness that respects expressed values/beliefs, and preferences.

In the 2022-23 fiscal year, the PPSMC's received 987 referrals and provided 3,381 consultations.

2022/2023 REFERRALS AND CONSULTATIONS



KEY HIGHLIGHTS

Hospice Orillia Program 365 Clients Served

Hospice Palliative Care Ontario (HPCO) Accreditation

In 2022, Hospice Orillia was successful in completing the re-accreditation process for the Visiting Hospice Program with a result of 98.17%; one of the highest results HPCO has seen over the years. Accreditation serves as an indicator of our commitment to continuous learning and improvement and assures the delivery of consistent, high-quality hospice palliative care. The evidence provided throughout the stringent (HPCO) accreditation process demonstrates that Hospice Orillia has strong governance and operational and service delivery processes in place.

Volunteer Visiting Services

Clients were served through a hybrid service model offering both virtual and in-person services to meet the needs of the community. Volunteer Visiting Services are designed to offer practical and emotional support to individuals living with a progressive life-limiting illness in their own home. Individuals are eligible for this service if they have been given a prognosis of less than one year. These services may include but are not limited to companionship, caregiver relief and simple comfort measures such as playing music, painting and creating art.

“Home” is defined as wherever the person resides, whether that be their own house or apartment, a long-term care facility, retirement home, etc.

Footprints Project

Legacy activities at Hospice Orillia offer individuals with progressive life-limiting illnesses a space to reflect on special moments, memories, and events that have had an impact on their lives. Legacy activities can also act as gifts to loved ones. Volunteers assist in legacy activities including letter & card writing, scrapbooks and life story books.

Hospice Orillia’s Footprints Project program (legacy work) supported ten clients and published six Life Story Books during the 2022-2023 year. The program received additional support from the Orillia Staples through the implementation of a specialized reordering process which allows for clients to receive a discount on the reordering of additional copies of their life story book.

Supportive Counselling

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 continued to show an increase over the year. The Social Workers continued to provide support by offering telephone, virtual and in-person supportive counselling.

Caregiver Support

Hospice Orillia always recognizes the important role of caregivers, this year we focused on meeting THEIR needs. In 2022 we introduced Caregiver’s Corner, a support group for caregivers, as well as Caregiver Connection, phone calls offered by volunteers to caregivers. Both programs support the emotional and psychosocial needs of caregivers.



KEY HIGHLIGHTS

Hospice Orillia Volunteers

Hospice Orillia takes pride in providing high-quality support for individuals and families in our community facing life-limiting illness, and the death of a loved one and recognizes the importance of our volunteers in doing so. In 2022-2023 five volunteers retired from service. Volunteer recruitment remains an ongoing goal of Hospice Orillia.

The volunteers at Hospice Orillia are dedicated to the wellbeing of others and are willing to go the extra mile to provide comfort and care to our clients.

369 Volunteer hours providing compassionate visiting and bereavement services

231 Hours invested in supporting volunteers with training and development.

34 Volunteer Base

14 New Volunteers

It has been said that the toss of a small pebble into the ocean can cause a huge wave once it reaches shore again. The same goes for volunteering. Our volunteers support our clients in ways that provide far-reaching effects that can be felt by many.

“Time spent with my clients and seeing them smile or chuckle gives me pure joy and makes the experience most worthwhile!”

DAVE,
VISITING VOLUNTEER

“Great people to work with!”

JEFFERSON,
ADMIN AND EVENTS VOLUNTEER



From the heart...



Pictured left to right:
John, Joanne and
John's son Braden.

“We are fortunate and grateful that we were connected with Hospice Orillia during the palliative stage of my husband's life. The staff and volunteers provided care, understanding and gave him purpose, in the comfort of our home. He looked forward to the visits to play games, Footprints meetings and reiki sessions, something he had never done before. He loved people and with the help of Hospice Orillia, he was excited to talk to new people and share his world with them.

During our difficult journey, Hospice Orillia was one of the few things that brought comfort and joy in our lives. Hospice Orillia not only provided support for my late husband, but did for me as well and continues to help me through the grieving process.

We can't thank Hospice Orillia enough for the wonderful services they offer.”

~ Joanne

KEY HIGHLIGHTS

Grief and Bereavement Support

Opening the Door to Grief

Opening the Door to Grief: NSMHPCN continued their partnership with Mackenzie Health to provide grief support to individuals living with developmental disabilities. This pilot project was able to be delivered in person again and extra trainings were delivered to the staff that support these individuals in their home settings. 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.

Bereavement Support

Demand for in-person groups grew in 2022. Regular and ongoing groups were delivered, including a drop in coffee and care, a closed 8 week group, an adult child loss group, equine therapy and a monthly transitions group. Thanks to the generous donation from the Kiwanis Club of Orillia, we were able to support youth through the newly launched Youth Equine group.

Hospice Orillia hosted two hybrid (in-person and virtual) community memorial events; the Garden of Remembrance in June of 2022, and Candles of Remembrance in December of 2022. The shift back to in person was welcomed and well received by the guests and still remained accessible for those wanting to attend from home.



COPE Facility Dog Trooper



Trooper has continued to support the bereavement clients during intakes. He has also supported multiple education sessions and supported individuals living with intellectual disabilities through our partnership with Mackenzie Health. He attends memorial events and spreads his joy with the Hospice Orillia team and everyone he encounters at the Orillia Common Roof.

Building Bridges Behind Bars

"Building Bridges Behind Bars" is gaining momentum once more with the easing of federal restrictions. The minimum security institution will be in a position to deliver its own support through training workshops facilitated by NSMHPCN.

PILO NSM

Pregnancy and Infant Loss Outreach of North Simcoe Muskoka (PILO NSM) is a collaborative network of community partners and volunteers. This program continues to offer supports through six-week groups and one-on-one peer support. The network filled a gap and expanded into Muskoka for a drop in monthly groups. To compliment this service, child loss supports will be starting in fall 2023 with training for volunteers occurring spring 2023.



KEY HIGHLIGHTS

Community Partnerships

As an organization that supports those living within the North Simcoe Muskoka region, we honour community partnerships. Thank you to every one of our community partners.

Thank you for your support!



**Kiwaniis Club
of Orillia**



NSMHPCN

KEY HIGHLIGHTS

Palliative Care ECHO Project



ECHO is a methodology, designed for online learning, which uses technology, training, structure and guided mentoring to empower communities of practice to build relationships with other professionals and enhance competencies through knowledge transfer.

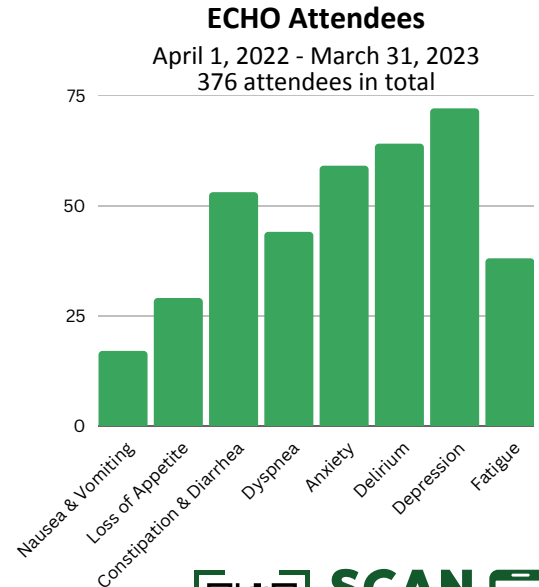
The model is guided by four main principles:

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

A typical ECHO session is comprised of a presentation, discussion and knowledge sharing along with anonymous case-based learning.

ECHO is highly cost-effective giving participants free access to good-quality virtual learning.

For more information: <https://nsmhpcn.ca/echo/>



NSMHPCN DIGITAL RESOURCES

We are pleased to provide access to virtual resources which include a wealth of information for all staff of any discipline providing palliative or end-of-life care to residents and families in NSM. This includes links to gold-standard assessment tools and client/family handouts, regardless of where you work in North Simcoe Muskoka (NSM), Retirement and Long-Term Care Homes and acute care, and community, you have access to these resources and to the services of the PPSMCs with the NSMHPCN.

The dedicated team of PPSMCs has carefully curated the following resource libraries for you as a Hospice Palliative Care Provider. Please feel free to share the Virtual Resource Library for Patients, Families and Caregivers with your patients and their loved ones.

Service Providers

[NSMHPCN.CA/RESOURCES/VIRTUAL-RESOURCE-PACKAGE/](https://nsmhpcn.ca/resources/virtual-resource-package/)

Includes:

- Advance Care Planning
- Palliative Care Health Services Delivery Framework
- Preferred Earlier Identification Tools
- Recommended Tools for Assessment
- Reference Cards and Scales
- Symptom Assessment and Screening
- A Palliative Approach to Care for Long-Term Care



Family and Caregivers

[NSMHPCN.CA/PATIENT-FAMILY-CAREGIVERS/](https://nsmhpcn.ca/patient-family-caregivers/)

Includes:

- Advance Care Planning
- Hospice Directory
- Illness Specific Resources
- Palliative Care Myth Busting
- Resources for Following Death
- Supporting Children



KEY HIGHLIGHTS

EDUCATION

The past year has been another exciting and innovative year for education. We have continued to offer our formal education courses, workshops and website education.

80% of NSM's Long-Term Care Home received a six-week-long program of palliative education. The Palliative Long-Term Care Project offered was in response to the "Fixing Long-Term Care Act, 2021." The goal of this project was to build upon Long-Term Care Home's existing practices to ensure residents receive high-quality palliative care and die in the location of their choice.

A project entitled, "Hospice Palliative Care Resources at Your Fingertips," was also initiated with the goal of providing essential resources, tools and tips that build capacity for front-line palliative care providers. Two poster presentations and one oral paper highlighted this work at the 2023 Hospice Palliative Care Ontario Conference.

Education with an Indigenous Focus

NSMHPCN facilitated two Pallium LEAP Paramedic sessions in the winter of 2023. LEAP Paramedic is a specialized palliative care course designed for Paramedics who would like to learn more about caring for their palliative clients in the community. The focus of this educational course was on a palliative approach to care for our Indigenous community.

The NSMHPCN also attended a Health Fair in NSM that was focused on palliative education and resources for the Indigenous community offering resources and tools to support the provision of a palliative approach for Service Providers attending.

Working Together- Wiijinokiiwag program

NSMHPCN was honoured to partner with the Wiijinokiiwag and Mamaway to present the Working Together- Wiijinokiiwag program; a wholistic Indigenous-led program facilitates change and is designed to empower mainstream organizations to grow Indigenous Cultural Safety Practices which focuses on relationship building as a key strategy moving forward.

Brown Bag Series

The Brown Bag series is a short video series on palliative care topics such as oxygen at the end of life, terminal secretions and a palliative approach to care. These videos contain a wealth of information and can be watched during a nutrition break, hence the name, "Brown Bag Series." Videos available include:

- Cachexia Syndrome
- EDITH Protocol
- Edmonton Symptom Assessment System-revision (ESAS-r)
- Palliative Approach to Care
- Palliative Care Symptom Management COVID-19
- Palliative Performance Scale (PPS)
- Terminal Secretions – Let's Discuss

Hot Tips

Monthly tips in palliative care provisions are presented by the NSMHPCN PPSMC's. Each month a new topic was presented along with related tools and resources. Topics included:

- Advanced Care Planning
- Delirium
- Dementia
- Difficult Conversations
- Disease Trajectory
- Food and Fluids at End of Life
- Leadership in Palliative Care
- Palliative Approach to Care
- Palliative Performance Scale (PPS)
- The Surprise Question
- When Your Loved One is Dying



KEY HIGHLIGHTS

EDUCATION

The North Simcoe Muskoka Hospice Palliative Care Network provides a wide variety of workshops and specialized courses. See below the courses offered during this past fiscal year along with the number of attendees for the year.

FUNDAMENTALS OF HOSPICE PALLIATIVE CARE (FHPC)



This course is suitable for all health-care providers from every discipline including dietitians, physiotherapists, occupational therapists, social workers, chaplaincy, PSWs, DSWs, nurses, housekeeping, volunteers and any other domains providing palliative care.

Duration: Course consists of 3 in-class sessions (3 hours per session) as well as self-directed online learning and two peer-to-peer exchanges. Course will be delivered in either a six or eight week format. Mandatory attendance at all classes is required to receive a certificate of completion.

More information: <https://nsmhpcn.ca/fundamentals-of-hpc/>



ADVANCED PALLIATIVE PRACTICE SKILLS (APPS)



Building on the Fundamentals of Hospice Palliative Care Program, The Advanced Palliative Practice Skills (APPS) program is an interactive, educational opportunity for Personal Support Workers (PSWs), Health Care Aides and Hospice Volunteers who are graduates of the Core Fundamentals of Hospice Palliative Care Program.

More information: <https://nsmhpcn.ca/apps/>



COMPREHENSIVE ADVANCED PALLIATIVE CARE EDUCATION (CAPCE)



The Comprehensive Advanced Palliative Care Education (CAPCE) Program is designed to align with the Model to Guide Hospice Palliative Care: Based on National Principles and Norms of Practice (CHPCA 2002).

In 2013 and 2017 CAPCE was redesigned to be reflective of best practice, evidence-based hospice palliative care and knowledge translation strategies in order to effectively meet the needs of the learners.

More information: <https://nsmhpcn.ca/education/capce/>



PALLIATIVE CARE FOR THE DEMENTIA JOURNEY



In Partnership with the Alzheimer's Society this workshop will be offered as a four hour course. This workshop is designed for family, volunteers and professional staff to find ways of using a person's strengths to bring comfort and joy to their life while living with dementia and not just at end of life.

More information: <https://nsmhpcn.ca/workshops/>



KEY HIGHLIGHTS

EDUCATION

LEARNING ESSENTIAL APPROACHES PALLIATIVE CARE (LEAP)



An inter-professional course that provides health care professionals with an in-depth learning experience on essential skills and competencies of the palliative care approach with course modules and case studies contextualized to the long-term care setting. This program is ideal for any health care professional (e.g. physician, nurse, pharmacist, social worker, etc.) as well as personal support workers (PSWs) or care aides working in long-term care and nursing homes. LEAP was provided to 40 individuals from Long-Term Care and ParaMed.

PILLS, PUMPS AND PATCHES



These hands-on workshops will discuss common opioids and adjuvants utilized in managing pain. These workshops are suitable for NPs, RNs, RPNs and Pharmacists. Workshop objectives:

- Understand commonly used opioids
- Opioid conversions
- Switching routes from oral to subcutaneous
- Converting from oral to continuous subcutaneous infusions
- Gain an understanding of Equi-analgesia and adjuvant medications

More information: <https://nsmhpcn.ca/workshops/>



DEATH OVER DINNER



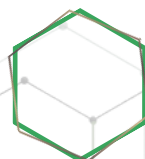
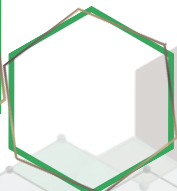
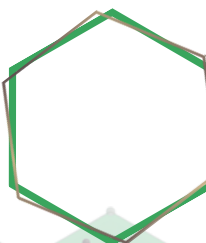
An interactive discussion on death and dying. It provides a safe space to explore your fears, thoughts and feelings about death and end-of-life care. It is now a global movement with more than 100,000 events worldwide.

BEYOND THE STETHOSCOPE



Join us as we welcome guest speakers to discuss all things Hospice Palliative Care. Beyond the Stethoscope is a Podcast focused on Hospice Palliative Care; topics covered this past year included:

- Access to Palliative Care for Homeless People: Complex Lives, Complex Care
- Advance Care Planning: An Interview with Dr. DiDiodato
- Death Doula: Supporting Those in End of Life
- Factors Which Influence Hospital Doctor's ACP Adherence
- Healing the Hearts of Bereaved Parents
- Leadership in Palliative Care
- Managing Death in the Field: Prehospital End-of-Life Care
- Palliative Care and Alzheimer's
- Polite people don't say De**h!
- Role of a Spiritual Care Provider: An Interview with Tiv Madarasz
- Terminally Ill Cancer Patients Emotional Preparedness for Death
- The Nurse's Experience/Perspective on MAID



KEY HIGHLIGHTS

Long-Term Care Home Education

In 2022-2023 the PPSMCs at the NSMHPCN supported 26 Long-Term Care Homes in North Simcoe Muskoka. During this time, the team launched Palliative Care Education in Long-Term Care Homes in NSM to meet the need for capacity building for palliative care provision in Long-Term Care Homes. This project was created in response to the Ministry of Health and Long-Term Care Fixing Long-Term Care Act - Palliative Care.



Ministry of Health and Long-Term Care Fixing Long-Term Care Act – Palliative Care:

- The new Act requires a resident’s plan of care to cover all aspects of care, including palliative care and requires that residents are provided with care or services that integrate a palliative care philosophy
- The regulation sets out new palliative care requirements and requires every licensee to ensure:
 - The interdisciplinary assessment of a resident’s palliative care needs for their plan of care considers their physical, emotional, psychological, social, cultural and spiritual needs;
 - Based on that assessment, an explanation of the palliative care options that are available is provided, which may include, but is not limited to early palliative care and end-of-life care;
 - The palliative care options made available must include (at minimum) quality of life improvements, symptom management, psychosocial support, and end-of-life care (if appropriate); and,
 - That before taking any action to assess a resident’s needs, provide care, or provide services, a resident’s consent is received.
- The regulation ensures there is palliative care training requirements for direct care staff and removes the training exemption under the Long-Term Care Homes Act, 2007 for persons such as medical directors.

Goal:

To build upon Long-Term Care Home’s existing palliative care practices to ensure residents receive high-quality palliative care and die in their place of choice.

Approach:

- Partner and engage with all levels of staff and external partners.
- A PPSMC will work closely with the Long-Term Care Home to leverage the knowledge and experience of staff to complete a comprehensive environmental scan of the existing palliative care program.
- Based on the assessment, the PPSMC will address identified gaps through process changes, opportunities for staff mentorship and role modelling through direct clinical encounters & in-service education.
- Customized education will be delivered to build staff capacity and enhance the Long-Term Care Homes current palliative care program.

Strategic Focus of the Project:

1. Education/Capacity Building
2. Communication
3. Early Identification
4. Palliative Care Resources
5. Roles and Responsibilities

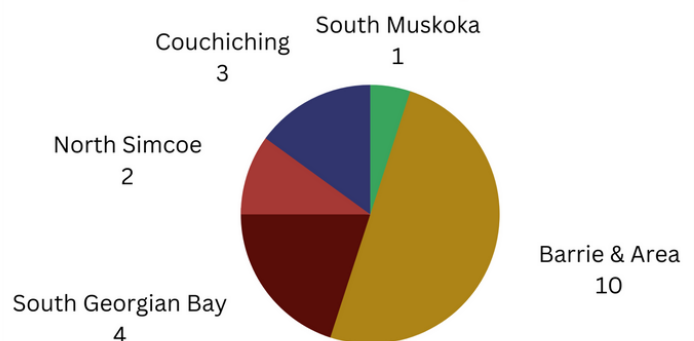
Project Rollout:

6-week program and LEAP Long-Term Care
(3 seats were provided to each Long-Term Care Home in NSM)

Step 1 - Environmental Scans were conducted over a two-week period taking 2-4 days per location.

Step 2 - Educational rollout took 8 days spread out over 4 weeks. Each week presented a different educational topic in a 30 min session.

NUMBER OF HOMES ENGAGED IN THE LTCH PROJECT AS OF MARCH 31, 2023



KEY HIGHLIGHTS

Long-Term Care Home Education

Long-Term Care Home Education Project Conclusion:

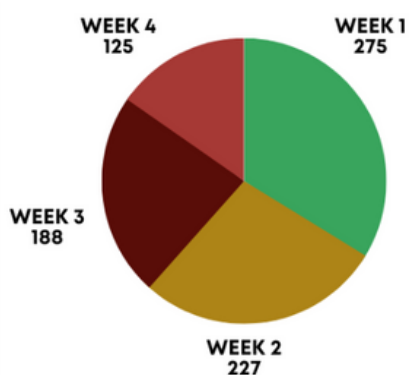
The PPSMC addressed identified gaps from the e-scan results, discussed interventions and process changes that could create opportunities for improved quality of a palliative approach within the Long-Term Care Home and discussed ways to strengthen mentorship and role modelling by developing champions for palliative care within the Long-Term Care Home.

In-service education over 4 weeks was rolled out in participating Long-Term Care Home in NSM :

- as of March 31, 2023 - 275 service providers attended week 1, 227 attended week 2, 188 attended week 3, and 125 attended week 4 (Figure 3)
- in total 30 mins of palliative education was provided to a total of 815 staff members in 8 Long-Term Care Home across NSM that are involved in or completed the project as of March 31, 2023
- there are still 7 Long-Term Care Homes in NSM that will be beginning the project in Spring of 2023, attendance numbers for education will increase once those homes have received their 4 weeks of in-services.

Pre-comfort level surveys were compared to post-comfort level surveys after exposure to the educational modules. The findings were as follows (Figure 4):

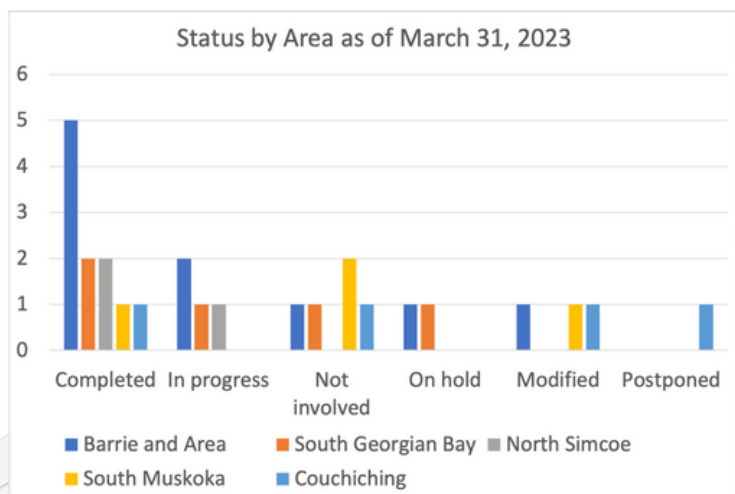
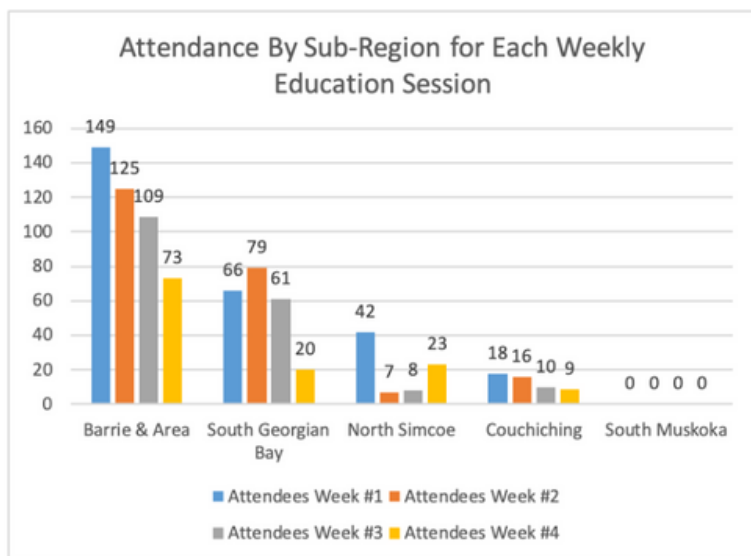
- an improvement in the self-reported levels of comfort in the provision of a palliative approach to care
- an improvement in the self-reported knowledge of a palliative approach to care
- an improved self-reported confidence in identifying a resident who would benefit from a palliative approach to care in the Long-Term Care Home
- an improved self-reported comfort to differentiate between a palliative approach and end-of-life for those rating their comfort as very high or very low pre and post-education.



TOTAL NUMBER OF NSM LTCH STAFF WHO ATTENDED 30 MINUTES OF EDUCATION:**

Week 1 = 275: Early Identification and a Palliative Approach to Care
 Week 2 = 227: Assess: ESAS, PPS, CAM and Pain Assessment
 Week 3 = 188: Plan and Manage: Essential Conversations
 Week 4 = 125: Plan & Manage: Symptom and EOL Management

**UNIQUE ATTENDEES PER WEEK, PER TOPIC (NEW TOPIC PRESENTED PER WEEK)



KEY HIGHLIGHTS

Conferences

Each year the NSMHPCN is fortunate enough to host two conferences. Our Clinical Conference attracts healthcare professionals such as nurses, physicians, and residents in North Simcoe Muskoka and a Regional Symposium which provides engaging, holistic topics for the healthcare providers in our region.

Previous Conference Themes

- Back to the Basics: Fundamental Competencies in Hospice Palliative Care
- What Matters Most in COVID
- Bridging Palliative Care and Chronic Disease
- Normalizing Death & Dying

SAVE THE DATE



November 8th, 2023

8:30 am - 4:00 pm
Orillia Recreation Centre

Subscribe to our newsletter
to receive updates
<https://bit.ly/NSMHPCN>



SCAN ME

North Simcoe Muskoka Hospice Palliative Care Network NSMHPCN Regional Conference

Connection and Community in Hospice Palliative Care:
Where Do We “Grow” From Here

Additional details to follow, stay tuned!



Monthly Hot Tips as presented by the NSMHPCN PPSMC's. Scan QR Code to view.

Upcoming Hot Tips:

- Delirium
- Caregiver Burnout
- Food and Fluids at End-of-Life
- Dementia



Never miss another Newsletter again!

Stay up to date with our monthly Education Newsletter delivered directly to your inbox at the beginning of each month. Scan the QR code to register:

Hot Tips



Newsletter





EST. 1989 | BN 13837748RR0001
169 Front St. S., Orillia, ON L3V 4S8
Tel: (705) 325-0505

Hospice Orillia is a program of the North Simcoe Muskoka Hospice Palliative Care Network that offers practical, emotional and spiritual support to those in Orillia and surrounding areas who are coping with advanced illness, death and bereavement. Volunteers and staff serve clients and their loved ones of all ages and backgrounds with compassion and respect while honouring their choices and supporting them through their life journey.

Services are offered to anyone living with a life-limiting illness and/or their friends, family members, and caregivers at the client's home, wherever "home" is, or at our office location in a private space. Hospice Orillia provides all programs and services free of charge to clients and their families, including:

- Anticipatory Grief Support
- Bereavement Support (Providing support through one-to-one and support group settings.)
- Memorial Events
- Caregiver Respite and Support Groups
- Caregiver Education
- Grief Support Walking Group
- Legacy Projects (Providing space to reflect on special moments, memories, and events that have had an impact on their lives.)
- Pregnancy and Infant Loss Outreach Program
- Specialized Support Groups (ie. Equine Therapy Support Group, Overdose Related Loss Support Group)
- Visiting Volunteers Services (Practical and emotional support for individuals, families and caregivers in their own home.)

For more information on the Hospice Orillia program please scan the QR Code below or visit the website:



<https://hospiceorillia.ca>



Pregnancy & Infant Loss Outreach
of North Simcoe Muskoka

PILO NSM is a program of the North Simcoe Muskoka Hospice Palliative Care Network (NSMHPCN). Our goal is to bring the community together to create a safe and supportive network of resources for families who have experienced pregnancy and infant loss.

Experiencing the death of a baby, or the loss of a pregnancy, can be devastating and isolating; please know you are not alone. NSMHPCN, along with a large group of community members and organizations, is here to support you. Our mission is to ensure that everyone has access to the appropriate programs and support that can help individuals through difficult times.

This free program will provide a safe and supportive network. We hope that through education and awareness, we can remove the stigma surrounding pregnancy and infant loss. Types of loss include, but are not limited to:

- Blighted Ovum
- Congenital Defects
- Ectopic Pregnancy
- Medical/Therapeutic Termination
- Miscarriage (loss prior to 20 weeks gestation)
- Molar Pregnancy
- Newborn/Infant Death
- SIDS (Sudden Infant Death Syndrome)
- Stillbirth (loss after 20 weeks gestation)

Types of Support Available

One-on-One Support

Working with our Bereavement Services Coordinator, you will be matched up with one of our professionally trained volunteers who will be able to provide you with support in a one-on-one setting.

'Our Babies, Our Grief'

This specialized program is designed to offer practical and emotional support through Home Hospice Association's 'Our Babies, Our Grief' six-week progressive healing peer support program facilitated by our professionally trained volunteers.

For more information on the Hospice Orillia program please scan the QR Code below or visit the website:

<https://nsmhpcn.ca/pilo-nsm/>



AWARDS AND ACCOLADES

This past year the NSMHPCN and Hospice Orillia team was recognized on many levels for the wonderful work they do. Awards were received from across the country and even at the global level. Each of the achievements that are listed below exemplifies just how far the reach of our team goes:

Accredited In-Home Hospice Program, Hospice Orillia (2022-2025)

Hospice Palliative Care Ontario

Best Charitable Organization (2022)

Orillia & District Chamber of Commerce, Orillia

Favourite Bereavement Counselling (2022)

Orillia Today Readers Choice Awards, Orillia

Most Dedicated Regional Palliative Care Organization (2023)

Global Health & Pharma, Social Care Awards, National Award

Special Award for a Charity Village Hosted Crowdfunding Campaign (2022)

Charity Village, National Award

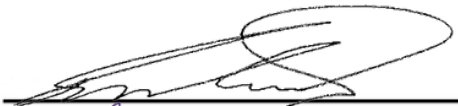



FINANCIAL STATEMENTS

North Simcoe Muskoka Hospice Palliative Care Network Statement of Financial Position

March 31	2023	2022
Assets		
Current		
Cash and bank (Note 2)	\$ 266,074	\$ 572,786
Short-term investments (Note 3)	204,248	-
Accounts receivable	52,000	52,000
HST receivable	9,823	18,006
Prepaid expenses	15,318	46,420
	<u>\$ 547,463</u>	<u>\$ 689,212</u>
Liabilities and Net Assets		
Current		
Accounts payable and accruals	\$ 87,726	\$ 195,494
Government remittances payable	54,354	43,419
	<u>142,080</u>	<u>238,913</u>
Net Assets		
Unrestricted - Palliative Care Network	598,986	532,702
Unrestricted - Hospice Orillia	(193,603)	(82,403)
	<u>405,383</u>	<u>450,299</u>
	<u>\$ 547,463</u>	<u>\$ 689,212</u>

On behalf of the Board:


 _____ Director


 _____ Director

FINANCIAL STATEMENTS

North Simcoe Muskoka Hospice Palliative Care Network Statement of Operations

For the year ended March 31	2023	2022
Revenue		
North Simcoe Muskoka Local Health Integration Network	\$ 1,786,098	\$ 1,716,231
Other grants	10,700	7,250
Fundraising and donations	85,207	105,316
Other funding sources and other income	23,098	24,668
Interest income	15,013	3,991
	<u>1,920,116</u>	<u>1,857,456</u>
Expenses		
Buildings and grounds	57,247	88,906
Compensation (Note 7)	1,600,655	1,364,709
General sundry and equipment	162,638	153,344
Supplies	18,876	60,153
Fundraising supplies	29,609	33,023
	<u>1,869,025</u>	<u>1,700,135</u>
Excess of revenues over expenses before transfers	51,091	157,321
Transfers to Hospice Muskoka and Hospice Huntsville	96,007	151,518
Excess (deficiency) of revenues over expenses	(44,916)	5,803
Unrestricted Fund Balance, beginning of year	450,299	444,496
Unrestricted Fund Balance, end of year	\$ 405,383	\$ 450,299
Consisting of		
Unrestricted - Palliative Care Network	\$ 598,986	\$ 532,702
Unrestricted - Hospice Orillia	(193,603)	(82,403)
	<u>\$ 405,383</u>	<u>\$ 450,299</u>

FINANCIAL STATEMENTS

North Simcoe Muskoka Hospice Palliative Care Network Statement of Cash Flows

For the year ended March 31	2023	2022
Cash flows from operating activities		
Excess (deficiency) of revenues over expenses	\$ (44,916)	\$ 5,803
Changes in non-cash working capital:		
Accounts receivable	-	(43,754)
HST receivable	8,183	(9,103)
Prepaid expenses	31,102	(31,550)
Accounts payable and accrued liabilities	(107,769)	96,644
Government remittances payable	10,936	42,369
	(102,464)	60,409
Cash flows from investing activities		
Purchase of investments	(200,000)	-
Net change in investments	(4,248)	-
Proceeds from maturity of investments	-	142,725
	(204,248)	142,725
Net (decrease) increase in cash	(306,712)	203,134
Cash, beginning of the year	572,786	369,652
Cash, end of the year	\$ 266,074	\$ 572,786



PALLIATIVE CARE | *NOUN*

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

medical and related care provided to a patient with a serious, life-limiting, 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.

North Simcoe Muskoka Hospice Palliative Care Network

169 Front St. S, Orillia, ON L3V 4S8

Tel: (705) 325-0505 Fax: (705) 325-7328

Toll Free: (877) 235-2224

<https://nsmhpcn.ca>

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