Director’s Message

Strengthening Palliative Care through Continued Commitment to Partnership, Collaboration and Action

The turn of the calendar year offers the chance to reflect on the year passing as well as the year emerging - how we as individuals, groups and organizations can continue to move forward together to strengthen palliative care across Erie St. Clair.

Palliative care, indeed health care overall, has been very much in the provincial spotlight through 2015. In December 2014, Ontario Auditor Bonnie Lysyk, in her Annual Report, highlighted the growing need for palliative care. Days later Health Quality Ontario called for dramatic improvements in care for ALL people at the end of their lives based on an exhaustive analysis of multiple studies.

In May 2015, Dr. Eric Hoskins, Minister of Health and Long-Term Care announced ‘Patients First – A Roadmap to Strengthen Home and Community Care’. The document included a commitment to provide greater choice for palliative and end-of-life care through expanding access to care, establishing clear oversight and accountability and introducing new supports for caregivers. In December the Minister released a Discussion Paper entitled ‘Patients First – a Proposal to Strengthen Patient-Centered Health Care’. There has been significant work underway across the province this past year to establish a new provincial structure for palliative care. Further, in addition to many reports on the health care system, structures and palliative care, there has been, and continues to be, robust discussion across the country on many health care issues including physician-assisted dying.

In the midst of all that is underway and yet to come, it can be easy to be both excited and somewhat overwhelmed! However, we are not starting at ground zero. In ESC, an articulated system design framework underpins a robust 2015 Regional Strategic Plan for Palliative Care. The capability of the people working in palliative care across ESC is exceptional - solid expertise, deep commitment to care and a demonstrated ability to collaborate to achieve difficult goals. And finally, Erie St. Clair has a reputation for ‘punching above its weight’ in terms of its contribution to the development and delivery of quality palliative care. Ongoing delivery of quality palliative care requires a constant attention to aligning effort within, as well as across, organizations and settings. That necessary work is not easy. But through a continued commitment to partnership, collaboration and integrated effort, there is every reason to believe in the future high quality of palliative care across Erie St. Clair.

Maura Purdon, ESC HPC Network Director

‘Alone we can do so little; together we can do so much’ - Helen Keller

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Santa brings early present to The Hospice Erie Shores Campus

On Monday, December 14th, the Hospice opened up the doors of the new Erie Shores Campus residential home for a sneak peek site visit. Tecumseh Mayor “Santa” Gary McNamara, who was there to make a significant donation towards the project capital campaign, along with members of the media, had the opportunity to tour the building grounds and preview a fully finished patient suite.

The Erie Shores Campus will welcome its first residents in March 2016, bringing in patients and families gradually over the month to build up to the full ten-bed capacity. Although the Erie Shores Campus has been tailored to meet the needs of county residents, it mirrors the Windsor Village, with individual patient suites, washrooms and patios.

To date, more than 170 volunteers have been trained to provide support to the Erie Shores Campus, in the areas of meal preparation, assistance with patient care and welcoming patients and families to the residential home. Early in the New Year, staff for the new campus will be training in the Windsor Hospice Village to ensure a seamless opening and transition.

“This residential home has become a reality though the tireless efforts of so many people”, said Fr. Matthew Durham, csb, Director, Community Engagement & Advancement, The Hospice of Windsor and Essex County Inc. “The people of Essex County now have a ‘home’ where their hospice and palliative care needs can be met with dignity through the support of a dedicated team of medical professionals and volunteers.”
Chatham-Kent Hospice Update

Chatham-Kent Hospice in the Home Stretch!

Construction on the new 10 bed residential hospice in Chatham is almost done! Staff orientation and furniture delivery are right around the corner. Once the hospice is fully equipped and staff and volunteers have gone through a detailed orientation, there will be a week of public tours and opening events.

The groundbreaking celebration was held on April 5, 2015 and only one year later, residents will be welcomed in April 2016. It has been a busy year, filled with lots of hard work but also much excitement and anticipation.

The building is beautiful, with lots of natural elements inside and out. The architects at ROA Studio, Chatham, have designed a tranquil facility where residents and their families can find comfort, rest and peace. The staffing is being finalized, and the team brings many years of palliative care expertise to the new hospice home.

“We are thankful for the outpouring of support from the entire community”, said Michelle O’Rourke, Director of Hospice Services. “We could never have achieved so much in so little time without the support and dedication of countless volunteers, committee members, donors, builders, partners, neighbours and friends.”

Be sure to visit the hospice website often for more information about the opening and upcoming events. There is also a virtual hardhat tour you can watch, although construction has progressed much further than when it was filmed in mid-October. Bookmark www.chathamkenthospice.com for all of the latest hospice information!

FROM THIS...

...TO THIS, IN LESS THAN ONE YEAR!!!
Bluewater Health Marks 25 Years in Palliative Care

On November 21, 1990, the palliative care unit at Bluewater Health welcomed its first patients.

The unit, originally designed specifically around the needs of those coping with life-threatening illness, soon expanded to include a pain and symptom management clinic. The unit now addresses the needs of other medicine program patients, including their symptom management and end-of-life care.

Palliative care at Bluewater Health is supported by four palliative physicians who care for patients in hospital, clinics and in the community. In addition to the 34 staff that work on the unit, Bluewater Health has a full-time palliative care nurse who provides basic palliative care across all units in Sarnia and Petrolia – acting as a palliative care resource and support for all staff.

With strong partnerships between hospital and community, and local and regional cancer centres, palliative care in Sarnia-Lambton focuses on patient and family-centered care that is expert, holistic, compassionate, and individualized.

The history of palliative care in hospital cannot be shared without noting the legacy of the late Dr. Linda Bowring, who began providing palliative care services to patients in the Sarnia-Lambton community. She was instrumental in the development of the palliative care unit, the outpatient palliative care clinic and the original six-bed residential hospice on London Road. Linda generously shared her knowledge, passion and philosophy of living and dying well with many of her patients and colleagues locally and beyond. She was a patient in the palliative care unit, cared for by the staff she had trained, before dying at home amongst family and friends in 2003.

To honour Linda’s legacy and to celebrate the world class palliative care options available within Sarnia-Lambton, a team of community partners joined together in 2014 to create a video that not only encapsulated the past and present of these services, but also focused on the future of palliative care and its continued benefit for patients and families. The video project tells the 30-year story of the palliative care services in our community. Videographer Brent Foster beautifully captured Linda’s passion, patient and family experiences and the strong collaborative relationship between hospital, hospice and community. Click here to watch the video.

Follow the link for more information on Bluewater Health and the services they provide for the residents of Sarnia-Lambton.
Profile – Monica Staley

Regional Vice President, Cancer Services, Windsor Regional Hospital and Erie St. Clair Regional Cancer Program, Cancer Care Ontario

It’s not surprising that the first reaction people have when hearing about Monica Staley for the first time is a simple but emphatic “WOW!”

The one-time front line nurse, lawyer, patient advocate and educator was appointed Regional Vice-president of Windsor Regional’s cancer services and renal dialysis, the Erie St. Clair regional cancer program and Cancer Care Ontario in April 2015. While taking on this new role, Monica will continue to be responsible for patient relations and legal affairs. Add to this raising three daughters and the result is a successful, determined and dedicated professional who keeps her eye on the future while never forgetting where she has been – on the front-lines, as a bedside nurse.

When asked how her varied career weaves into her current role, she states “I have to think as a bedside nurse with compassion and empathy. I continue to advocate by keeping the focus on the patients and families who are going through the cancer journey”. She adds: “As a lawyer, I sometimes have to be fierce, view the big picture to understand how everything we do and every policy we implement will affect our region”.

She believes her role representing patients is a great lead-in to her new job heading the local cancer program. “To me, my heart and passion is patients and patient rights and patient care and helping people,” said Staley, who said she’s excited to be a part of the local cancer program.

As part of her new role, Monica will work with ESC palliative care experts to gain a greater understanding of this field. Overall, this will be a challenging and exciting new role that she readily embraces!

Staley started her career as a surgical nurse and then went on to work 10 years in the emergency at the hospital’s Met location. While raising her children, she taught pediatric advanced life support to medical staff at hospitals and went on to teach as an adjunct professor at the Schulich School of Medicine and Dentistry. She went to law school at the University of Windsor and worked as a lawyer at local firms.

“I feel privileged in this role because I get to plan for the community, for better care, for better ways of doing things. It’s challenging and exciting. I get to truly serve – that’s always been my thing”.

www.eschpcn.ca
Esteemed palliative care physician retires

For over seven years, patients using Hospice services in Windsor and Essex County have most likely had an interaction with Dr. Jim Gall. His expertise, professionalism and compassion have helped countless patients and families with palliative care.

Now transitioning into retirement, Dr. Gall’s zest for life and perpetual learning will be missed in the halls of The Hospice. His quiet mentorship and ability to lead by example within the clinical department has made Hospice’s mission to support, educate and empower a cornerstone of the local palliative care movement.

It has been a true privilege to work with Dr. Gall during his tenure at The Hospice and it gives me great pleasure to announce that in his honour, our agency will now present annually the Dr. Jim Gall Award for the practice of compassionate hospice palliative care to a recipient who embodies Dr. Gall’s ideals.

The Board of Directors, volunteers, staff and most especially, our patients and their families, are forever appreciative to Dr. Gall for his advocacy of holistic end-of-life care and his dedication to ensuring access to hospice services for everyone in need.

Carol Derbyshire
Executive Director
The Hospice of Windsor and Essex County Inc.
ESC Hospice Palliative Care Education Collaborative:

Building Capacity through Education

Through 2015/16 the Collaborative continues to facilitate the building of palliative care capacity across the region through funding and resource support of education projects.

In May/June of 2015, members of the ESC Hospice Palliative Care Network’s Education Sub-Committee met to review the 2014/15 work and determine priority areas for the upcoming year. The proposed work was later discussed at a meeting of the ESC Local Health Integration Network’s Hospice Palliative Care Advisory Council.

Projects focused on Advance Care Planning (ACP) will again be the main priority through 2015-16, building on the excellent work initiated over 4 years ago. Since April 2015 support from the Collaborative has contributed to:

- helping increase patient/family Advance Care Planning awareness and discussion of who is a Substitute Decision Maker (Leamington Family Health Team ACP Pilot)
- deepening Hospital Physicians, Nurses and Allied Health Professionals understanding of Consent and Advance Care Planning (Chatham-Kent Health Alliance, Bluewater Health and Hotel Dieu Grace Health Care) as well as Hospital policies/processes associated with these concepts
- a discussion with members of Caldwell First Nation about Advance Care Planning (Caldwell First Nation and Leamington Family Health Team)
- strengthening policies in LTCHs (Riverview Gardens)
- increasing understanding of Consent and Advance Care Planning across Community Health Centres (Sarnia-Lambton Community Health Centres)
- ensuring alignment of Erie St. Clair efforts with ACP work at the provincial and national levels through ESC representation on regional, provincial and national ACP committees

Other Collaborative-projects completed since April 2015 include:
- a presentation at the Hospice Palliative Care Ontario conference on the integrated system of palliative care in Sarnia-Lambton
- development and publication of Spring/Summer 2015 ESC Hospice Palliative Care Network Newsletter; support for evaluation of LTCH PSW education and Share the Journey initiatives at both area Hospices
- Physician/nurse palliative care education (Community LEAP)
- 2 Palliative Care Volunteer education sessions on communication (Lead Partners – St. Joseph’s Hospice Sarnia and The Hospice of Windsor and Essex County)
- a palliative care Information Booth at the Ontario Association of Paramedic Chiefs Conference in Windsor manned by ESC nurses, educators and pastoral care representatives
- a presentation/discussion on palliative care at a meeting of the ESC Local Indigenous Health Planning Committee
Looking forward through the first 3 months of 2016, in addition to the ongoing support for Advance Care Planning initiatives, work is underway on projects associated with Community as well as LTCH PSW palliative care, Paediatric palliative care, establishing OTN equipment in the new Hospices, Hospice start-up palliative care education, palliative care education for EMS staff/managers, education for palliative care volunteers and LOTS of communication with groups about palliative care through vehicles like the Network Newsletter.

Thanks to everyone for your continued leadership and support of palliative care including your commitment to capacity building through education.

“I really enjoyed how interactive the workshop was, informative, and real life situations, applicable to job as well”

“Really made me reflect on my non-verbals and those of others”

“Wonderful presentation! Loved the role play and interaction. Learned a lot about using proper language in conflict situations”

“Enjoyed the interactive piece, good information that could be used in several different situations”

Participants at the Windsor Volunteer Education Session
Cancer Journey Conference Focuses on Aboriginal Health

A first of its kind Aboriginal Cancer Journey Conference was held in November of 2015. It was organized by the Erie St. Clair Regional Cancer Program (ESCRCP) and the Southwest Regional Cancer Program (SWRCP). In attendance were representatives from Public Health, Canadian Cancer Society, Cancer Care Ontario’s Aboriginal Cancer Control Unit, and the First Nations, Inuit and Métis (FNIM) Communities across Southwestern Ontario. In all, 170 participants from 14 FNIM communities attended this inaugural full-day conference to learn about the cancer journey firsthand from First Nations people, physicians and other health care providers.

The event was hosted by the Aamjiwnaang First Nation (Sarnia) in their community centre.

Appearing in the photo at left and showing their full support of this initiative are, left to right: Brenda Fleming, Director SWRCP; Elizabeth Dulmage, Director, ESCRCP; presiding Elder Mike Plain and ESC RCP Regional Vice President, Monica Staley. They are pictured in front of one of the picturesque landscapes that adorn the community centre.

It was a full day event with the goal of promoting information on the entire Cancer Journey to area communities. Dr. Jason Pennington, Regional Aboriginal Cancer Lead from Central East Regional Cancer Program delivered the keynote address. Said Dr. Pennington: “Cancer is a true health threat to the Indigenous Peoples of Ontario”. Presentations followed by other indigenous health care providers. Some of the highlights of the event were the moving stories shared by cancer survivors in attendance and by family members. An Oncology panel ended the day, opening with a patient sharing his story. The panel included Physicians from both Cancer Programs Windsor and London. Their commitment to improving conditions for First Nations and Métis clients in both regions was evident.
Partnering to Build Palliative Care Skills and Knowledge in Long-Term Care

In the fall of 2013, The Hospice of Windsor and Essex County’s Education Committee (EC) began implementing an educational plan for three local long-term care homes (LTCHs) initiated in response to requests from LTCHs for palliative care education support. The three participating Homes were The Village of Aspen Lake, Extendicare Tecumseh and Extendicare Southwood Lakes.

The EC is made up of Hospice staff and community partners. Working together the Committee developed a three-phase education program, built around a seven module education curriculum. Each phase was targeted at developing the capacity of a specific audience:

- **Phase one** - registered staff (RPN, RN, and Director of Care)
- **Phase two** - non-registered staff (PSW, Housekeeping, Volunteer)
- **Phase three** - family council members and caregivers.

Education was delivered by people with deep experience in palliative care – a physician, nurses, social worker, spiritual care minister and administrators. All three phases were successfully implemented for all three homes by the spring of 2015.

Support for the evaluation of Phase One only of the education program was provided by the Erie Saint Clair Hospice Palliative Care Network Education Collaborative. The Phase One evaluation consisted of analysis of participant responses to pre and post course tests as well as a follow-up test at the seven month mark to specifically look at knowledge transfer. A 34 item evaluation tool was developed to support the assessment based on the curriculum content as well as questions sourced from a review of relevant literature. The intent of the evaluation was to verify the value of the education modules, establish if knowledge transfer occurred and to identify future quality and delivery improvement opportunities.

Summarized responses from all 20 participants supported an increase in knowledge, and/or comfort in providing palliative and end of life care. Overall the greatest reported changes in pre and post test knowledge were associated with three modules – Delirium, What is Palliative Care and Dyspnea and Airway Congestion. Qualitative comments from the immediate post course evaluation were positive overall with participants appreciative of the education offered and the open-discussion forum allowing for sharing of skills and information.

Responses from 11 of the 20 original attendees to a 7 month follow-up assessment re-affirmed the initial post course findings in terms of areas of greatest knowledge gain. Participants who responded to the follow-up survey also reported that the knowledge and skills they gained through the education helped them in their work as well as it facilitated the exchange of information learned through the education with their coworkers. They reported that they improved their workplace by sharing their skills with others, and would recommend the education for other registered staff in LTCHs.

Building on the success of this initiative, 3 new LTCHs have now committed to take this education in the Winter/Spring of 2016. For more information on this education program, please contact Marina Pokrajac, Hospice of Windsor and Essex County Education Centre Coordinator via email at MPokrajac@thehospice.ca or by phone at 519-974-7100, ext. 2423.

“**This was a wonderful presentation that provided a wealth of information that we can use to assist with difficult areas requiring more discussion than most of us have had. Thank you.” – Program participant**
Provincial recognition for Tilbury Manor

Sara Le, Director of Nursing at Tilbury Manor, aspired to enhance the quality of life for residents, their families, and staff. Partnering with Beverley Faubert, RNAO LTC Best Practice Co-ordinator, Sara reviewed the best practice performances at Tilbury Manor.

Positive results, with sustainability one year later, were achieved within less than six months by modelling nursing care practices after the RNAO Best Practices Guidelines (BPG) (see box). As a result of her team’s exceptional successes, Sara has been mentoring other LTC homes to help them achieve sustainable success in a short timeframe. The types of changes introduced often take 18 months to implement and are frequently challenged with questions like ‘why do we have to change?’ or ‘this will just add to our workload by adding another documentation step’. So why was Tilbury Manor so successful?

Empowerment of front line staff was key to the success of the initiative. Multi-disciplinary teams, each led by a registered staff, were formed to align with each of the best practices guidelines. With the results of a gap analysis in hand, teams created an action plan for achieving better outcomes in resident care which included: practice changes, policy review, and education and training for staff, residents and their families. Team leaders were responsible for implementing changes and ensuring the effectiveness of those changes. Scheduled audits and a review of the quarterly quality indicators reports showed that set goals had been achieved. Throughout the process, Dr. Colin Bryan, Tilbury Manor physician, was fully supportive of the changes.

“It can be done quickly and easily”
- Sara Le, Director of Care, Tilbury Manor

Sara states that in her experience the gap analysis was easily completed in collaboration with the LTC BPG Coordinator. Front-line staff provided input and defined an organizational and inter-professional approach to filling identified gaps. There was minimal impact on workload as teams met weekly for one hour. In some areas, such as pain management, documentation was reduced.

After one year of the great leadership provided by Sara and her team of champions, Tilbury Manor was one of three finalists for the Leadership Excellence Award at the November OLTC Conference held in Toronto.

How can such a small long term care home achieve such big results? Beverly says “by keeping weekly meetings to one hour, we ensured there was little impact on workload. However, the most important enabler to success is ongoing support to empower staff with the clinical knowledge and leadership skills to create a positive, healthy work environment where they are the leaders from the beginning and become advocates for enhanced resident care.”

Interested in knowing how YOUR organization can achieve this level of success? Beverley or Sara would be happy to speak with you. You can reach both Beverly and Sara by email or phone at: bfaubert@rnao.ca or call 519-401-8485 and Sara at: DRC.Tilbury@Diversicare.ca or call 519 -682-0243.
Province Launches Public Consultation on Physician-Assisted Dying and End-Of-Life Care

In December 2015, the Province announced details of a public consultation process on Physician-Assisted Dying and released the final report of an expert advisory group on physician-assisted dying, established by Ontario in collaboration with 10 other provinces and territories.

The expert advisory group spent three months consulting with key organizations, experts and community leaders from across Canada. Their final report covers issues including eligibility criteria, protection of vulnerable people and the role of conscientiously objecting health care providers. The report is intended to assist provinces and territories as they prepare for the implementation of physician-assisted dying.

In February 2015, the Supreme Court of Canada struck down the federal law prohibiting physician-assisted dying (see related links on resources pages in this newsletter). The court gave federal and provincial governments 12 months to respond to the ruling. As provinces and territories have the primary responsibility to provide health care, Ontario will need to consider whether regulatory or other changes are required when the decision on physician-assisted dying takes effect.

To help inform the approach, Ontario is inviting people to share their views on physician-assisted dying and end-of-life care through in-person consultations to be held in nine communities in January 2016, as well as through an on-line survey. Ontarians are being asked to provide their input on key issues, including safeguards to protect vulnerable people, the impact on families and caregivers, and the role of health care providers in providing physician-assisted dying.

On Thursday January 21, 2016 an in-person public consultation meeting will be held in Windsor starting at 6PM at the Holiday Inn and Suites Ambassador Bridge Hotel, the Ambassador Room, 1855 Huron Church Road, Windsor Ontario, N9C 2L6. The discussions will not have dial-in access and must be attended in person.

If you wish to attend any of the consultations, you are asked to pre-register. To register please click here or phone 1-844-438-5539. For a schedule of remaining consultations sites and dates, please see the table below.

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<td>Barrie</td>
<td>Thursday, January 14 6 pm</td>
<td>Holiday Inn Barrie Hotel &amp; Conference Centre 20 Fairview Rd, Barrie, ON L4N 4P3 Room: Churchill Room</td>
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<tr>
<td>Kingston</td>
<td>Monday, January 18 6 pm</td>
<td>Holiday Inn Kingston Waterfront 2 Princess Street, Kingston ON K7L 1A2 Room: Bellevue Ballroom</td>
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<tr>
<td>London</td>
<td>Tuesday, January 19 6 pm</td>
<td>Four Points by Sheraton 1150 Wellington Road South, London ON N6E 1M3 Room : London Room</td>
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<tr>
<td>Windsor</td>
<td>Thursday, January 21 6 pm</td>
<td>Holiday Inn &amp; Suites Ambassador Bridge 1855 Huron Church Road, Windsor, ON N9C 2L6 Room: Ambassador</td>
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Resources and Articles of Interest

Just follow the links for additional information on the topics listed below!

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<td>Link to Pallium Canada site and Windsor-Essex Compassionate Community Initiative: Compassionate, Citizen-Driven Community Care. [Click here]</td>
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<tr>
<td>Online survey to enable individuals to provide views on physician-assisted dying. [Click here]</td>
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<td>Supreme Court of Canada decision: Carter v. Canada. [Click here]</td>
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<td>Access to professional development, clinical decision support, E-Learning and Facilitator training resources on the Pallium Canada website. [Click here]</td>
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# Upcoming Events

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<td><strong>Advance Care Planning Day</strong> - a day to think about and share wishes for future health care with others. For information, click here</td>
<td>April 16, 2016</td>
<td>Nationwide</td>
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<td><strong>Pediatric Palliative Care Symposium</strong> - Symposium participants will be exposed to clinical teaching, recent research findings, ethical debates and a chance to network with clinicians, researchers, volunteers and engaged family members from across Ontario. <strong>Contact:</strong> <a href="mailto:veronica.medeiros@sickkids.ca">veronica.medeiros@sickkids.ca</a></td>
<td>April 20th, 2016</td>
<td>Hospital for Sick Children, Toronto, ON</td>
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<td><strong>2016 Canadian Hospice Palliative Care Conference</strong> <a href="http://conference.chpca.net/">http://conference.chpca.net/</a></td>
<td>June 3-5, 2016</td>
<td>Banff, AB</td>
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<tr>
<td><strong>The Hospice of Windsor and Essex County 2016 Annual Conference</strong> <a href="http://www.chpca.net/news-and-events/national-hospice-palliative-care-week.aspx">CLICK here</a> for more information</td>
<td>June 9-10, 2016</td>
<td>Windsor, ON</td>
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<td><strong>Annual Palliative Care Ontario Conference - Putting the pieces together – Collaborating for Quality Hospice Palliative Care in Ontario</strong></td>
<td>April 17-19, 2016</td>
<td>Sheraton Parkway Toronto North Hotel &amp; Convention Centre Toronto, ON</td>
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*The Network News is produced two times per year by the Erie St. Hospice Palliative Care Network. Volunteer contributors from across the Network are welcome to submit informational and/or educational articles. For more information please contact: maura.purdon@esc.ccac-ont.ca*

*We gratefully acknowledge ALL contributors to this newsletter!*