CHCA Conference 2018

Integrated Palliative Care Team Model

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VHA Home HealthCare

Creating More Independence

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

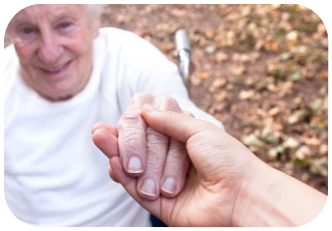
Hoarding Support
Services

Extreme
Cleaning

Support for
Families in Crisis

Parent Relief

Mobile
Wellness



Volunteer
Services

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VHA Palliative Care Strategy

Provincial Declaration

- Set 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

- Select 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

- Respond 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

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The Vision

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

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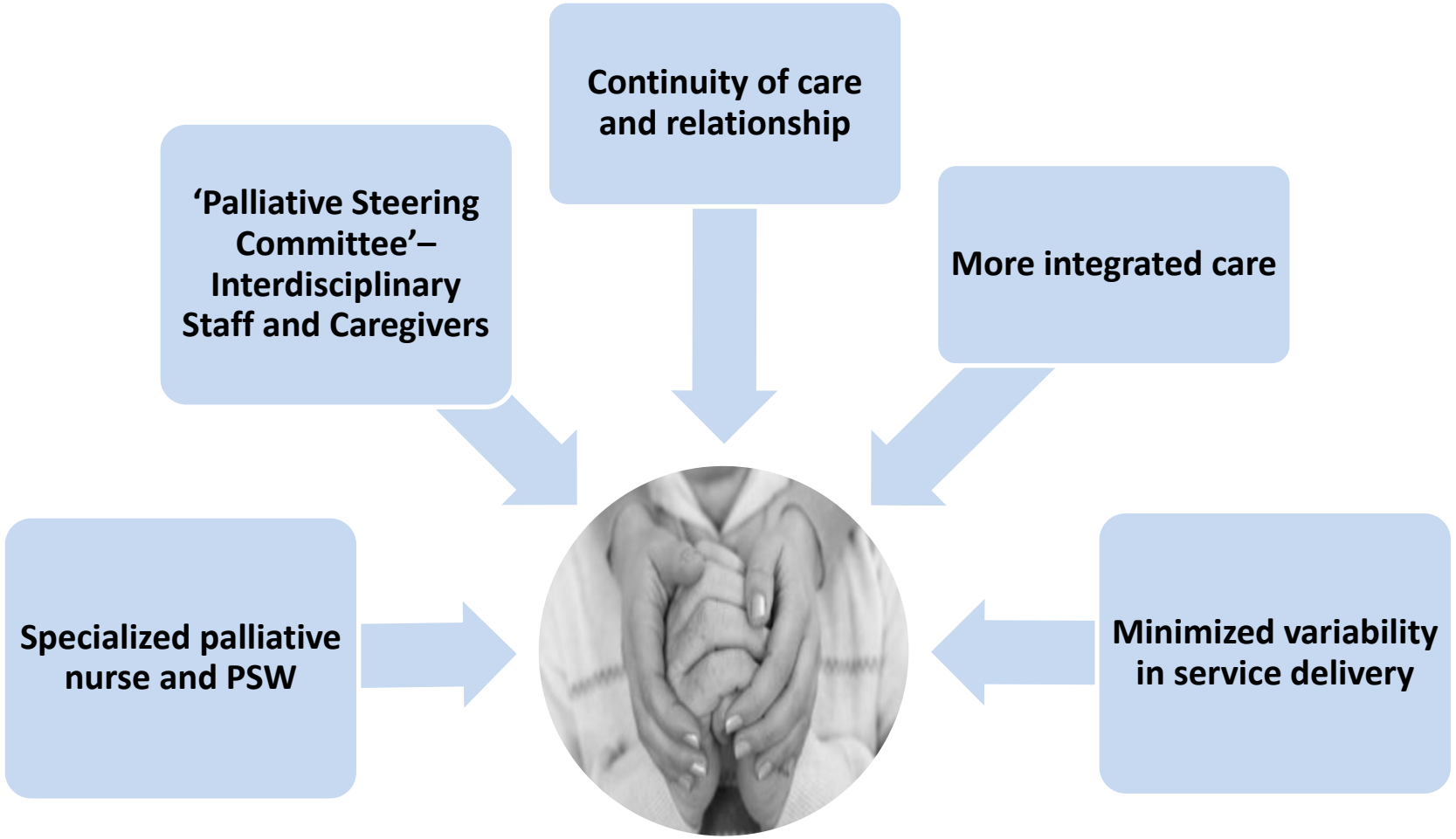
Patient Centered Palliative Care



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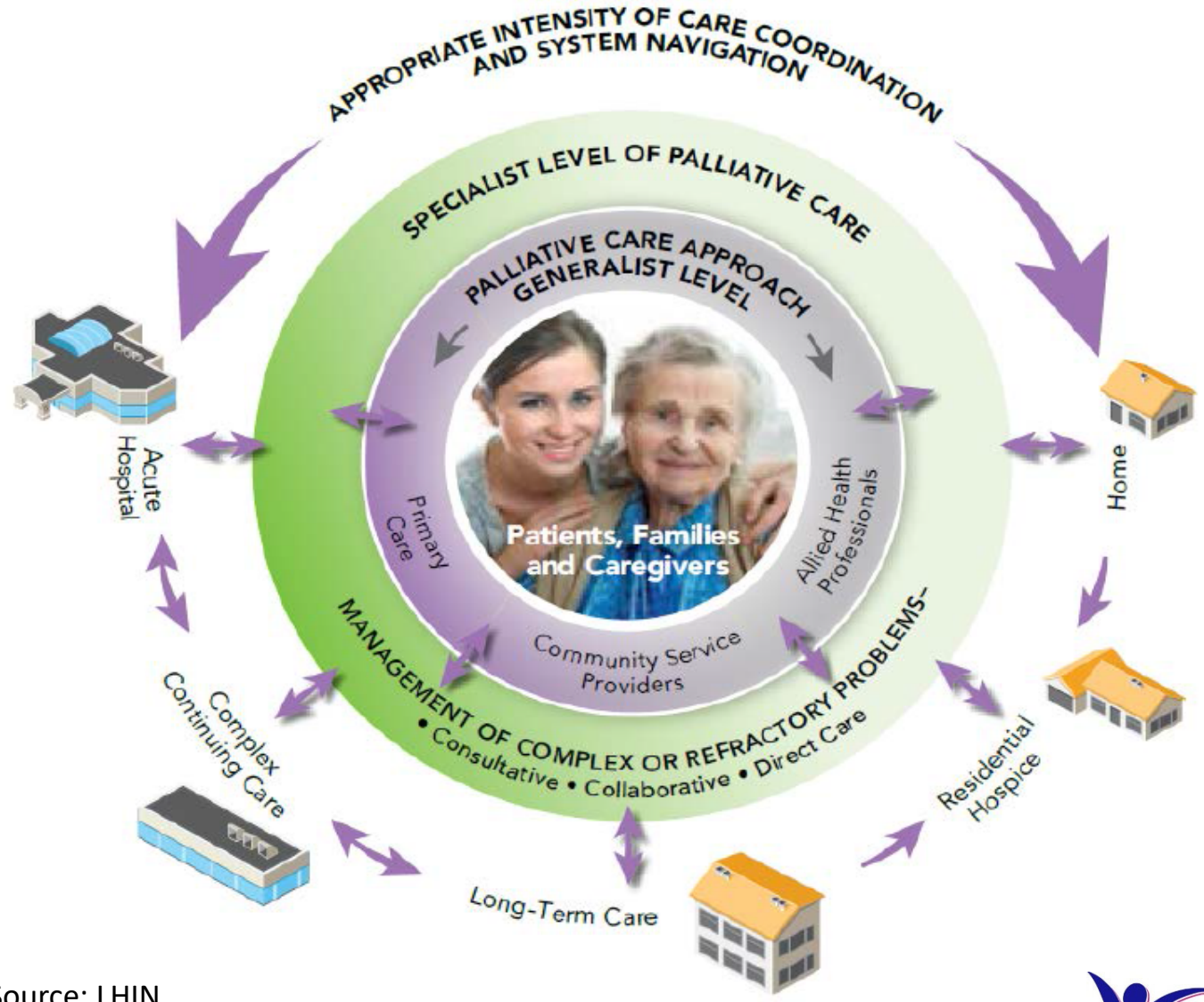
Palliative Care Model



Source: LHIN

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Ensuring Quality: Program Measures

	Measures
Program Measures	● 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	● % 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

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Ensuring Sustainability

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Challenges

- Financial Investment & Commitment
- Recruitment/Retention
- Compensation
- Provincial PS shortage

Thank You!

Any questions?

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