

# Central LHIN Palliative Care Hub Model

March 2019

# Provincial Palliative Care Strategy

## Provincial Declaration (Dec. 2011)

- Set out collective commitments, common priorities and actions to optimize palliative care in Ontario
- Addresses three core system goals: Quality, Population Health, Sustainability
- Six shared priorities: access, caregiver, service capacity, integration and continuity, shared accountability, public awareness

## Regional Hospice Palliative Care Council (Jun. 2012)

- Created by Central LHIN to prioritize action plan submitted to MOHLTC in April 2012
- Developed 14 recommendations based on six priorities from above

## Central LHIN Action Plan (Oct. 2014)

- Action plan consisted of six action items based on recommendations above
- (1) Central point of access, resources and bed registry
- (2) Single number for crisis
- (3) Strengthen capacity through education and tools
- (4) Implement service delivery hubs
- (5) Implement patient surveys- VOICES
- (6) Strengthen long-term care capacity

## Central LHIN Palliative Hub Model (2018)

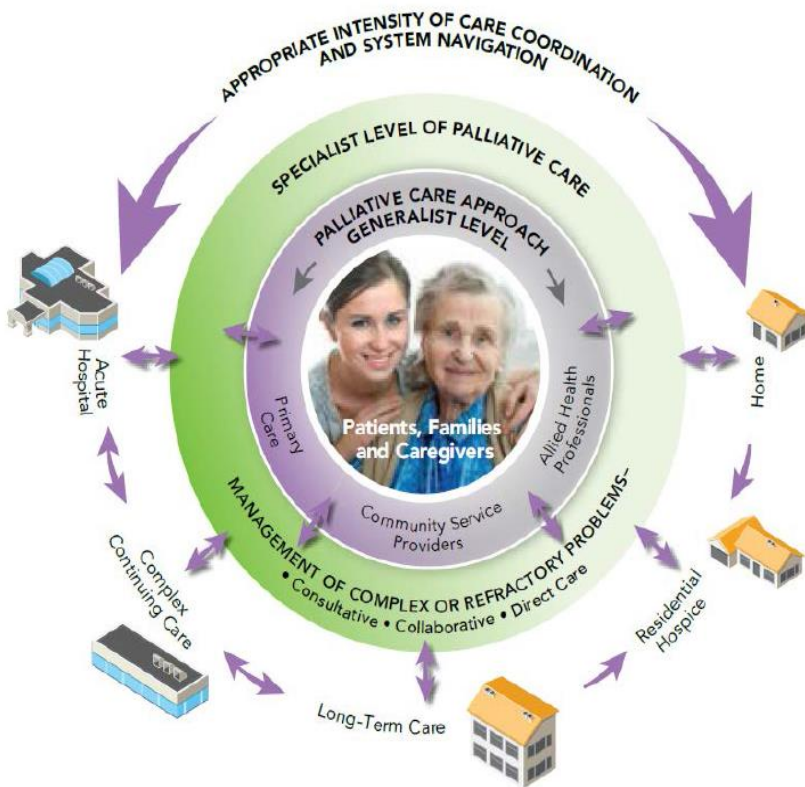
- Dedicated Palliative Service Providers for PSW and Nursing by Sub-Region Determined through EOI process
- Educational requirement for all PSWs and nurses in Palliative Care
- 24/7 access to palliative care expertise
- Daily Telephone huddles with inter-professional team
- Monthly face-to-face inter-professional meetings in the community

## Palliative Hub Model - Alignment with OPCN action plan

- ✓ Enabling early identification of those who would benefit from Hospice Palliative Care
- ✓ Establishing Palliative Models of Care to increase access and enable adoption of the quality standard
- ✓ Identifying and connecting Hospice Palliative Care Providers
- ✓ Building provider competencies in Hospice Palliative Care

# Regional Palliative Hub Teams Model

## Palliative Care Model



## Regional Palliative Care Teams



# Patient Centered Palliative Care

Dedicated healthcare team leading to **continuity of care and stronger relationship** with patient

More **integrated care** resulting in effective coordination of care– i.e. huddles, joint visits and assessments

Access to **specialized palliative nurse and PSW** who have completed standardized education and training requirements

**Minimize variability in service delivery** of palliative care - less providers involved with designated provider per region – i.e. 10 providers versus 3 providers



## Guiding Principles

- Minimize variability for patients
- Needs of patient/caregivers placed ahead of organizational priorities
- Cognizant of legislation and provincial OPCN action plan
- Build upon local partnerships and existing resources
- Share accountability for outcomes and the patient experience
- Early Identification using UK Gold Standard and Prognostic Indicators Guide
- Evidenced based practices

## Benefits of Palliative Hub Model

- Specialized palliative care delivered by nurses and PSWs with palliative education and expertise
- Regionalized care based on patient and regional demographics
- Increased and streamlined communication
- Increased collaboration and integration
- Mentorship, knowledge sharing and capacity building
- More cohesive team resulting in shared accountability

## Daily Huddles - Frequency, method and time

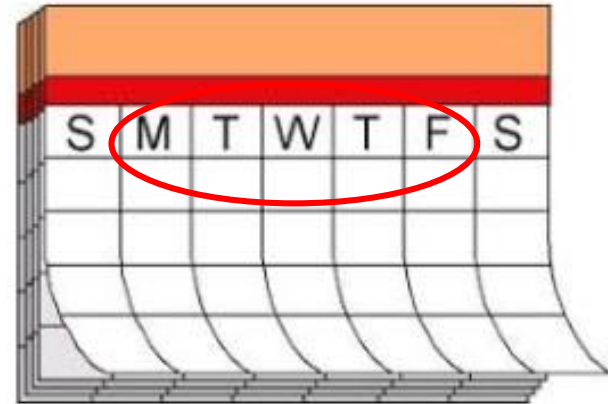


Daily huddles



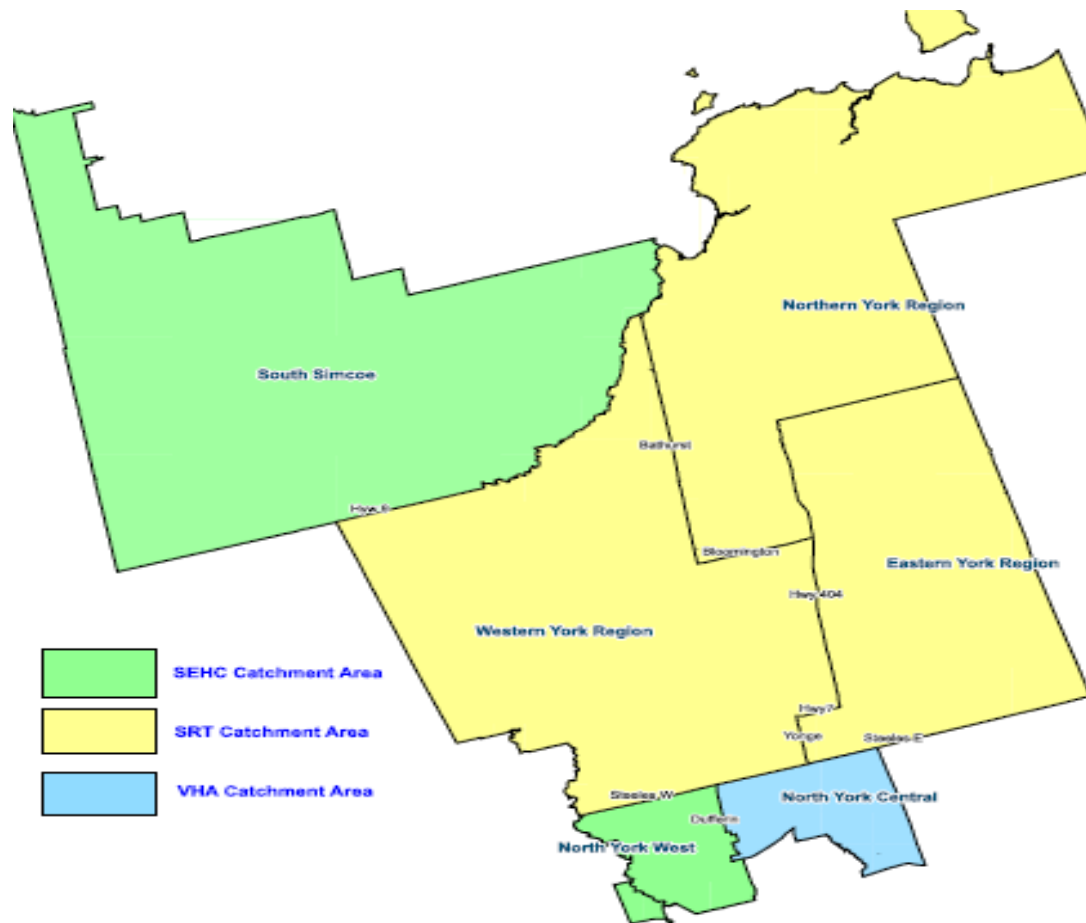
Maximum of 10-15 minutes

Teleconference





# Palliative Hub Model Service Delivery Areas - PSW and Nursing



# Palliative Services

## South Simcoe

**Palliative Service Provider:** Saint Elizabeth  
**Number of Palliative Care Coordinators:** 1  
**ALS Care Coordinator:** .5  
**Average Caseload Size:** 85  
**Palliative Crisis Line:** 1-844-437-3463  
**Palliative Patient Registry:** Active  
**Community Hospice Services:** Mathews House Hospice  
**Hospice Residence Beds:** Mathews House Hospice 10 Hospice Beds  
**Hospice Palliative Care Nurse Consultant:** 1  
**Palliative Physicians:** Primary Care with Palliative Specialty with on-call group  
**Nurse Practitioner:** .5 FTE

## Northern York Region

**Palliative Service Provider:** SRT Med-Staff  
**Number of Palliative Care Coordinators:** 3  
**ALS Care Coordinator:** .5  
**Average Caseload Size:** 85  
**Palliative Crisis Line:** 1-844-437-3463  
**Palliative Patient Registry:** Active  
**Community Hospice Services:** Georgina Hospice, Doane House Hospice, Hope House Hospice  
**Hospice Residence Beds:** Margaret Bahen Hospice 10 Hospice Beds  
**Hospice Palliative Care Nurse Consultant:** 1  
**Palliative Physicians:** Southlake Community Palliative Physicians with on-call group  
**Nurse Practitioner:** .5 FTE

## Western York Region

**Palliative Service Provider:** SRT Med-Staff  
**Number of Palliative Care Coordinators:** 5  
**ALS Care Coordinator:** 2  
**Average Caseload Size:** 85  
**Palliative Crisis Line:** 1-844-437-3463  
**Palliative Patient Registry:** Active  
**Community Hospice Services:** Hope House Hospice, Vaughan Hospice  
**Hospice Residence Beds:** Hill House Hospice- 3 beds, Spring 2020 10 beds- Vaughan Hospice  
**Hospice Palliative Care Nurse Consultant:** 2.5  
**Palliative Physicians:** Primary Care with Palliative Specialty with on-call group, 1 Palliative Care Specialist  
**Nurse Practitioner:** 1 FTE

## Eastern York Region

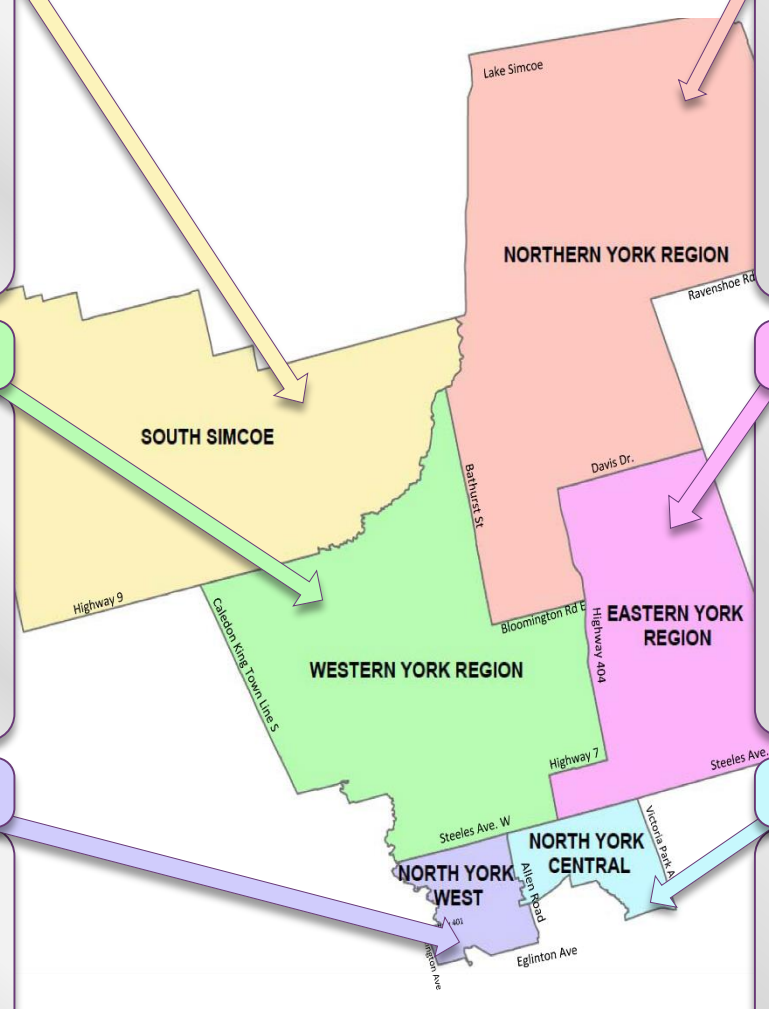
**Palliative Service Provider:** SRT Med-Staff  
**Number of Palliative Care Coordinators:** 3  
**ALS Care Coordinator:** 1  
**Average Caseload Size:** 85  
**Palliative Crisis Line:** 1-844-437-3463  
**Palliative Patient Registry:** Active  
**Community Hospice Services:** Evergreen Hospice, Jewish Hospice Services  
**Hospice Residence Beds:** none  
**Hospice Palliative Care Nurse Consultant:** 2.5  
**Palliative Physicians:** Primary Care with Palliative Specialty with on-call group  
**Nurse Practitioner:** 1 FTE

## North York West Region

**Palliative Service Provider:** Saint Elizabeth  
**Number of Palliative Care Coordinators:** 3  
**ALS Care Coordinator:** 1  
**Average Caseload Size:** 85  
**Palliative Crisis Line:** 1-844-437-3463  
**Palliative Patient Registry:** Active  
**Community Hospice Services:** Dorothy Ley Hospice, Hazel Burns, Circle of Care Hospice Services, Jewish Hospice Services  
**Hospice Residence Beds:** Date TBD 10 beds- Neshama Hospice  
**Hospice Palliative Care Nurse Consultant:** .5  
**Palliative Physicians:** Temmy Latner Physician Group- with on-call  
**Nurse Practitioner:** 1 FTE

## North York Central Region

**Palliative Service Provider:** VHA Home Health  
**Number of Palliative Care Coordinators:** 3  
**ALS Care Coordinator:** 1  
**Average Caseload Size:** 85  
**Palliative Crisis Line:** 1-844-437-3463  
**Palliative Patient Registry:** Active  
**Community Hospice Services:** Better Living Hospice Services, Circle of Care Hospice Services, Jewish Hospice Services  
**Hospice Residence Beds:** Date TBD 10 beds- Saint Elizabeth Hospice  
**Hospice Palliative Care Nurse Consultant:** .5, 1 (Freeman Centre)  
**Palliative Physicians:** Temmy Latner Physician Group- with on-call, Freeman Centre Physicians- with on-call  
**Nurse Practitioner:** 1 FTE



## Evaluation of Palliative Hub Model

- VOICES Survey
- Patients who die in preferred location
- Hospitalizations in last 30 days of life
- SPO related
- Length of stay on palliative caseload
- Attendance at daily huddles

# Appendix 1- Hospice Palliative Services

