



Developing emotionally intuitive
competency-based
palliative care skills

Learning Session

Finding Your Stride

Wednesday January 29, 2025



Canadian Home Care
Association



Land Acknowledgement

We recognize with humility and gratitude that Canada is located in the traditional, historical and ceded and unceded Lands of First Nation, Inuit and Métis Peoples.

On behalf of us all, we acknowledge and pay respect to the Indigenous peoples past, present and future who continue to work, educate and contribute to the strength of this country.

Welcome

Today's Agenda

Identifying Knowledge (Individual)

Knowledge Check ups – Using the Competency Framework Self Assessments

Using the Competency Framework Self-Assessments

Individual Team Presentations

Data to Action - Analyzing the Self-Assessment Data

Microsoft forms – Excel

Organizational Benchmarking

Next Steps

SPRINT Accelerator Wrap up – April 1

Why assess again?...and again?

Improvement, learning and growth is a journey, not a destination:

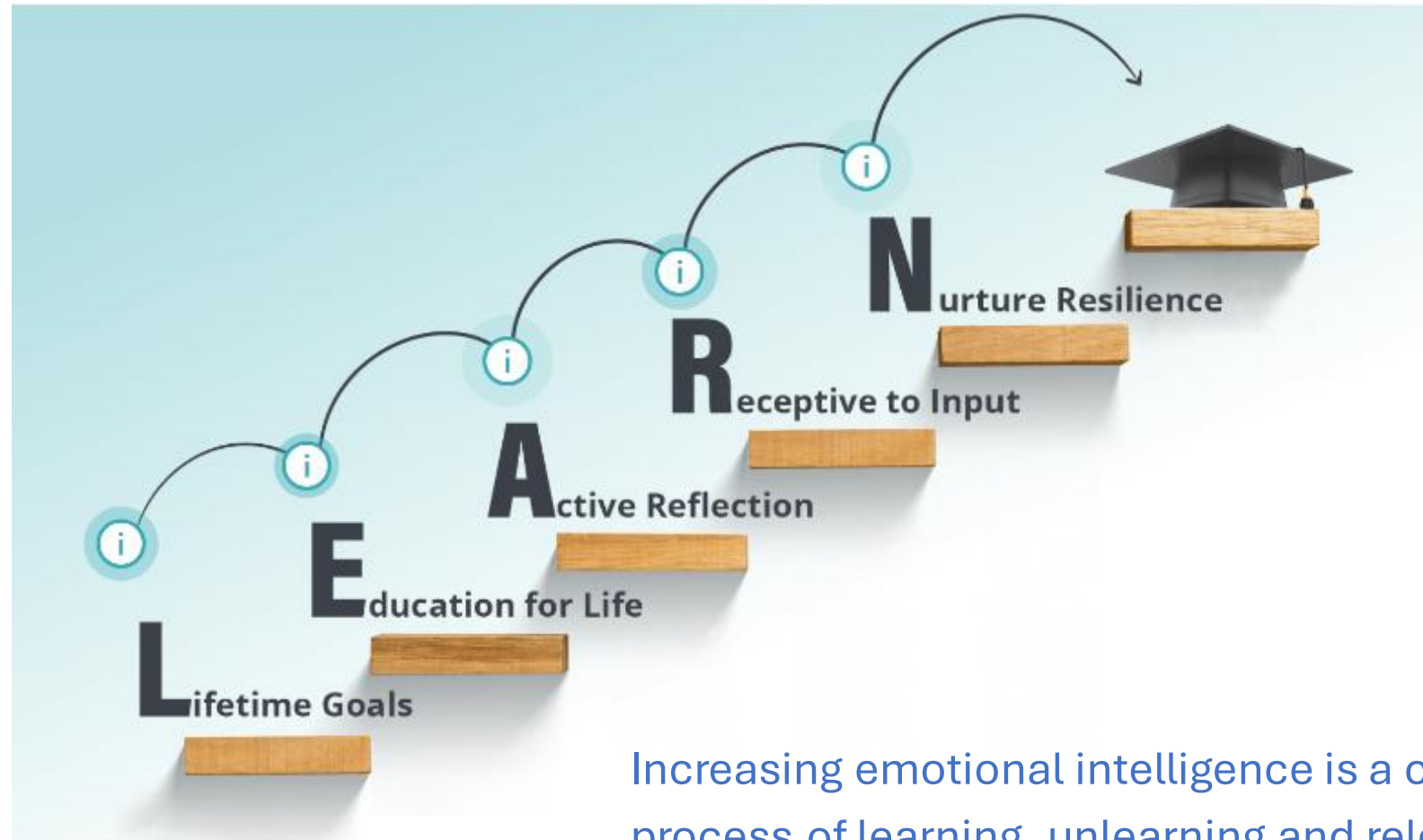
- Many competencies under each domain – you can spend years developing each
- Check-ins at regular intervals can be used to help build your competency and set clear goals for yourself and for your team:
What do I want to focus on next? (and then tracking progress to achieve meaningful improvements)

Self Actualization



- This process of setting goals for yourself and consistently pushing to grow and better yourself is the EI skill of self-actualization: *the practice of making your best contribution by reflecting on your experiences, actions, and decisions.*
- Reflective and ‘deliberate practice’ enhances emotional intelligence, fosters a deeper understanding of tasks, improves adaptability to unexpected situations, and cultivates resilience.

Knowledge Check up Nadine Valk



Increasing emotional intelligence is a continuous process of learning, unlearning and relearning. It's about constant growth and adaptation.

Dr. Lisa Feldman Barrett, Author of "How Emotions are Made"



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Finding Your Stride

Using the Competency Framework Self-Assessments

Team Presentations



Canadian Home Care
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AHS Edmonton Zone Palliative Care

Using the Competency Framework Self-Assessments

On what Domain(s) have you used the self-assessments?

- Start with Domain 2: Cultural safety & humility; then Domains 3: Communication and 8: Self-care

What strategies have you used to get individuals to complete the self assessment? What has worked and why?

- Integrate with Whole Community Palliative Rounds (WCPR): Case Study; Client Referral
- Invitation to staff by e-mail and inform at team meetings
- Increase feasibility and ease of access: Uploaded into familiar platform for ease of use and analysis (REDCap®); Incorporate direct link to survey or QR code; Add link to ei-module
- Staff choose one or more self assessment Domains and modules

How have you used the information from the completed self-assessments?

- Plan to inform/enhance palliative education (e.g., WCPR, workshops, resources)

Using the Competency Framework Self-Assessments

- We have had the CSWs, PSMs and TCU staff in Oxford County complete the self-assessment tools for Domain 1 – A Palliative Approach to Care and Domain 4 – Improving Comfort and Quality of Life.
- We have had several meetings with leadership to create awareness and encourage completion. We have shared the self-assessment tools via email. We have opened up the opportunities for participation and education to all personal support staff in Oxford County, but we will be focusing on staff development in the TCU allowing us to focus on staff that work shift in a facility as opposed to being a remote workforce.
- We are partnering with the Clinical Coach in Oxford to tailor education for the staff on these topics. We have also introduced mandatory education for all CSWs on recognizing changes in their patients and reporting to their PSM, we have introduced the SPICT4ALL Tool to support this. We will be working with the Clinical Coach to enhance the knowledge of the TCU staff and offering Fundamentals and Serious Illness Conversation training.

Using the Competency Framework Self-Assessments

On what Domain(s) have you used the self-assessments?

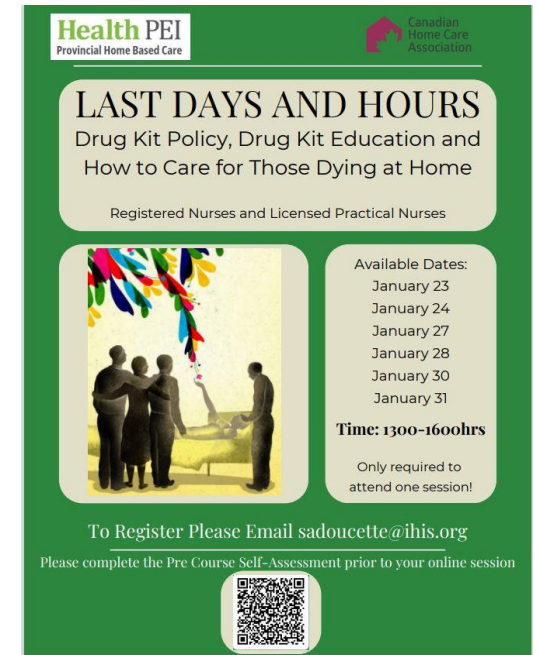
- *Domain 6: Last Days and Hours*

What strategies have you used to get individuals to complete the self assessment? What has worked and why?

- *Included the QR code from Forms on the flyer, sent out reminder emails and included the code at the beginning of the presentation.*

How have you used the information from the completed self-assessments?

- *Used the information from the self-assessment results to formulate our educational sessions. More focus on areas of beginner/novice as well as their comfort level with our Terminal Care Drug Kit.*



Using the Competency Framework Self-Assessments

On what Domain(s) have you used the self-assessments?

- Domain 2 – Cultural Safety & Humility
- Domain 4 – Optimizing Comfort & Quality of Life
- Domain 7 - Loss, Grief & Bereavement

What strategies have you used to get individuals to complete the self assessment? What has worked and why?

- Background presentation to staff (2 sessions)
- Providing support for finding time for staff to complete assessments (backfilled work time or off duty payment)

How have you used the information from the completed self-assessments?

- Data from the self-assessments is being used to plan relevant educational opportunities for identified knowledge gaps.

Using the Competency Framework Self-Assessments

On what Domain(s) have you used the self-assessments?

- **Domain 1 (Moncton and Tantramar) and 8 (Fredericton, Oromocto, Woodstock, Perth, Saint John, Eastern Charlotte, St Stephen, Miramichi, Sussex and Kenebecassis Valley)**

What strategies have you used to get individuals to complete the self assessment? What has worked and why?

- **Meeting as group and having nurses do their self-assessments on their tablets**
- **Engaging managers**
- **Frequent reminders at staff meetings**
- **Optimizing storm days**
- **One on one coaching**

How have you used the information from the completed self-assessments?

- **Identified other learning needs (Cultural Competency)**
- **Materials on self-care posted on education boards, presented at end of palliative rounds and during staff meetings**
- **Used different learning resources such as the PowerPoints, Group Activity, Webinars**
- **Held a discussion on self-care and strategies to use**
- **Resource document for wellness created containing podcasts, guides, meditations etc. for staff to create a personalized self-care toolkit**

Extra-Mural –Driscoll/Tantramar - Amanda Cleary Jan 27/25

On what Domain(s) have you used the self-assessments?

- **Domain 1 for both units**

What strategies have you used to get individuals to complete the self -assessment? What has worked and why?

- **I asked them to complete the survey by email- 6 responses in Tantramar and 18+ in Driscoll**
Also provided sessions (x2 in Tantramar) on Domain 1 and once at a general staff meeting in Driscoll

How have you used the information from the completed self-assessments?

- **Reviewed the common areas that were identified as lower knowledge. Surprisingly, one was to know and understand the purpose of palliative care- for this I emailed one of our Palliative MDs and asked her to discuss this at rounds next week in a 5-10 min talk.**
- **The second was understanding different cultures, specifically Indigenous patients, and respecting their EOL traditions. I have gone online and found some material from the Lakehead University (Thunder bay Ont). I have also done a learning out of BC on Ingenious Culture but it dos not specifically relate to EOL. Called “In Plain Site”. I may share that. I also participated in a day of learning where we had many different spiritual leaders, one of them an Indigenous Elder- and would love to find that.**

Using the Competency Framework Self-Assessments

On what Domain(s) have you used the self-assessments?

- **Domain 1, 2, 3 and 8**

What strategies have you used to get individuals to complete the self assessment? What has worked and why?

- **Email communication/reminders**
- **Gave them the time, scheduled huddles**
- **Education: Belief of consequences**

How have you used the information from the completed self-assessments?

- **Shared it with participants, NLHS Leadership, DHCS**
- **Utilized to focus on which domain to focus on next ie: Cultural Safety and Humility**

- On what Domain(s) have you used the self-assessments?
 - ☐ MH district: Competency self-assessment domain #4 and 6 for Nsg.
 - ☐ ESC district: Competency self-assessment domain #1 and 4 for PSS; 1 & 6 for Nsg.
- What strategies have you used to get individuals to complete the self assessment? What has worked and why?
 - ☐ Email communication to all, including a follow-up email
 - ☐ Discussed at nursing team meeting and PSW team meeting
 - ☐ Informed nurses this is a great activity to benefit their patients and also enhances nursing skills and gives nurses a certificate of completion
 - ☐ Facilitator completion of the competency checklists to gain understanding of the request from staff
- How have you used the information from the completed self-assessments?
 - ☐ Found knowledge gap caring for patients from First Nations, Inuit, Metis communities.
 - ☐ Shared ei modules for the domains in question. Plan to reassess.
 - ☐ LEAP delivered for 7 MH nurses; planning to hold another session in the spring
 - ☐ LEAP delivered to ESC PSWs; they will also be completing Fundamentals course
 - ☐ ESC nurses have or will be completing Fundamentals course

Using the Competency Framework Self-Assessments

On what Domain(s) have you used the self-assessments?

- Focusing on Domain 2 with plans to do Domain 3 time permitting

What strategies have you used to get individuals to complete the self assessment? What has worked and why?

- Having dedicated time to talk about the project/assessments at team meetings, following up with e-mail

How have you used the information from the completed self-assessments?

We look at the different components and see where the biggest gaps are/areas that need more focus, sharing with the group and then use that to help identify learning needs to help reinforce EI modules and encouraging people to participate in the Knowledge Seminars.

- On what Domain(s) have you used the self-assessments?
 - Domain 3 **Communication** and Domain 6 **Last Days & Hours**
- What strategies have you used to get individuals to complete the self assessment? What has worked and why?
 - Kick Off Meeting with **dedicated time** for completion of the Self-Assessments
 - **Paid time** for attendance at Kick Off Meeting including Self-Assessments
 - **Raffle** of a gift card for those who attended the Kick Off Meeting
 - Multiple **follow up emails** from both the SPRINT Team and the target population's managers, including encouragement from our Clinical Practice Coaches
 - Accessible formats available to access the Self-Assessment such as **hyperlinks and QR codes**
 - SPRINT Team was available online during Self-Assessment completion to field any questions
- How have you used the information from the completed self-assessments?
 - We are working with our Sr. Business Analyst to complete a **pre and post analysis** of the self-assessment data to determine the impact of our facilitated education & debrief sessions offered

Using the Competency Framework Self-Assessments

On what Domain(s) have you used the self-assessments?

We focused on Domain 1 - Principles of a Palliative Approach to Care

What strategies have you used to get individuals to complete the self assessment? What has worked and why?

***We sent out a mass email to all Home Care nurses and Case Coordinators inviting them to sign up; 'pumped up' the idea, decreased accessibility barriers, sent them a schedule with links
Provided a Teams invite for instructions on completing the self assessment and gave them the link.***

How have you used the information from the completed self assessment?

Kept track of who has completed the assessment. We will use this to show improvements and benefits of the education after the post assessment is completed.

On what Domain(s) have you used the self-assessments?

Using Domain 8 Self-Care

We have a seasoned team of palliative nurses who deliver high standards of care across the city. Given the many years of practice, we identified burnout to be a risk factor.

What strategies have you used to get individuals to complete the self assessment? What has worked and why?

We are working toward distributing self-assessment modules. Our IT has implemented many security checks and balances that were an obstacle in adopting and distributing the modules and obtaining the results for evaluation

How have you used the information from the completed self-assessments?

- *While we could not use the self-assessment tool yet, it is not a barrier to inviting our nursing staff to attend educational opportunities.*
- *We distribute information to all our Toronto nursing and PSW staff about available webinars and online information sessions.*
- *We are launching a brand-new palliative program in our Mississauga branch and have been delivering fundamental palliative care education to them. While learning to navigate I Compass and clearing up IT barriers, we are building the foundations to expand the impact of the competency framework to widen the reach.*

Using the Competency Framework Self-Assessments

- On what Domain(s) have you used the self-assessments?
Domain 1 Principles of a Palliative Approach to Care
- What strategies have you used to get individuals to complete the self assessment? What has worked and why?
Feedback from phase 1 participants; access to free education; the important role of the PS in pall care; application of the certificates to their annual performance review; 175 pre assessments done so far and 54 enrolled in module 1
- How have you used the information from the completed self-assessments?
Not applicable at this time

On what Domain(s) have you used the self-assessments?

- **Domain 1**

What strategies have you used to get individuals to complete the self assessment? What has worked and why?

Engagement Session:

- A 1-hour session led by Olesya and Katy focused on the **Palliative Care Interdisciplinary Competency Framework** with a group of VON clinical leaders and practice consultants across both provinces.
- Key Topics: Emotional intelligence, mindfulness, and team-based approaches in palliative care.
- Practical Tools: Introduction of **Conversation Guides** to enhance communication and care delivery.
- Outcome: 10 self-assessment results obtained, fostering reflection and integration into healthcare practices.
- **Personal Follow-Ups:** Direct communication with individuals to encourage participation.
- **Clear Messaging:** Emphasized the importance of self-assessment in improving care and professional growth.
- **Incentives:** Incorporated rewards for timely completion (e.g., gift card draw).
- **Group Integration:** Included discussions during team meetings to highlight its relevance.

How have you used the information from the completed self-assessments?

- **Identifying Training Needs and Enhancing Interdisciplinary Collaboration:** Pinpoint areas for development in emotional intelligence, communication, and palliative care within our clinical leadership, nursing and UCP/PSW teams
- **Celebrating Strengths:** Recognize the existing knowledge and competencies of our clinical leadership to boost morale and encourage growth.
- **Promoting Self-Care:** In the process of creating opportunities to implement mindfulness to address self-care challenges and support staff well-being

Data to Action - Analyzing the Self-Assessment Data

Data to Action -
Analyzing the Self-
Assessment Data

**The goal is to turn data
into information, and
information into
insight.**

– Carly Fiorina, former
executive, Hewlett-Packard
Co.

The Information you can get from the Competency Self Assessments...

The individual

- An understanding of what is expected in the delivery of palliative care
- Opportunity to self reflect on their skills, knowledge and attitude
- Path for self learning

The team lead / educator

- Assessment of the team – their self assessment and your assessment
- Means of evaluating the effectiveness of education programs
- Opportunity to develop continuous improvement training

The organization

- Effective way to increase palliative care competency within the organization
- An understanding of areas of improvement and resources needed
- Improved Patient Centred Care

What is the Self Assessment Data telling us - Data to Action (sample)

Domain 1			1.1 Understanding the core philosophy of palliative care and the palliative approach to care						1.2 Identifying people who would benefit from a palliative approach			
			1.1.1 A. Generalist Understand the philosophy of palliative care and the palliative approach to care,	1.1.2 B. Specialist Provide leadership and contribute to the development of palliative care education,	1.1.2 Understand how the palliative approach can enhance the assessment and management of symptoms	1.1.3 Understand and contribute to the development of the relevant palliative care education, stan	1.1.4 Seek to understand and incorporate community-specific practices and protocols of caring for	1.1.5 Seek to understand community-specific protocols of caring for First Nations, Inuit, and Méti	1.2.1 A. Generalist Able to describe the meaning of the term “life-limiting condition”. Understand and respond to complex a	1.2.1 B. SPECIALIST Apply knowledge of life-limiting conditions to respond to complex and multidimensional care needs, an	1.2.2 Identify and initiate, early in the illness trajectory, people who would benefit from a palliative approach.	
Title/Role	Organization Name	How do you identify yourself?										
Director, Professional Practice and Education	ABC Home Health Care	Generalist	Novice (N)		Novice (N)	Novice (N)	Novice (N)	Novice (N)	Competent (C)		Proficient (P)	
Student and Learner Experience Coordinator	ABC Home Health Care	Generalist	Beginner (B)	Novice (N)	Beginner (B)	Beginner (B)	Beginner (B)	Beginner (B)	Beginner (B)	Beginner (B)	Novice (N)	
Site Educator	ABC Home Health Care	Generalist	Proficient (P)	Beginner (B)	Proficient (P)	Beginner (B)	Competent (C)	Beginner (B)	Proficient (P)	Competent (C)	Proficient (P)	
Quality and Practice Consultant; Co-Lead for Culture Project	ABC Home Health Care	Generalist	Competent (C)		Competent (C)	Competent (C)	Competent (C)	Beginner (B)	Competent (C)		Proficient (P)	
Practice Consultant	ABC Home Health Care	Generalist	Expert (E)	Proficient (P)	Expert (E)	Competent (C)	Proficient (P)	Beginner (B)	Proficient (P)	Competent (C)	Competent (C)	
Clinical Coach	ABC Home Health Care	Generalist	Proficient (P)	Competent (C)	Proficient (P)	Competent (C)	Competent (C)	Competent (C)	Proficient (P)	Competent (C)	Competent (C)	
RN Clinical Educator	ABC Home Health Care	SPECIALIST	Expert (E)	Proficient (P)	Expert (E)	Proficient (P)	Proficient (P)	Proficient (P)	Expert (E)	Proficient (P)	Proficient (P)	
Clinical Education Manager	ABC Home Health Care	Generalist	Expert (E)	Proficient (P)	Proficient (P)	Proficient (P)	Competent (C)	Competent (C)	Competent (C)	Competent (C)	Competent (C)	
Practice and Quality Consultant	ABC Home Health Care	Generalist	Beginner (B)	Novice (N)	Beginner (B)	Beginner (B)	Beginner (B)	Beginner (B)	Beginner (B)	Novice (N)	Beginner (B)	
Administrative Assistant	ABC Home Health Care	Generalist	Novice (N)	Novice (N)	Novice (N)	Novice (N)	Novice (N)	Novice (N)	Novice (N)	Novice (N)	Novice (N)	
			Novice (N)	2	3	2	2	2	2	1	2	2
			Beginner (B)	2	1	2	3	2	5	2	1	1
			Competent (C)	1	1	1	3	4	2	3	4	3
			Proficient (P)	2	3	3	2	2	1	3	1	4
			Expert (E)	3	0	2	0	0	0	1	0	0
			TOTAL	10	8	10	10	10	10	10	8	10

Next Steps: February Targets

1. **Review Progress & Reminders** – Verify completion of self-assessments, track knowledge gaps, and send reminders to staff.
2. **Evaluate & Gather Feedback** - Assess how EI skills are being applied and collect general feedback from staff.
3. **Reinforce Learning** - Explore the Hub for EI Essentials resources, including learning aids, group activities, and Everyday EI tips.
4. **Address Gaps** - Identify and add additional training as needed.
5. **Promote Engagement** - Encourage attendance at the Feb 19 Knowledge Seminar (Domain 3: Communication).
6. **Coaching Check-In** - Connect with your coach to share progress and discuss challenges.
7. **Capstone Event** - APRIL 1 – Toronto – National Caregiver Day

Project ECHO Opportunity

Looking for an opportunity to showcase your team's work?

Future series will explore other chronic conditions, such as:

- 📌 COPD (Chronic Obstructive Pulmonary Disease)
- 📌 CHF (Congestive Heart Failure)

We welcome case study submissions on these topics as well!

Target Audience for the ISC Series: Home care nurses and leadership, allied health professionals, primary care physicians, and other key stakeholders.

Interested? Please contact:

Jennifer Campagnolo: jcampagnolo@cdnhomecare.ca

Or

Sarah Main: semain@uwaterloo.ca



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Next Learning Session

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