Use of Technology in Palliative Care

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Champlain Telepalliative Care Program

Key Facts

- 65% of palliative care patients die in hospital but most Ontarians prefer to die at home
- Approximately 63% of palliative care patients had an unplanned emergency department visit
- About 62% of palliative care patients had at least one hospital admission in the last 30 days of life
- Only 43.3% received palliative home care services
- 19% of Ontarians live in Non-Metro area's*

Project Purpose

Through the use of a patient facing tool could we:

1. Improve access to palliative care consultation an clinical supports

2. Promote earlier identification of support needs

3. Improve efficiency for providers, patients and caregivers by supporting care close to home and reducing travel requirements

4. Improve access to resources and tools for primary care providers and caregivers

5. Improve patient and caregiver experience

Care Model
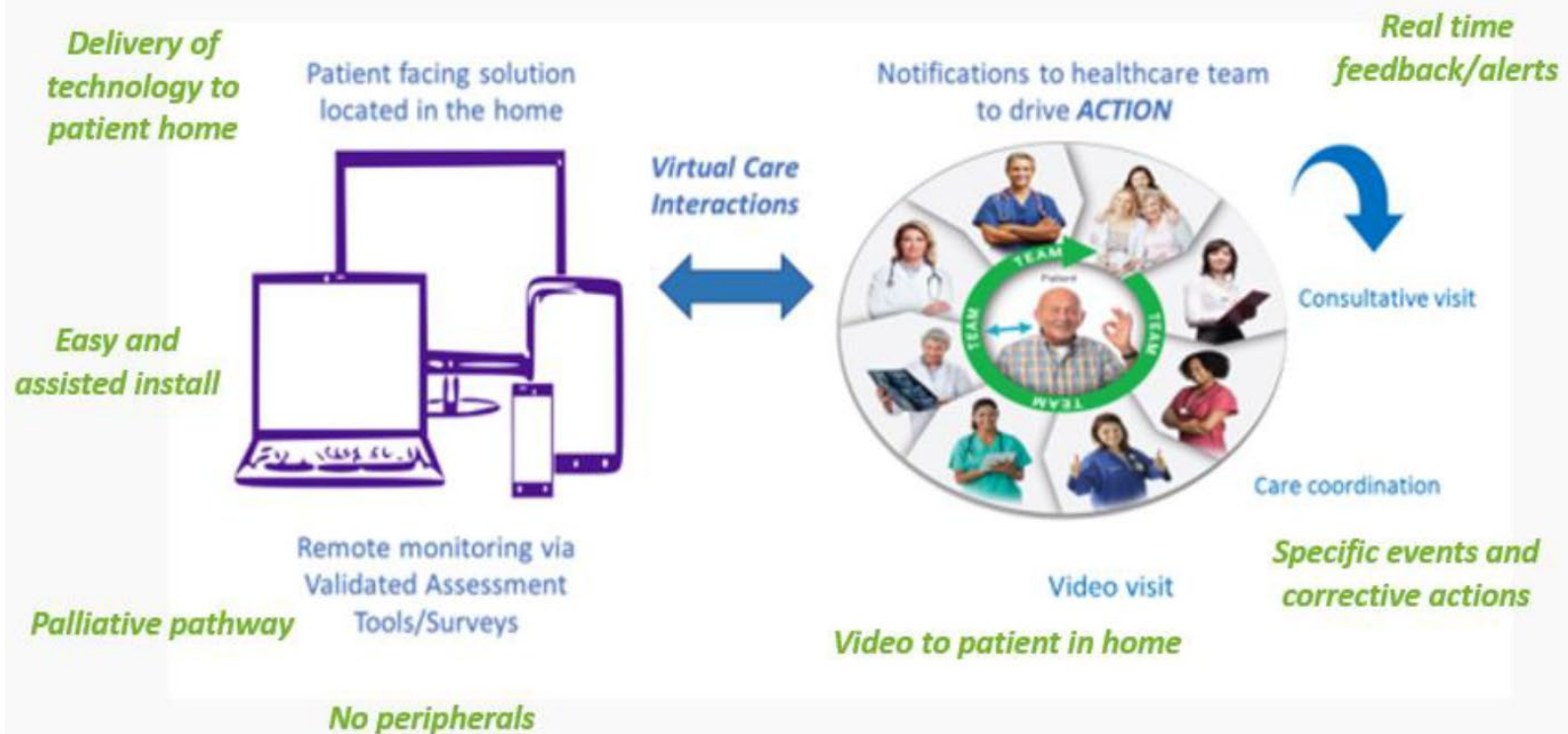
What was achieved

✓ Pilot launched October 2017 to March 2018

✓ Participation target achieved: 118 individuals enrolled

✓ OTN report: Evidence of overall satisfaction, support for program continuation, satisfaction with progress being made towards care goal, reduction of travel time and self reported decrease use of ED.

✓ Patients stated they felt better supported by their care team with the use on the remote monitoring

✓ Over the pilot period clinician engagement with the technology improved as they saw the benefits to their work and patient outcomes

Lessons Learned

- Changing Clinical practice is challenging, "but we have always done it this way." Having the front-line clinical staff participate in the development of the program will improve the uptake in the use of new technology.

- Technology solutions need to "talk" with one another. Clinicians do not want to logon on to different solutions to find information.

- Adaptability and Flexibility is key. Different clinical settings will have different clinical requirements.

- Supporting the caregiver will led to better patient outcomes.

- Client use of technology: patients and caregivers need to experience the benefits of using the technology otherwise they will not participate. In some cases early in not always better.

- Technology solutions can enhance the delivery of palliative care, but nothing will ever replace the time spent face to face with a patient and their caregivers.

Moving Forward

We are developing Telepalliative Care Model of the Champlain LHIN. Now that we have a better understanding of how a patient facing technology can enhance the support to patients and caregivers in their home we are reengaging with our partners of improve our current model of care.

Partners

Ontario Telehealth Network (OTN)

Buyere Continuing Health

Champlain Palliative Care Program

Champlain LHIN

LHIN Home and Community Care

Carefor Hospice Cornwall

Marianhill Long Term Care