



*Waterloo Wellington  
Integrated Hospice Palliative Care Regional  
Program*

**Ontario  
Palliative Care  
Network**

**To All Providers and Partners of the Waterloo Wellington Integrated Hospice Palliative Care Regional Program from Bruce Lauckner (WWLHIN CEO) and Susan Robertson (Interim RVP, WW Regional Cancer Program) – Executive Co-Leads of the Waterloo Wellington Integrated Hospice Palliative Care Regional Program:**

On behalf of the patients and caregivers who require and receive hospice palliative care services in Waterloo Wellington, please accept our sincerest gratitude and appreciation for the work you do every day to deliver exceptional care. As a result of your passion, expertise and skill, as well as your commitment to seamless, high quality care, Waterloo Wellington is a provincial leader in hospice palliative care outcomes. Because of your efforts, more residents of Waterloo Wellington were able to die in the place of their choice. Specifically, WWLHIN:

- had the most deaths (12% of all deaths) in residential hospice (the provincial average was 4%)
- had the highest percentage (24%) of deaths in LTC (the provincial average was 19%)
- had the lowest percentage of deaths in acute and ED (39% versus the provincial average of 47%)
- is second in the province in “the percent of patients who received 1+ physician home visits” in their last 30 days of life (25%) and in their last year of life (31%)

*NOTE: All analysis is based on Ontario patients who died in FY 2014/15, excluding trauma deaths*

## **CONGRATULATIONS AND THANK YOU!**

We also made significant improvements to the Waterloo Wellington Integrated Hospice Palliative Care Regional Program in 2016/17 which will further improve patient and caregiver experiences and outcomes:

- We improved access to WW IHPC community based services by creating two on-line platforms that include comprehensive inventories of all HPC community based services:
  - Caredove ([www.caredove.com/wwihpc](http://www.caredove.com/wwihpc))
  - Healthline.ca ([wwpalliativecare.ca/Services/](http://wwpalliativecare.ca/Services/))
- We developed a coordinated bed access process with consistent program descriptions and eligibility/prioritizations criteria to ensure consistent, 24/7 access for all WWLHIN hospice palliative care beds
- We supported enhanced delivery of the palliative care approach in primary care by providing education and by creating a standardized HPC NP role that directly supports primary care providers to care for their patients with hospice palliative care (HPC) needs
- We developed/revised the Expected Death in the Home (EDITH) and Symptom Response Kit (SRK) guidelines
- We completed a baseline assessment of palliative capacity in all 36 WW LTCHs & provided HPC education to LTCH staff including focused education about Advance Care Planning (ACP) and Health Care Consent
- The WW ACP Program has engaged health care providers, community professionals and the general public across the sub regions to distribute over 60,000 resources, provided almost 800 engagement activities including over 200 education/training sessions and created a base of over 500 contacts working to bring awareness and understanding of ACP to Waterloo Wellington.

**We can't stop now!** We need to continue to build on the amazing work you all do every day to ensure that every person in Waterloo Wellington who is in their last year of life as a result of a life limiting illness has access to high-quality hospice palliative care. The data shows that Waterloo Wellington LHIN had the lowest percentage of home deaths in the province (18%; provincial high performer 26%) which highlights an opportunity to continue to shift deaths out of hospital by enhancing community hospice palliative services.

**Some of the ways that we are planning to do that over the next two years include:**

- Support regional measurement of Caregiver Experience (VOICES Survey)
- Implement a Standardized Assessment of Risk for Negative Bereavement (BRAT Tool)
- Implement a Standardized Assessment of Caregiver Coping
- Develop capacity to support equitable access to Medical Assistance in Dying (MAID) for all WW residents
- Make Coordinated Care Plans available to HPC providers/care teams
- Complete a capacity plan for both bedded and community hospice palliative care services to ensure sufficient hospice palliative care resources now and for the future
- Support WW Healthcare Organizations to Attain 'Canadian Compassionate Companies' Designation
- Adopt the OPCN Palliative Quality Standard
- Embed Advance Care Planning within all care settings
- Equitable access to HPC services for all WW residents including:
  - Rural Populations
  - Pediatric Populations
  - Homeless/Vulnerably Housed Populations
  - Indigenous Populations
- Support Waterloo Wellington long term care homes to deliver high quality, consistent hospice palliative care
- Support primary care to deliver a palliative approach to care to their patients who are in their last year of life
- Develop a clear mechanism to provide 24/7 hospice palliative care support for patients /caregivers

As we develop plans to support each of these priorities, we will be seeking feedback from each of the sub-region teams of hospice palliative care providers and system stakeholders. Please consider joining us for our next quarterly engagement session in your community:

Guelph	May 2, 2017 from 2:30 - 4:00 pm	Hospice Wellington - 795 Scottsdale Dr, Guelph, ON N1G 3R8
KW4	May 9, 2017 from 9:00 – 10:30 am	WWCCAC MAIN (141 Weber St S, Waterloo, ON N2J 2A9) Room 112/113
Cambridge	May 11, 2017 from 2:30 – 4:00 pm	Langs (1145 Concession Rd, Cambridge, ON N3H 4L5) N210 Leadership Room
Rural Wellington	May 18, 2017 from 2:30 – 4:00 pm	UGFHT (143 Metcalfe St, Elora, Ontario) Dalby Building

Please RSVP to Emmi Perkins ([emmi.perkins@ww.ccac-ont.ca](mailto:emmi.perkins@ww.ccac-ont.ca)) to ensure you receive meeting updates and materials.