

Engaging Partners – Challenges and Successes

Natalie Amyot, Nurse Manager – North East
Royanne Gale, Clinical Practice Specialist
CarePartners



Aims and objectives

- By implementing community rounds in the North East region, we aim to improve communication, collaboration and team development as well as increase knowledge in regards to supports, resources and symptom management. This will allow for improved patient/family and provider outcomes.
- Palliative care requires a team approach and we need to develop teams which function well and are cohesive.



Challenges and barriers in NE Ontario

- Ontario healthcare reform posed some challenges in engaging partners
 - Freeze on new projects at LHIN level
 - Environment of uncertainty of future state
- Key players availability over summer months
- Competing priorities
- HR challenges with resignations and recruitment
- Primary Care funding model concern in NL



Informing and educating partners regarding WCPR

- Face to face meeting with LHIN
- Meet with local planning tables in NB, NL, PS
- Introduction of WCPR to CarePartners employees at team meetings
- Shared the SPRINT WCPR National Key Messages with all partners
- Shared tools developed/adapted by CarePartners for assessment, communication and referral
- One on one calls to key palliative physicians to inform benefits and interest in the project



Engaging and motivating partners

- Modified project to target NB region after NL and PS expressed inability to participate (first mini round occurred Nov. 22nd)
- Round was tailored to meet the needs of the supporting palliative physician and other members required
 - Outlook calendar invite sent to partners for weekly rounds
 - Virtual meeting scheduled as well as in person
- Engagement with partners to obtain feedback on forms (face to face, email)
- Engaged local PSMC to discuss WCPR and involvement



Continuing to test, learn and adapt

- Ongoing challenges with OHT formation and uncertainty
- Facilitation of rounds and admin support with multiple providers
 - Housing of document once rounds expand
 - Funneling of electronic referrals when other providers come on board
- Opportunities to engage team further
 - Pharmacist and local hospice have approached and voiced interest in attending rounds
- Further expansion of the Circle of Care once rounds more established
 - Including education in regards to privacy concerns
- Improve collaboration in other regions across Ontario
- Support palliative rounds within OHT formation



Opportunities Emerging from WCPR

- New contract and program development in MH provided opportunity to connect with LHIN and discuss ways to improve current rounds
- WW LHIN is interested in looking at a new model of care delivery, had the opportunity to introduce the concept of WCPR

Join our Learning Station to learn more!

