

## Whole Community Palliative Rounds – Value Statements Frontline Clinicians

**Whole Community Palliative Rounds (WCPR)** enable full -continuum of care discussions about patients with unmet palliative and end-of- life care needs and their families. Through scheduled sessions representatives from the patient’s enhanced circle of care offer collective expertise, evidence and skills to address the immediate palliative symptomatic needs of persons and families brought forward for discussion at rounds.

The structured rounds (1 – 1 ½ hours) use evidence-informed assessment tools (PPS, ESASr) to focus the interdisciplinary palliative team (defined as the enhanced circle of care) discussions. Participants rapidly review patient’s goals of care and unmanaged physical or psychosocial/spiritual symptoms and make recommendations about care interventions and/or care plan revisions designed to improve quality of care and decrease suffering in alignment with the individual’s goals of care. Timely communication with the most responsible providers is build into each case review.

### Why should you attend WCPR?

WCPR provides an opportunity for:

- **multiple disciplines** to gather and discuss client care in a more **holistic** manner,
- **team building**, active in-the-moment learning, and
- building **community capacity** in palliative care.

### How will WCPR help you to deliver better clinical outcomes for patients?

WCPR improves patient outcomes by:

- promoting **collaboration** and **teamwork** with other disciplines resulting in high quality patient care,
- increasing access to an **interdisciplinary team** that provides **timely interventions** to address symptom burden and decrease suffering,
- increasing access to a range of clinical supports and resources which helps the client’s with palliative needs to **self-manage** their care needs at home,
- focusing on **client’s needs** from various perspectives, and
- consistent **communication** with clients and caregivers.

Client Testimonial:

*“Someone has been with me throughout the whole process, and everyone knows what is going on.”*

Patient, Interior Health

## Why is attending WCPR a good use of your time?

- Everyone is getting the **same information** at the **same time**.
- Conversations are **patient-centred** with **explicit goals** for the plan of care, and actions and decisions that need to be made.
- Opportunity for multiple disciplines to gather and discuss patient care in a more **holistic manner**.
- Support in managing clients with **complex care needs** who will be discussed by an interdisciplinary team in the rounds.
- Increased **confidence** to engage in interprofessional collaboration (e.g. physician communication and delegation of care to staff).
- Opportunity to **contribute** and **learn** different interprofessional perspectives for care
- Opportunity to **coach** several members of the care team at the same time.

Here is what the Interior Health staff are saying:

*“We had been discussing a palliative gentleman with adenocarcinoma and end stage COPD in palliative rounds. We discussed our next steps of transitioning from oral medication to a pain pump. When the day came to switch client, there was a new doctor covering who was not comfortable with pain pumps. She did not want to give me orders. Once I let her know we had discussed this next step in an interdisciplinary setting and all parties (palliative physician, nurses, pharmacist, social worker, managers) had agreed that a pain pump would be the best option to support this client at this time, the doctor calmed and gave me orders. It allowed us to have the confidence to proceed. In turn, the client’s pain was much better managed with use of PCA button.” RN, Interior Health*

*“The process [WCPR] is flexible and adaptable and has allowed us to focus on active comfort care aimed at improving the person’s quality of life based on their needs. Within the team, improved communication means input and support from multiple disciplines of health-care providers, which translates to enhanced quality care for our palliative clients.” Staff, Interior Health*

## How will your participation in WCPR impact the lives of your clients?

WCPR is both a **tool** and a **process** that will help you to get **real-time, action-oriented input** from various disciplines to **relieve suffering** and **support optimal function** of your clients during the most challenging time in their lives.

Here is what the Interior Health staff are saying:

*“We saw a 37-year-old patient with fourth stage esophageal cancer and a lot of pain. He had been admitted to hospital multiple times for pain crisis and was planning to have palliative radiation at Kelowna General Hospital. Through WCPR we were able to have him see a pain specialist during same visit as his palliative radiation reducing financial burden and bureaucratic pain of multiple visits to Kelowna. He was being followed by a Nurse Practitioner as his family practitioner. We had concerns about who would be able to continue to fill his methadone prescription once he was back home. Because we had the community pharmacist involved, we were able to determine that his Nurse Practitioner can prescribe*

*methadone in a palliative situation and we were able to provide his Nurse Practitioner support to ensure that there were no hiccups with his transition back home.” RN, Interior Health*

*“All people deserve to have palliative care and we can provide the very best palliative care in a team environment. To do that we need to come together and communicate and work from each other’s strengths. Everyone has something to offer and we learn a lot from shared stories and experiences.” Staff, Interior Health*

## How is WCPR different from your existing rounds?

Clinical Rounds	Whole Community Palliative Rounds
Interdisciplinary care team present	Interdisciplinary care team AND members of the patients “Enhanced Circle of Care” present (e.g. community supports, hospice, acute care, long-term care etc.)
Structures & processes organized around providers	Use of standardized palliative care assessment tools and documentation results in more effective and timely communication and action among care team providers and enhanced circle of care.
High degree of variability among attendees	Consistent, predictable team members enhances communication and effectiveness of palliative care teams across disciplines and settings of care.
Various patient-centred discussions facilitate input from health care providers	Optimal care for patients with palliative care needs achieved through shared decision making with all members of the circle of care.
Variety of actions and treatment decisions results from round discussions	Targeted approach in WCPR lead to increased use and application of evidence-informed assessment tools (ESASr and PPS) into patient care discussions, goals of care and care plans.

### References:

O’Mahony, S., Mazur, E., Charney, P., Wang, Y., & Fine, J. (2007). Use of multidisciplinary rounds to simultaneously improve quality outcomes, enhance resident education, and shorten length of stay. *Journal of general internal medicine*, 22(8), 1073-1079.

O’Leary, K. J., Haviley, C., Slade, M. E., Shah, H. M., Lee, J., & Williams, M. V. (2011). Improving teamwork: impact of structured interdisciplinary rounds on a hospitalist unit. *Journal of Hospital Medicine*, 6(2), 88-93.

Spaner, D., Carascos, V. B., Muystra, C., Furman, M. L., Zaltz-Dubin, J., Wharton, M., & Whitehead, K. (2017). Use of Standardized Assessment Tools to Improve the Effectiveness of Palliative Care Rounds: A Quality Improvement Initiative. *Journal of palliative care*, 32(3-4), 134-140.

Patient’s Medical Home. Retrieved from <https://patientsmedicalhome.ca/>