



CHCA Conference 2018

Integrated Palliative Care Team Model

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VHA Home HealthCare
is a **not-for-profit** charity.
We have provided care
since **1925** with over
2,500 staff and service
providers who help our
clients live **more
independently.**



Our Services



Personal & Home Support



Nursing



Rehab: OT, PT



Social Work



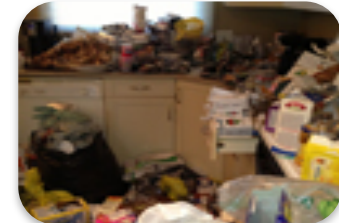
Dietetics



Speech-Language Pathology



Hoarding Support Services



Extreme Cleaning



Support for Families in Crisis



Parent Relief



Mobile Wellness



Volunteer Services

VHA Palliative Care Strategy



Provincial Declaration

...out collective commitments, common priorities and actions to optimize palliative care delivery

- Address three core system goals: Quality, Population Health, Sustainability
- Six shared priorities: access, caregiver, service capacity, integration and continuity, shared accountability, public awareness



VHA Action Plan

...ct palliative population as a strategic population to serve

- VHA establishes the Client and Carer Advisory Council
- Development of Palliative Steering Committee
- Development of communication and technology subcommittee
- Development of MAID subcommittee
- Implement RNAO Best Practice Guidelines
- Partner with the LHIN



Integrated Team Vision

...ond to patient feedback to reduce fragmented approach to care

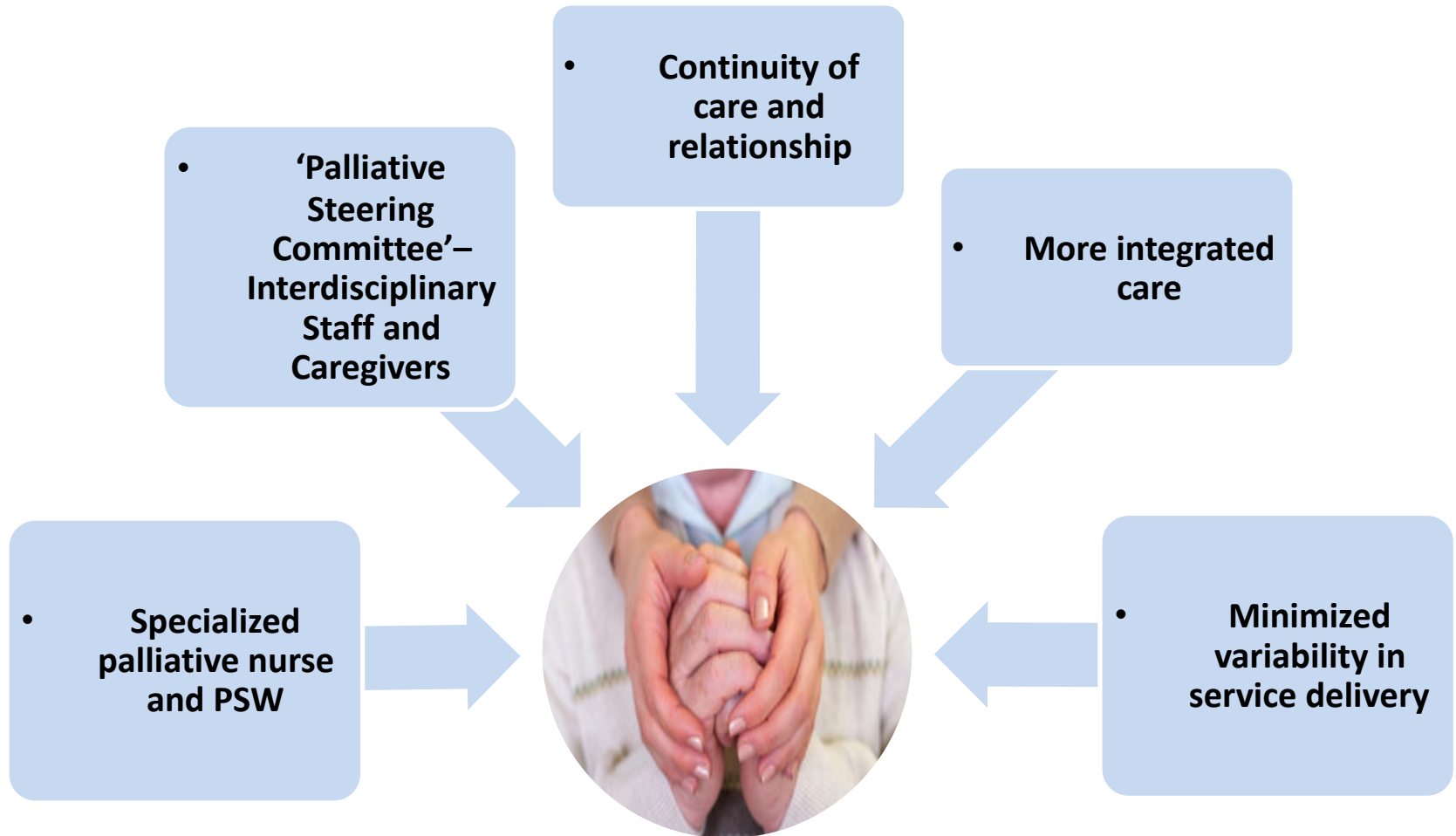
- Support provincial goal of linking provider teams with primary care & community partners
- Design integrated, interdisciplinary team to support patients & their families
- Enhance communication with technology driven solutions
- Strengthen capacity through education and tools
- Implement patient/caregiver surveys



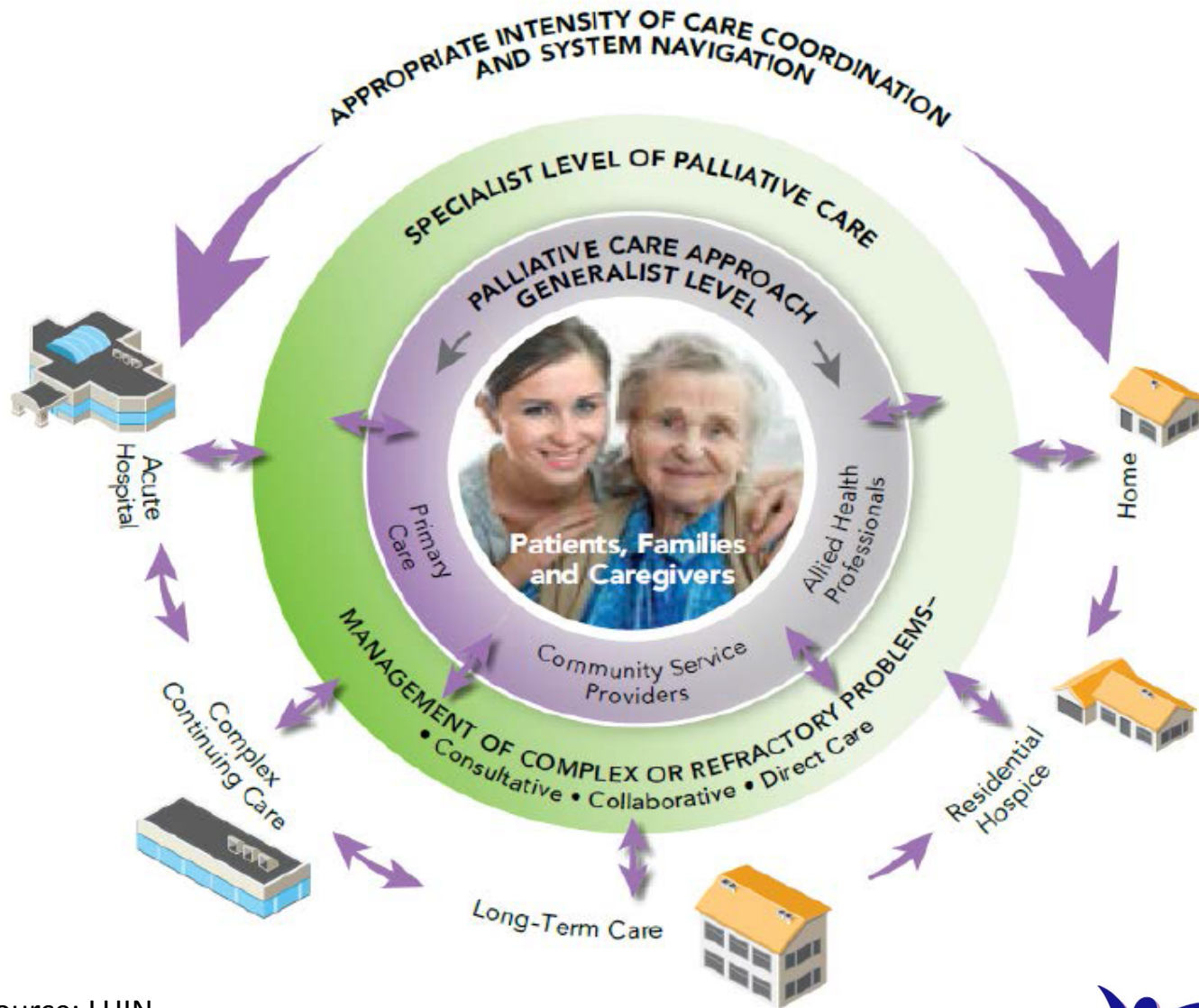
The Vision

- **Dedicated Teams**
- **Education, Training & Mentorship**
- **Recruitment, Retention & Preventing Burnout**
- **On-Call, After Hours & Other Supports**

Patient Centered Palliative Care



Palliative Care Model

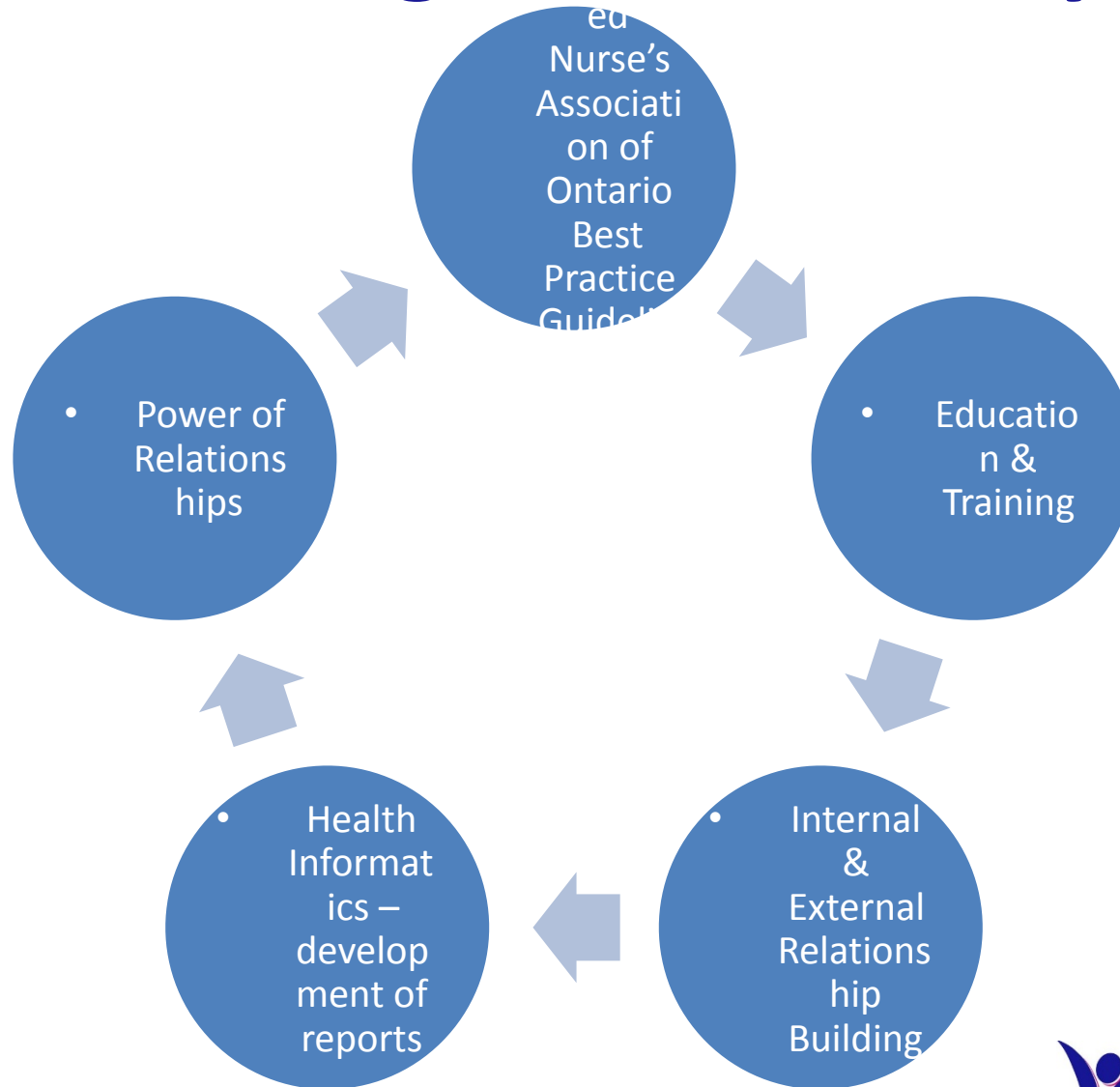


Source: LHIN

Ensuring Quality: Program Measures

	Measures
Program Measures	<ul style="list-style-type: none"> ● Acceptance rate of palliative nurse and PSW ● % of visits receiving care from palliative trained nurse ● % of visits receiving care from palliative trained PSW ● % of attendance in daily huddles (nurses, PSW supervisor, palliative physician) ● # of joint visits ● # of Quality Risk and Safety events ● Length of stay on palliative caseload ● Utilization in the last 30 days ● Patient/family satisfaction - Home and Community ● Stakeholder satisfaction (SPOs; physicians, HPC, model participants) ● % of patients that die at their preferred location ● Hospitalization in the last 30 days
Provincial	<ul style="list-style-type: none"> ● % of decedents who died in hospital ● % of community dwelling decedents who received physician home visit(s) and/or palliative home care in the last 90 days of life ● % of decedents that had a) 1 or more ED visits or b) 2 or more ED visits in the last 30 days of life ● % of caregivers of decedents who received palliative care services who were invited to respond to a Caregiver Voice survey

Ensuring Sustainability



Challenges



Financial Investment & Commitment

Recruitment/Retention

Compensation

Provincial PS shortage

Thank You!
Any questions?



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