

A MESSAGE FROM THE CHAIR: BETH ELLIS

Welcome to the Fall issue of the Hamilton Niagara Haldimand Brant (HNHB) Hospice Palliative Care (HPC) Network Communique. As committed to at the February Membership meeting the HNHB HPC Network has convened a November Membership meeting to report back to the community on Network progress. This issue serves as a status update of the Network projects, activities and accomplishments since our last community meeting.

It has been a very busy and exciting time for the Network over the last several months. I am pleased to report that the Network is on schedule and meeting its 2007-2008 Work Plans. We will be continuing to involve the membership over the next several months in the development of the future HNHB Hospice Palliative Care (HPC) System Design, Strategic Plans, and 2008-2009 Work Plans.

On behalf of the Advisory Committee I would like to congratulate Julie Darnay in her appointment to the HNHB HPC Network Director position. Julie comes from a strong planning background as a previous Senior Health Planner with the Niagara District Health Council responsible for the Hospice Palliative Care portfolio. More recently, she was the Coordinator for the Niagara End-of Life Care Network for the past 2½ years.

The Network also congratulates Kim Glenn as the HNHB HPC Network Administrative Assistant. Kim has also worked for the Niagara End-of Life Care Network for the past 2 years. Their combined knowledge, background and skill sets have greatly assisted in the smooth transition to the new HNHB HPC Network.

I am honoured to have been nominated as Chair of the new Network. I hope that together we are able to fulfill the vision for HNHB hospice palliative care and meet the expectations of our constituents.

INTERIM ADVISORY COMMITTEE REPORT

The Interim Advisory Committee met six times since the Network was established last spring. Among their many administrative accomplishments were:

- Reviewing and finalizing the Network Terms of Reference and operating policies;
- Developing and orienting the members to a Learning Organization, Systems Thinking approach;
- Establishing the Network priorities and finalizing the 2007/2008 work plan;
- Establishing a Finance Committee, constructing and finalizing the 2007/2008 Network Budget;
- Establishing a Nominating Committee and developing a process to implement the new Network model;
- Recruiting, interviewing and hiring the permanent Network Staff;
- Branding the Network – Logo and Website Designs
- Developing a Continuous Quality Improvement framework;
- Building a relationship with the HNHB LHIN, and defining the role of the Network;

IMPLEMENTATION OF THE NETWORK MODEL

The majority of the Network Model has now been implemented, including the establishment of the Permanent Advisory Committee, and three Community Committees, including Haldimand Norfolk Brant, Hamilton Burlington, and Niagara. (See *Figure 1*)

The Nominating Committee was very pleased with the calibre and diversity of the applications received. While the decision making process was not an easy one given the many strengths of the potential candidates, the committee was strongly committed to ensuring a fair, equitable and transparent selection of the most suitable representatives.

Some vacancies continue to remain and will be filled through on-going recruitment efforts. (See page 5 for current committee lists and vacancies).

Thanks are extended to the Nominating Committee members, including:

- Dr. Denise Marshall, Service Delivery Lead
- Dr. Sharon Russell, Cancer Centre Lead
- Micheline Wylde, French Language Services
- Alan Cimprich, Community, Consumer Caregiver
- Juanita Gledhill, Community, HNHB LHIN Board Chair
- Julie Darnay, Director, Ex-Officio

Implementation of the Network Council will commence in the New Year.

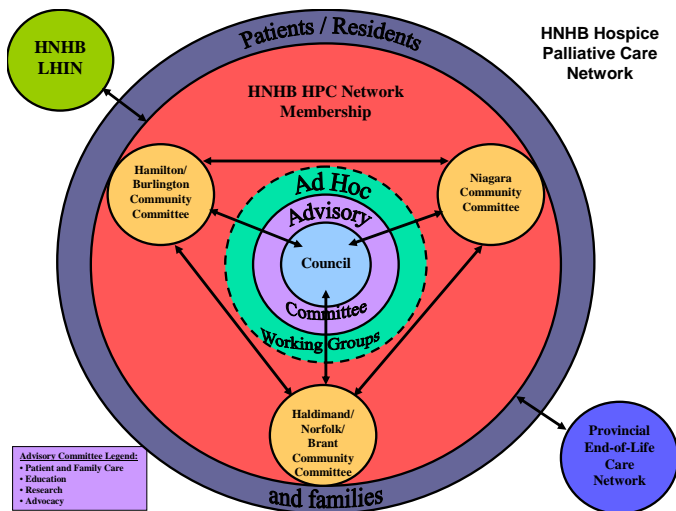


Figure 1: HNHB HPC Network Model

AD HOC COMMITTEE WORK

The Network currently has several Ad Hoc Working Groups, including:

- **HNHB Residential Hospices Working Group**
The HNHB LHIN is very proud to now have 5 MOHLTC funded Residential Hospices serving our local communities, including:
 - Stedman Hospice (Brantford)
 - Carpenter Hospice (Burlington)
 - Stabler Centre (St. Catharines)
 - Dr. Bob Kemp Hospice (Hamilton)
 - McNally House (Soon to be open in Grimsby)

The group is currently collaborating with the Network to identify common guidelines and practices that can be shared across the residential hospices within our LHIN area.

- **PPCIP Physician Education Working Group**
The Network is currently working closely with Cancer Care Ontario and the Juravinski Cancer Centre in the implementation of the Provincial Palliative Care Integration Project (PPCIP). Under the leadership of Dr. Sharon Russell, Cancer Centre Lead, the Network's current role is providing educational workshops to Family Physicians and Family Health Teams. (Also see upcoming activities)
- **HNHB HPC Service Delivery Working Group**
Under the direction of Dr. Denise Marshall, Service Delivery Lead for the Network, the committee is currently preparing a Network consortium proposal for the implementation of Shared Care Community-based Care Teams across the HNHB LHIN area.
- **HNHB Aboriginal Services Working Group**
Recently the document "Moving Forward by Building on Strengths: A Discussion Document on Aboriginal Hospice Palliative Care in Canada," was released from the Canadian Hospice Palliative Care Association. Through Lori Monture, Aboriginal Services representative, the Network has invited a group of Aboriginal Service Providers to work together on a needs assessment within HNHB, and build on the strengths, commitment and current capacity within HNHB Aboriginal communities.

- **HNHB HPC Education Working Group**
Under the leadership of Dr. Alan Taniguchi, Education Lead, and in collaboration with the Division of Palliative Medicine at McMaster University, community stakeholders and the Palliative Care Interdisciplinary Education Services, the Network membership are currently planning, coordinating and implementing HPC educational opportunities for health care providers in the community. Learning Essential Approaches to Palliative Care (LEAP) and Fundamentals courses are now being offered, with advanced courses for PSW and Volunteers (AHPCE), and advanced courses for RN and RPN (CAPCE) being offered in the near future.

The HNHB HPC Network is also interested in coordinating a LHIN-wide hospice palliative care education calendar for posting on the new website. If your organization is hosting a hospice palliative care educational event or session that is open to the public and would like it to be advertised in the calendar please submit your information to Kim Glenn at kim.glenn@hnhb.ccac-ont.ca by the last week of the month.

- **Future Projects**

The Network expects to expand to other Ad Hoc Working Groups in the future as projects continue to be identified and developed. We always welcome Ad Hoc Committee applications from the membership for your involvement in future initiatives. If you are interested please inquire for further information.

OTHER HNHB COLLABORATIVE WORK

- **Hamilton Health Sciences (HHS) Quality End-of-Life Care Taskforce**

The Network is working closely with HHS in their recently launched initiative to develop their corporate policy guidelines for hospice palliative care. The Network is very excited about this project and hope that these guidelines may also be able to serve as a framework for other hospitals within our HNHB LHIN area.

- **HNHB LHIN Relations**

Consistent with the new HNHB LHIN proposal review process and with this LHIN's goal of encouraging collaborative planning in general, the HNHB LHIN is now suggesting that organizations interested in submitting hospice palliative care proposals to the LHIN forward a complete proposal to the HNHB HPC Network for their review and consideration relative to local and regional plans for palliative care. Please contact the Network if you are interested in participating in this process.

- **Collaboration between EOL Networks of HNHB and Amsterdam**

Recently the HNHB HPC Network hosted a joint learning session with Wim J.J. Jansen, Director, HPC Network, VU University Medical Centre, Department of Anaesthesiology, Amsterdam. We are now in the process of exploring an ongoing collaborative relationship between the two Networks.

PROVINCIAL EOL CARE NETWORK

Currently there are 14 EOL Care Networks across the province, each aligned, or in the processing of aligning to the LHINs. They collectively represent the Provincial EOLC Network.

- **Strategic Planning Session**

Recently the PEOLC Network held a strategic planning session to identify current and common priorities among each of the EOL Care Networks. The following items and projects were identified as the top 5 provincial priorities:

- Assisting Cancer Care Ontario (CCO) in the local implementation of the Provincial Palliative Care Integration Project (PPCIP);
- Working with the local LHIN offices in the implementation of the Aging at Home Strategy - End-of-life care focus;
- Assisting with the local implementation of the new Do Not Resuscitate Confirmation Form (DNR) for February 1st, 2008;
- Assisting in the completion of the Provincial Symptom Management/Relief Kit (SMK): Guidelines for Implementation;
- Developing the Senior's Health Research Transfer Network (SHRTN) End of Life Care Community of Practice (CoP)

FINANCIAL REPORT

The 2007-2008 HNHB HPC Network annual operating budget is \$110,000. This is currently supported through a \$70,000 base allocation by the Ministry of Health and Long-Term Care, HNHB LHIN. Additional contributions in-kind provided by the HNHB CCAC as the Network Host Agency, as well as other one-time funding contributions from member organizations, have enabled the Network to fulfill its current obligations. However, this current level of funding only supports a part-time Network Director.

The 2008-2009 HNHB HPC Network annual operating budget is currently under development. The Finance Committee recognizes that the budget will need to increase in order to support a much needed full time Director and Administrative Support positions.

ADVISORY ROLE TO PALLIATIVE PAIN AND SYMPTOM MANAGEMENT (PPSM) AND EDUCATION

As per recent policy changes from the Ministry of Health and Long-Term Care, the new HNHB HPC Network is also acting in an advisory capacity in planning, delivering, implementing and evaluating the Palliative Pain and Symptom Management Consultation (code 24A) service, and Facility Palliative Care Interdisciplinary Education (code 23A) services.

We are grateful for the role of the Palliative Pain and Symptom Management/ Education Consultant position, fulfilled by Chris Sherwood, in the Haldimand Norfolk and Brant community. We are pleased to announce that two additional Palliative Care Consultants will be hired in the near future that will also assume responsibility for palliative pain and

symptom management, education and community capacity building for the Hamilton and Niagara communities. For further information regarding these positions contact the Network office.

WEBSITE

The new HNHB HPC Website is now almost complete and will be located at www.hnhbhpc.net in the very near future. Staff will be uploading and consolidating the previous Network website contents over the upcoming weeks.

The new Website has the future potential to be a dynamic and interactive environment to enable timely communication to and from the Network members. We also hope to use the Website for easier online registration to upcoming educational courses as well as on-line surveys. Please stay tuned.

BRANDING THE NETWORK

The new Network logo was recently approved. We wish to thank Trevor Shaw for his artistic and innovative design.



UPCOMING ACTIVITIES AND EVENTS

• **PPCIP Physician Education**

The Provincial Palliative Care Integration Project (PPCIP) is a continuous quality improvement project focused directly on improving the quality of hospice palliative/end-of-life care in Ontario. This project started with Cancer Care Ontario as an effort to improve care for cancer patients. The Hamilton Niagara Haldimand Brant (HNHB) Hospice Palliative Care (HPC) Network has a mandate to extend the scope of the project beyond the cancer population and is looking for family physicians and interdisciplinary health care providers to participate in this initiative. Eight educational sessions are being offered across the HNHB LHIN area, where you can learn more about how to:

Improve Quality

- Improve communication and liaison between health care professionals and across health sectors, using standardized tools, collaborative

care plans, and symptom management guidelines

- Increase patient and provider awareness of available resources
- Enhance service coordination

Improve Outcomes

- Increase patient satisfaction (e.g. empowerment, decreased symptom intensity, improved care access and delivery)
- Increase health provider satisfaction (e.g. increased efficiency, improved management of patients' care delivery)

Session Dates:

- November 27, 2007 – Norfolk **Completed**
- January 15, 2008 – Brant
- January 29, 2008 – Burlington
- February 5, 2008 – Haldimand
- February 12, 2008 – Hamilton
- February 19, 2008 – Hamilton
- March 3, 2008 – Niagara
- March 18, 2008 - Niagara

Contact the Network Office for more information on how to register.

• **DNR Resuscitation Confirmation Form**

The Network has recently collaborated with the College of Nurses DNR Teleconference sessions to expand the capacity of participation in this training opportunity. Additional in-service education sessions can be arranged by contacting the Network. Through the SHRTN EOL Community of Practice the Networks also hope to offer Fire Side Chats in the New Year.

• **Fundamentals**

The Fundamentals of Hospice Palliative Care is an introductory education program based on the foundational concepts from A Model to Guide HPC (Ferris et al., 2002).

Winter 2008 Sessions being offered in:

- Haldimand
- Simcoe
- Brantford
- Hamilton
- Grimsby
- St. Catharines
- Welland
- Niagara Falls

Sessions will start in February. Stay tuned for further details. Registration for winter classes opening soon.

• **APHCE**

The Advanced Hospice Palliative Care Program is specifically designed to meet the learning aspirations and needs of support workers who care for the person with a life-threatening illness and his or her family. This program aligns with The Fundamentals of Hospice Palliative Care Program.

Stay tuned Winter 2008 for anticipated Spring 2008 course locations, times.

• **CAPCE**

Comprehensive Advanced PC Education is a new program for regulated health care professionals. CAPCE focuses on the development of HPC Resource Professionals in LTC Homes, Agencies and communities. The 7-month program takes place from September to March. Applications are accepted once a year in the spring.

Stay tuned Spring 2008 for anticipated Fall 2008 course locations, times.

• **Pallium LEAP**

This course is offered in the community 3 times per year in collaboration with the Division of Palliative Care, McMaster University. The 2.5 day LEAP course offers an opportunity for active learning about current best-practice in caring for patients with life-threatening and life-limiting illness, with a special focus on family practice and community settings.

Stay tuned Winter 2008 for new sessions.

IT TAKES A TEAM EFFORT

The HNHB Hospice Palliative Care Network is a network of stakeholders who work together collaboratively to plan, coordinate, implement and evaluate a system of quality hospice palliative care across the HNHB LHIN area. The staff of the Network wishes to acknowledge the extensive contribution put in by the countless numbers of volunteers that give up their time to support the projects and committee work of the Network. Without their involvement most of the activities reported in this newsletter would not have been possible.

Their ongoing dedication to the collective Network vision of “Quality Hospice Palliative Care for all individuals within the HNHB LHIN area” is what gives this work strength and endurance. If you would like to become more involved please contact the Network at 1-800-263-5480 ext 432.

CURRENT HNHB HPC NETWORK COMMITTEE REPRESENTATIVES

ADVISORY COMMITTEE

HNHB Knowledge Expert Lead	Representative
Chair	Beth Ellis Executive Director Bob Kemp Hospice
Network Host & Transfer Payment Agency	Barb Clendenning, HNHB CCAC Director of Client Services HNHB CCAC
Service Delivery	Dr. Denise Marshall Associate Professor and Director Division of Palliative Care McMaster University
Education	Dr. Alan Taniguchi Palliative Care Physician Specialist and Education Director, Division of Palliative Care McMaster University
Research/Evaluation	Dr. Kevin Brazil Associate Professor, Department of Clinical Epidemiology and Biostatistics, McMaster
Advocacy/Communication	Still Available
HNHB CCAC	Trish Fitzpatrick Client Services Manager- Palliative Care HNHB CCAC
Aboriginal Services	Lori Monture Manager, LTC/Home & Community Care Six Nations Health Services
French Language Services	Micheline Wyldé French Language Services Hamilton Health Sciences
Regional Cancer Centre	Dr. Sharon Russell Head, Palliative Care for Regional Cancer Program, Assistant Clinical Professor, Faculty of Health Sciences McMaster University
HNHB Sector Lead	Representative
Long-term care	James Miller (Haldimand Norfolk Brant) Administrator/Director of Care Delhi Long Term Care Centre
Acute Hospital	Debbie Smith (Niagara) Health Program Director – Medicine/Palliative Care. Regional Director Hospitalists Program Niagara Health System
CCC Hospital	Carol McKenna (Hamilton) Program Director for Palliative Care St. Peter's Hospital
Residential Hospices/ Visiting HPC Volunteer	Heidi Wilson (Niagara) Executive Director McNally House
Visiting Professional Community Service Organizations	Angela Brewer (Burlington) Chief Executive Officer Acclaim Health
Family Physicians	Still Available
Bereavement Support Organizations	Still Available
Funeral Homes	Jan Nichols (Burlington) President, Bay Gardens Funeral Home
Consumers/Family Caregivers	Still Available
Pastoral care/spiritual community	Camillia Galezowski (Haldimand Norfolk Brant) Supportive Care Coordinator/Chaplain Stedman Hospice
Community Support Services	Janie Fraser Regional Director of Operations Canadian Red Cross Society
Pharmaceutical	Janie Bowles Jordan Clinical Pharmacy Resource Marchese Health Care

HALDIMAND NORFOLK COMMUNITY COMMITTEE

Sector	Representative
Long-term care	Still Available
Acute Hospital	Elizabeth Hawthorne Nursing Director Medicine Norfolk General Hospital
CCC Hospital	Sherry McKnight Manager, Complex Continuing Care and Palliative Care Brant Community Healthcare System
HNHB CCAC	Still Available
Residential Hospices/Visiting HPC Volunteer Service Organizations	Cheryl Moore Executive Director Stedman Community Hospice
Visiting Professional Community Service Organizations	Amanda Heron Occupational Therapist Community Rehab
Family Physicians	Still Available
Bereavement Support Organizations	Still Available
Funeral Homes	Still Available
Consumers/Family Caregivers service	Still Available
Pastoral care/spiritual community	Still Available
Community Support Services	Still Available
Pharmacy	Guy Cuerrier Lead Dispensary Pharmacist Marchese Health Care

HAMILTON COMMUNITY COMMITTEE

Sector	Representative
Long-term care	Still Available
Acute Hospital	Ildico Tettero Advanced Practice Nurse, Outpatient Palliative Care Program, Joseph Brant Memorial Hospital
CCC Hospital	Still Available
HNHB CCAC	Melissa Chadwick-Popp Case Manager/RN Palliative Team HNHB CCAC Burlington
Residential Hospices/Visiting HPC Volunteer Service Organizations	Sandy Street Executive Director Carpenter Hospice
Visiting Professional Community Service Organizations	Still Available
Family Physicians	Still Available
Bereavement Support Organizations	Still Available
Funeral Homes	Still Available
Consumers/Family Caregivers	Still Available
Pastoral care/spiritual community	Still Available

Sector	Representative
Community Support Services	Still Available
Pharmacy	Kathleen Leach Owner/Pharmacist, Sutherland's Pharmacy

NIAGARA COMMUNITY COMMITTEE

Sector	Representative
Long-term care	Andrea Spiridi Staff Educator/PPSM Coordinator Bella Senior Care Residence LTC Home
Acute Hospital	Still Available
CCC Hospital	Diane Reid Manager Complex Continuing Care & Geriatrics, Hotel Dieu Shaver Health and Rehabilitation Centre
HNHB CCAC	Paola Lawrence Palliative Care Case Manager HNHB CCAC Niagara Branch
Residential Hospices/Visiting HPC Volunteer Service Organizations	Margaret Jarral Executive Director Hospice Niagara
Visiting Professional Community Service Organizations	Jan Wright Clinical Resource Educator, Palliative Care St. Elizabeth Health Care
Family Physicians	Still Available
Bereavement Support Organizations	Still Available
Funeral Homes	Still Available
Consumers/Family Caregivers	Alyce Sutherland Consumer Caregiver
Pastoral care/spiritual community	Still Available
Community Support Services	Still Available
Pharmacy	Leslie Chappell Lead Infusion Pharmacist, Marchese Health Care

QUESTIONS OR COMMENTS

If you have any questions or comments, or know of someone who would like to join the Network membership please contact Julie Darnay, Director at 1-800-263-5480 ext. 528 or julie.darnay@hnhb.ccac-ont.ca

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