

Physician and Practitioner *Fact Sheet*

Palliative Care services

83% of Canadians indicated they would prefer to die at home in the presence of loved ones. Yet almost **70%** of Canadian deaths occur in a hospital.* At Mississauga Halton CCAC, we've helped over **14,000** palliative patients since 2007.

NEW for your patients

Introducing our '**New**' step-by-step full wrap-around *Enhanced End-of-Life Palliative Care*.

Step 1 Eligibility

Once your patient is in his/her last two weeks of life, and has a Palliative Performance Scale (PPS) score of 20% or less (see PPS scale), **we provide your patient with as much care as needed, based on patient's/family members' needs.**

Step 2 Referral

For patients receiving CCAC care already, contact the patient's care coordinator. For new patients, use Palliative Care Services referral Form (adult) **PCPAL001.**

Your referral will be prioritized and our care coordinator will **contact your patient or the family within one to eight hours.** Our care coordinator creates **interim care plan and service begins immediately.**

Step 3 Assessment

Our care coordinator conducts home visit **within 24-48 hours** and completes comprehensive assessment.

Assessment determines the care plan and the amount and type of care.

Our care coordinator adjusts the care plan as needed.

Step 4 Coordinated Care Planning

Our care coordinator develops a coordinated care plan (CCP) if one is not in place.

A nurse gives you regular updates about your patient.

Our Palliative Care nurse practitioners are available for shared care, consultation with you or a home visit to your patient **from 9:00am – 9:00pm, Monday to Friday.**

Step 5 Care Delivery

Our care coordinator will review patient's care needs and adjust plan as needed.

We ask you to prescribe a symptom management kit to be administered by a nurse when required to address urgent symptom needs (see attached).

Medical supplies and equipment are provided as needed. No limit.

More information or to refer your patient

To find out more about our **Palliative Care** for patients in their **last 12 months of life** or to learn more about our **Enhanced End-of-Life Palliative Care**, for patients in their **last two weeks of life**, please contact your patient's care coordinator or contact Josée Coutu, Manager, Palliative Care: Phone at 905-855-9090, extension 5335 Email at josee.coutu@mh.ccac-ont.ca

To refer a new patient, please contact the **Access Care Team** at **905-310-2222 from 8:30am to 9:00pm, seven days/week.**

* Canadian Hospice Palliative Care Association



Physician and Practitioner *Fact Sheet*

Palliative Care services

83% of Canadians indicated they would prefer to die at home in the presence of loved ones. Yet almost **70%** of Canadian deaths occur in a hospital.* At Mississauga Halton CCAC, we've helped over **14,000** palliative patients since 2007.

We provide quality *Palliative Care* to your patients during the last **12 months of life.**

Step 1 Eligibility

Your patients are eligible if their prognosis is **12 months or less.**

We ask you to answer the **Gold Standard palliative care question**, "Would you be surprised if your patient died in the next 12 months?"

Your patient must agree to receive palliative care services.

Step 2 Referral

Refer your patient using form **PCPAL001.**

Once you refer your patient for **Palliative Care**, our care coordinator will meet with your patient **within 5-7 days.**

Your patient starts receiving care **immediately** and care is adjusted after home visit if necessary.

Step 3 Assessment

Our care coordinator conducts comprehensive assessment during the initial home visit.

Assessment determines care plan and amount and type of care.

Step 4 Coordinated Care Planning

Our care coordinator develops a coordinated care plan with you and others in your patient's circle of care.

You will receive regular updates by the care coordinator, nurse practitioner or visiting nurse, as needed.

Our Palliative Care nurse practitioners are available for shared care, consultation with you or a home visit to a patient **from 9:00am – 9:00pm, Monday to Friday.**

Step 5 Care Delivery

There are specific service guidelines for the level and type of care provided, including the provision of equipment.

This is based on your patient's prognosis and PPS score.

More information or to refer your patient

To find out more about our **Palliative Care** for patients in their **last 12 months of life** or to learn more about our **Enhanced End-of-Life Palliative Care**, for patients in their **last two weeks of life**, please contact your patient's care coordinator or contact Josée Coutu, Manager, Palliative Care: Phone at 905-855-9090, extension 5335 Email at josee.coutu@mh.ccac-ont.ca

To refer a new patient, please contact the **Access Care Team** at **905-310-2222 from 8:30am to 9:00pm, seven days/week.**

* Canadian Hospice Palliative Care Association