Alberta Health Services, Edmonton Zone Continuing Care, Palliative Care Programs WHOLE COMMUNITY PALLITATIVE ROUNDS: Canadian Home Care Association Pan-Canadian SPRINT Collaborative Summit: Banff, Alberta

December 2-3, 2019



Declaring our Conflicts of Interests





SPRINT Implementation Collaboratives™ Whole Community Palliative Rounds





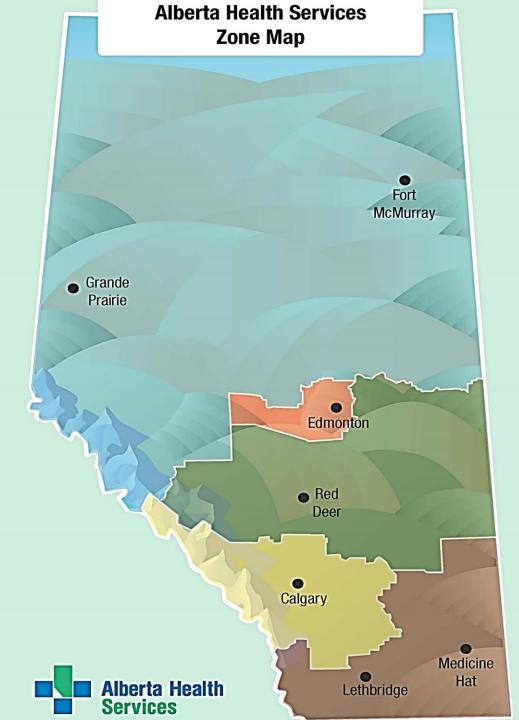
We also want you to know this is **not** an AHS Edmonton Zone Recruitment Strategy





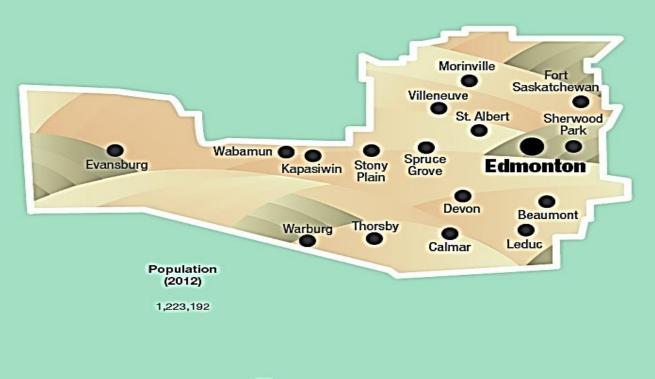
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AHS EZ, CC, PALLIATIVE PROGRAMS

Alberta Health Services Edmonton Zone Map









AHS: Bridge Building to Enhance the WCPR Circle of Care





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Redefining and Engaging our Community Care Partners





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Students - AHS (Affiliate of AHS)

- Students studying under AHS employees are considered affiliates of AHS and subject to the same privacy policies and legislation as AHS. Students may participate in the WCPR as an opportunity for them to learn.
- Custodians may disclose the health information of a client without consent to a student as outlined in Section 27(1) (e) of the HIA:
 27(1) A custodian may use individually identifying health information in its custody or under its control for the following purposes:
- **Providing for health services provider education;**
- Consent Required: No
- Applicable Legislation: (HIA, s 27(1) (e))



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Apart from our individual and team knowledge, skills and enthusiasm in the adaptation of the WCPR in the EZ, we have required committed, resourceful and consistent leadership and managerial Support. Without these individuals, *Transformational* Change in healthcare is next to impossible.



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Alberta Health

Services



Processes to support the enhanced circle of care

- Attended other palliative care rounds
- Completed an environmental scan
- Evidence Review
- Studied national and local referral forms
- Developed a SharePoint site
- Engaged managers and leaders across Edmonton Zone CC Programs
- Developed contact processes





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Held MOCK rounds
Utilized AHS Insite Page to share:

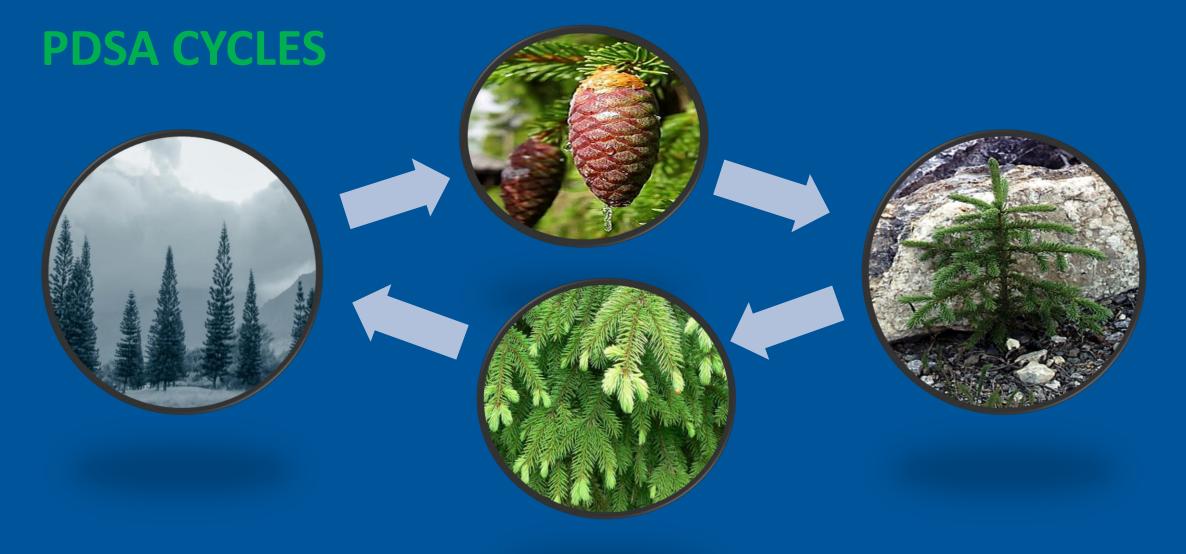
WCPR Guidelines
Contact Information
FAQ Document
Privacy and Confidentially Memo
SBAR Referral



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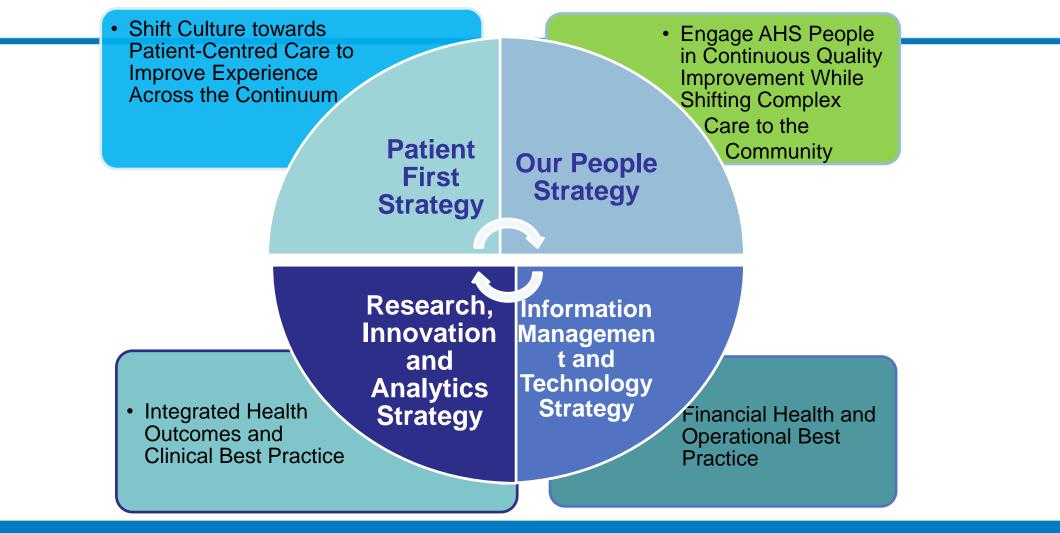
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AHS EZ WCPR: Quadruple AIM Innovation





What will Stand the Test of Time

- The learning we have engaged in as a team
- The sustainability measures we will capture
- The relationships we have developed with members of the Circle of Care
- That we are able to create transformational change in health care with true commitment, support and a willingness to engage in the NEW



What will we Leave Behind

- Not much. We will take the gains and the lessons learned and apply them to our next innovations and interactions. We are all richer for the experience.







In WCPR there is a need to see both the forest ...





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and the trees



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The Next Horizon





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And now in summary – Reflections from Lalita Nault



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Lalita's Reflections of Whole Community Palliative Rounds

100

Canadian Home Care Association SPRINT Collaborative, Banff Summit

December 2019





Lalita Nault: Alberta Health Services, Edmonton Zone, Continuing Care Client and Family Advisory Council, Cochair. Interview Nov. 22nd, 2019

"I am one of four people representing the client and family perspective. We join Val – our primary "Client Voice" who believes this work will be her *Legacy*."





"We were invited to participate as advisors in the WCPR. It was an opportunity for us to gain perspective, provide feedback and support this innovation." "Being in the health care system all of my life, and at the center of many medical discussions I was never a part of, this created a curiosity in the concept of WCPR."





"My involvement was a way of pulling back the curtain on medical recommendations that are made for clients and getting to see what WCPR will do for people and their loved ones..."

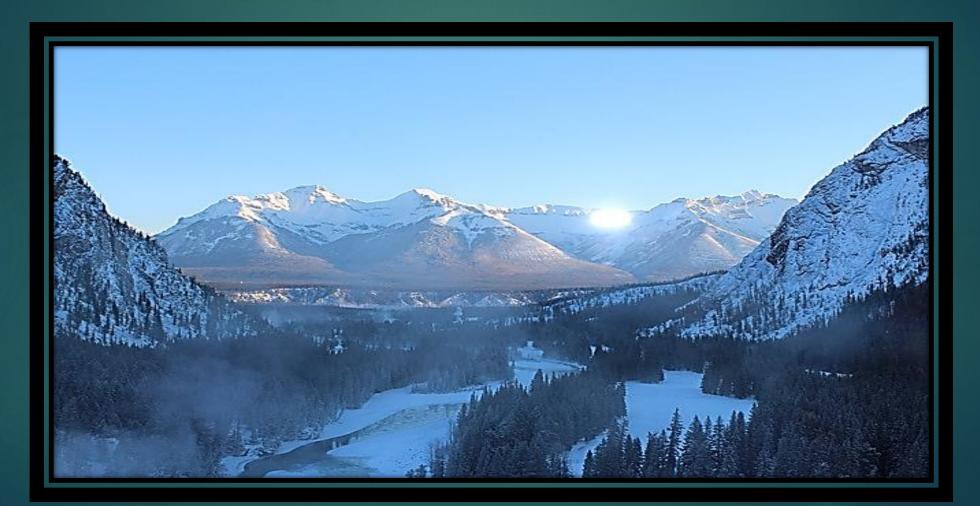
"...I have witnessed how healthcare professionals are reviewing client issues and helping to formulate recommendations..."



"...to be honest...I have been pleasantly surprised...I am hopeful..."



"An awakening occurred...*a palliative approach* does not mean that I have to be at the end of my life to be considered for WCPR. Does everyone know this?"





"In the mock WCPR, the spiritual advisor, and others, looked at the cases in a holistic manner..."



"...this involved the client, their community, culture, relationships, spirituality, and support systems... keeping these important factors at the forefront of the discussions..."

"I" was a *'whole*' and not just a set of individual symptoms or diseases that we often get reduced to..."

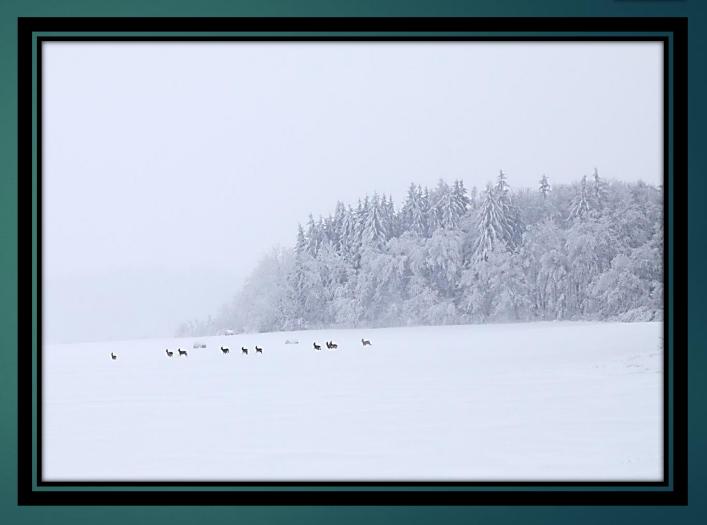


"...the respect and dignity that the clients were treated with in WCPR...this gladdened my heart tremendously."





"I was deeply impressed with the client-centred philosophy that AHS has been promoting" "a holistic perspective considering the goals of care, what the client wanted, what was important to them, and not from the systems perspective, impressive."





"For health care professionals in the "Circle of Care", this perspective seemed to be the guiding principle" "There is a saying: "Nothing about us without us." My involvement in the WCPR was proof in fact of this philosophy. *I am glad my voice was welcomed.*"



"...if there is a hope that the WCPR will help to keep clients and families in the community, avoiding transitions from their homes...is this worth the effort?"



"I believe so..."



"...I will sing this initiative from the highest mountaintops because I really think that WCPR is something that needs to be championed."



"I thank everyone in AHS Edmonton Zone and those across the nation who are working to create transformational change through the WCPR in our health care system."



"Life keeps throwing me stones but I keep finding the diamonds..." Ana Claudia Antunes

