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# Edmonton Zone Palliative Care Program

Cross-site report for last three fiscal years

# How are we doing and where are we going?

# Introduction

**Introduction/background:** The Edmonton Zone Palliative Care Program (EZPCP) coordinates specialist palliative care services in all locations in the Edmonton Zone in support of primary care MDs and attending teams in acute care. The program sets the standards for the palliative care provided, ensures seamless transfer of patients and information, provides palliative care education to the public and health care staff, and supports research.

The Edmonton Zone Palliative Care Program offers palliative care in:

- Tertiary palliative care unit
- Six hospice palliative care units
- Palliative consultation services in acute care and the community
- Palliative home care support

Data sources used:

- Edmonton Zone Palliative Care Program database
- Edmonton Zone Continuing Care database – Strata Health Pathways

# Objectives

- Discuss accomplishments and progress over the last year
- Review clinical activity growth over the last three years and focus on the recent fiscal year (2017/2018)
- Consider anticipated program evolution for the next fiscal year (2018/2019)

# Accomplishments and progress in 2017/2018

- Ongoing evolution in adapting MAiD legislation
- Covenant Health palliative care consult service pilot initiative completed
- Inner city palliative care - ongoing
- Improving community connections – e.g. neurology, Primary Care Networks (PCNs)
- Famcare surveys process centralized
- Database evolution within Connect Care

## Edmonton Zone Palliative Care Program

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- Integrating palliative home care into our zone program
- Future of our website palliative.org and shift to AHS website
- New hospice PCU location – Rivercrest hospice unit (opened in June 2018)
- Need for physician AARP - ongoing
- Implementation of EOL care pathway
- Change in admin leadership – welcome to Janice and Michelle

## Edmonton Zone Palliative Care Program

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Residents make it four years in a row!

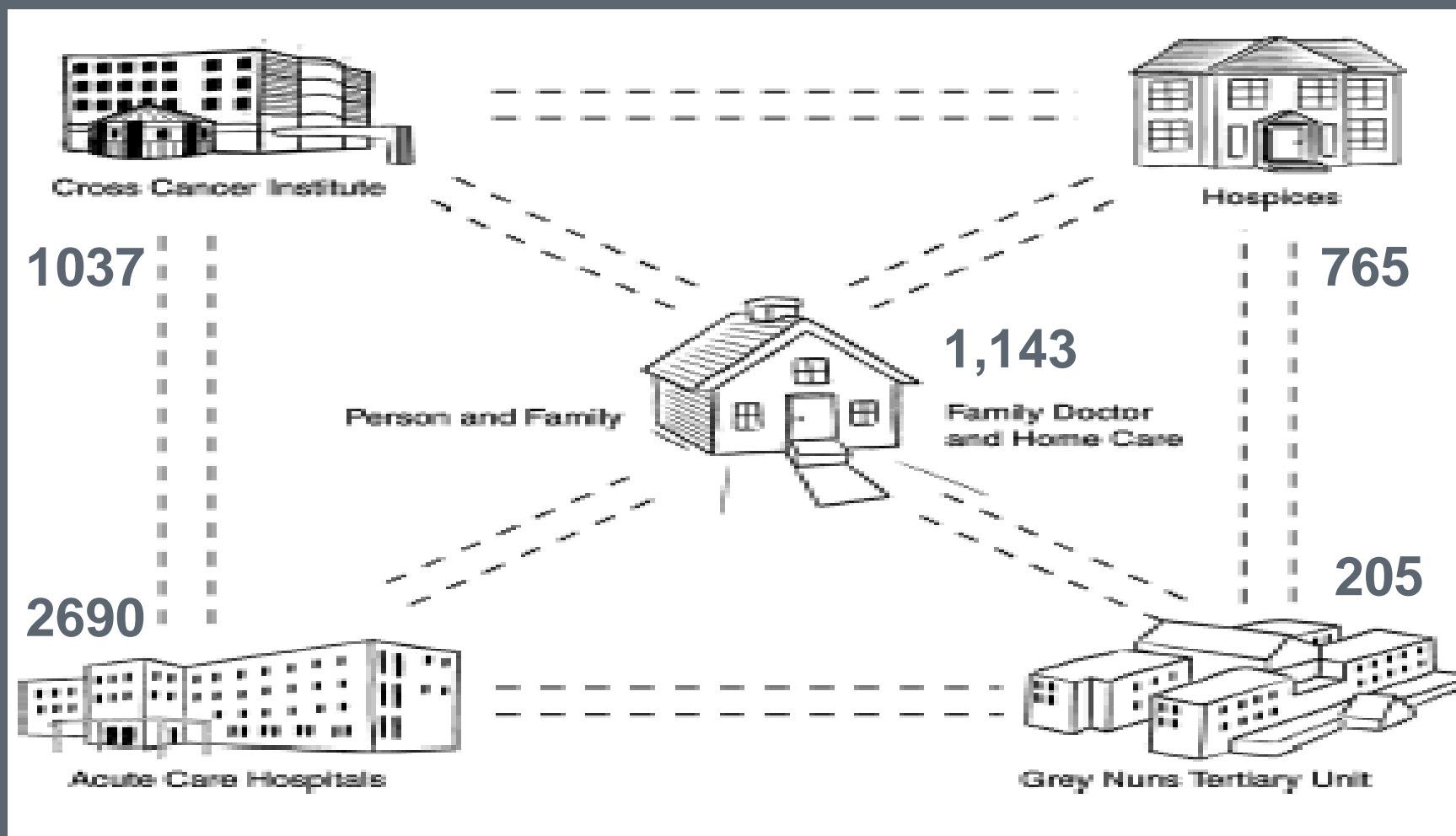


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June 24, 2019

# Edmonton Zone Palliative Care Program 2017/18

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## Edmonton Zone Palliative Care Program

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### EZPCP Services : All consults/admissions by location

| Site/program                             | Fiscal year |           |           |
|--|-------------|-----------|-----------|
|  | 2015/2016   | 2016/2017 | 2017/2018 |
| RAH (Royal Alexandra Hospital)           | 758         | 696       | 775       |
| UAH (University of Alberta Hospital)     | 726         | 720       | 745       |
| CCI (Cross Cancer Institute)             | 910         | 953       | 1037      |
| CH (Covenant Health consult team)        | (566)       | (664)     | 654       |
| PCCT (Palliative Community consult team) | 2095        | 2271      | 1681      |
| TPCU (Tertiary Palliative Care Unit)     | 230         | 209       | 205       |
| Hospice PCUs                             | 782         | 820       | 765       |
| Total                                    | 5501        | 5669      | 5862      |

## Edmonton Zone Palliative Care Program

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### EZPCP Services : CCT referrals by referral location

| Referral from location    |           |      |           |      |           |      |
|---------------------------|-----------|------|-----------|------|-----------|------|
|                           | 2015/2016 |      | 2016/2017 |      | 2017/2018 |      |
|                           | #         | %    | #         | %    | #         | %    |
| Home/community            | 984       | 47%  | 1094      | 48%  | 1143      | 68%  |
| CH sites (Covenant sites) | 566       | 27%  | 664       | 29%  | ---       | ---  |
| AHS sites (AHS sites)     | 524       | 25%  | 493       | 22%  | 516       | 31%  |
| Out of zone               | 21        | 1%   | 20        | 1%   | 22        | 1%   |
| PCCT total                | 2095      | 100% | 2271      | 100% | 1681      | 100% |

## Edmonton Zone Palliative Care Program

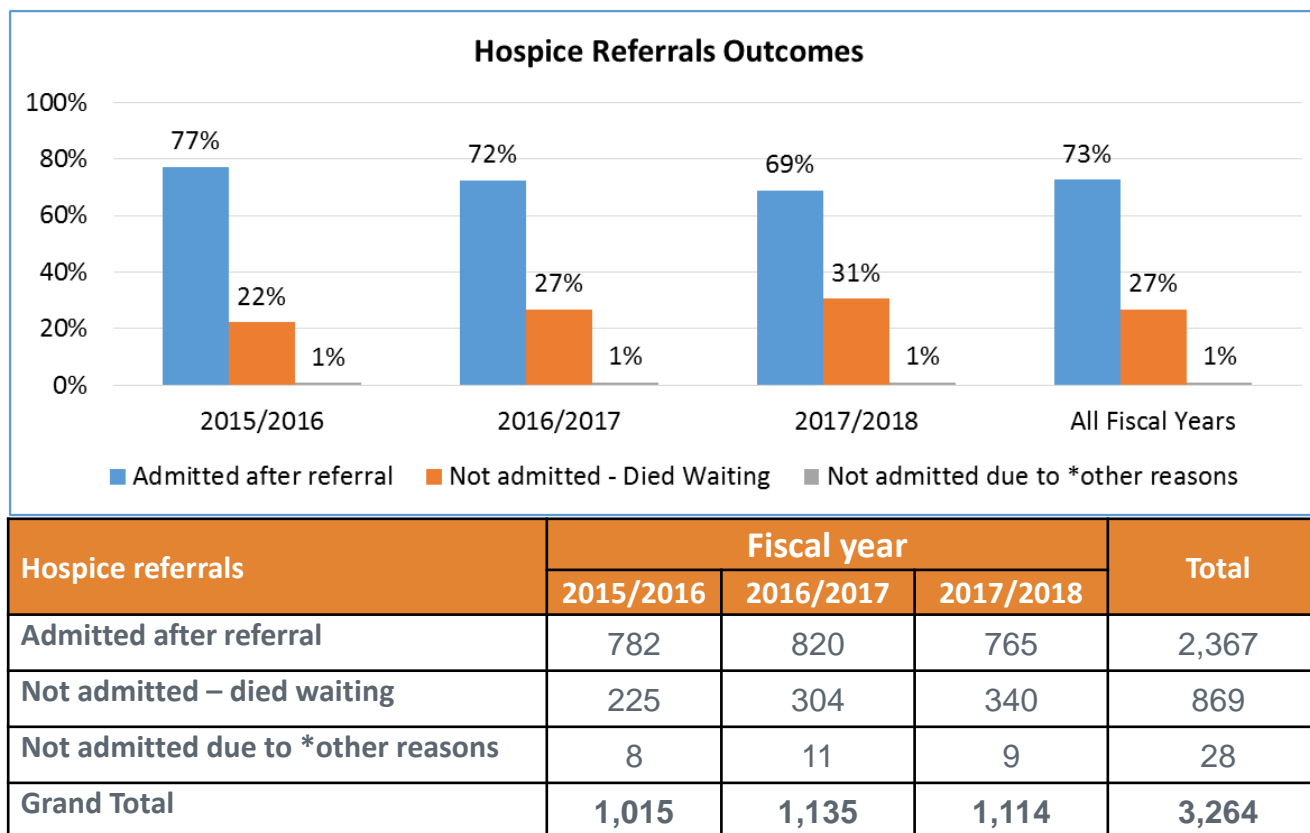
### CCT hospitals by hospital name

| CCT       | Referring Hospital              | Fiscal year |             |             |             |            |             |
|-----------|---------------------------------|-------------|-------------|-------------|-------------|------------|-------------|
|           |                                 | 2015/2016   |             | 2016/2017   |             | 2017/2018  |             |
|           |                                 | #           | %           | #           | %           | #          | %           |
| CH Sites  | Grey Nuns Hospital              | 312         | 29%         | 402         | 35%         | ---        | ---         |
|           | Misericordia Community Hospital | 254         | 23%         | 262         | 23%         | ---        | ----        |
| AHS Sites | Fort Sask. Community Hospital   | 101         | 9%          | 69          | 6%          | 80         | 16%         |
|           | Devon General Hospital          | 47          | 4%          | 36          | 3%          | 36         | 7%          |
|           | Leduc General Hospital          | 39          | 4%          | 52          | 4%          | 52         | 10%         |
|           | Sturgeon Community Hospital     | 200         | 18%         | 183         | 16%         | 210        | 41%         |
|           | WestView Community Hospital     | 86          | 8%          | 100         | 9%          | 98         | 19%         |
|           | *Other hospitals                | 51          | 5%          | 53          | 4%          | 40         | 7%          |
|           | <b>Total</b>                    | <b>1090</b> | <b>100%</b> | <b>1157</b> | <b>100%</b> | <b>516</b> | <b>100%</b> |

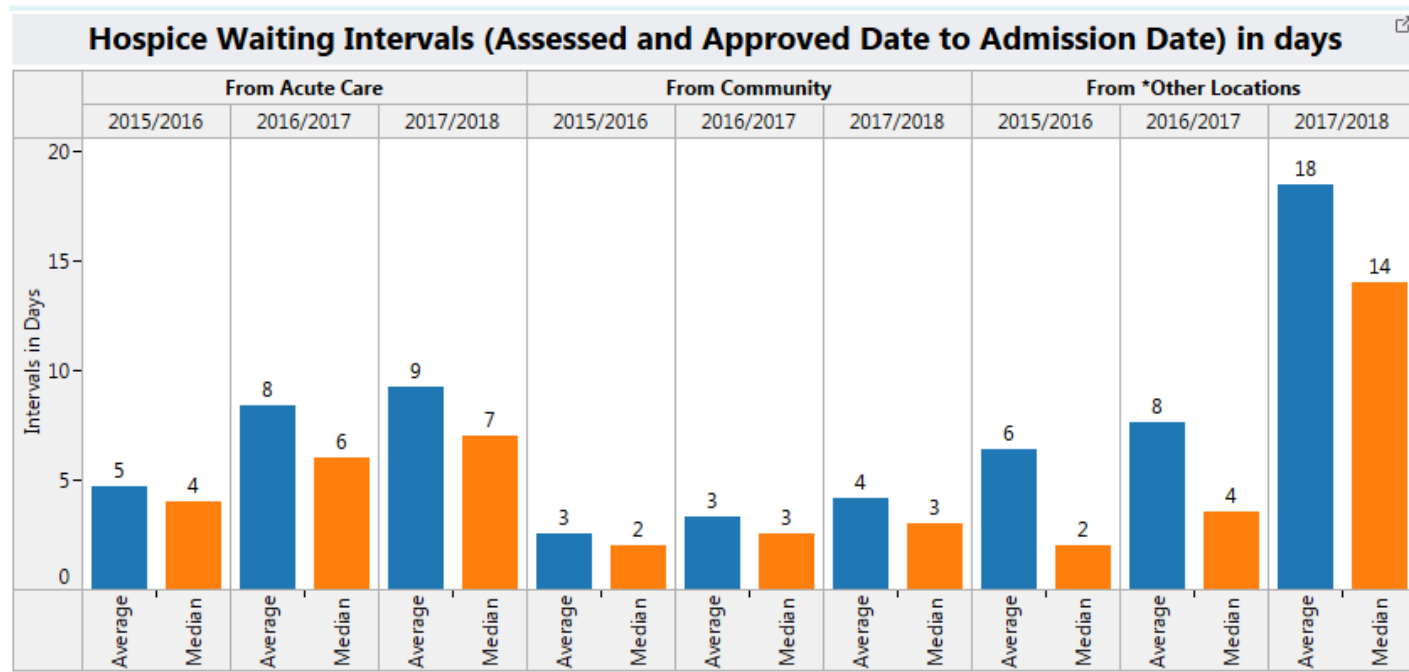
### Hospice admissions by hospice site

| Hospice sites                           | Fiscal year |            |            |
|---|-------------|------------|------------|
|   | 2015/2016   | 2016/2017  | 2017/2018  |
| Capital Care Norwood                    | 260         | 307        | 253        |
| Edmonton General Continuing Care Centre | 270         | 226        | 234        |
| Foyer Lacombe                           | 18          | 80         | 74         |
| St. Joseph's Auxiliary Hospital         | 162         | 124        | 121        |
| Westview Continuing Care                | 67          | 83         | 83         |
| Youville Home                           | 5           | --         | --         |
| <b>Total</b>                            | <b>782</b>  | <b>820</b> | <b>765</b> |

# Hospice acceptance & outcomes



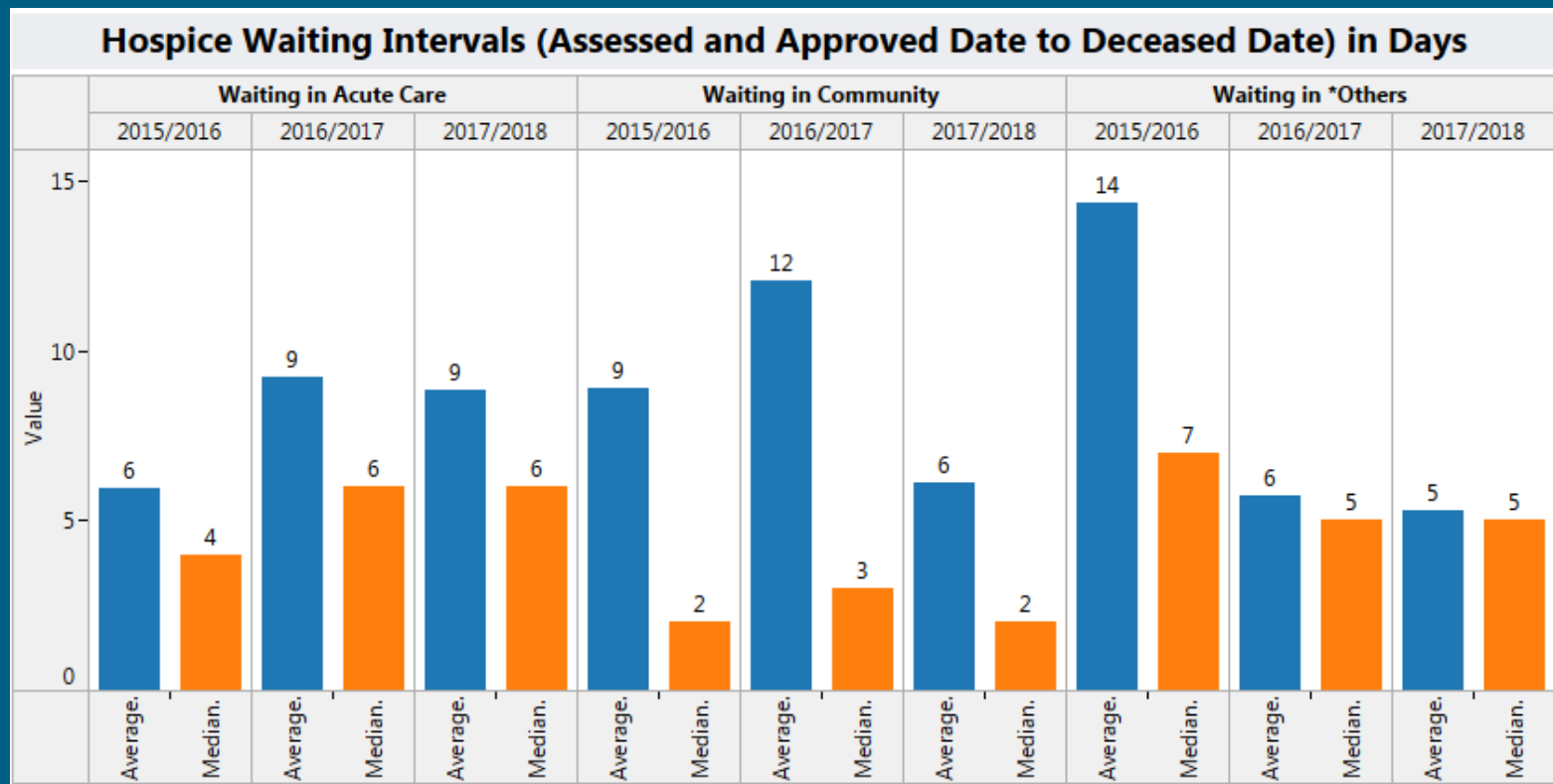
## Hospice waiting intervals for admitted clients



**Key Findings:** For the recent fiscal year (2017/2018), the waiting from “Other Locations” had the longer assessed and approved date to admission date waiting intervals but there were only 30 referrals (4%) from these locations during this fiscal year. \*Other locations includes Subacute, TU (Transition Units), Out of Zone, transfers between Hospice sites.

# Edmonton Zone Palliative Care Program

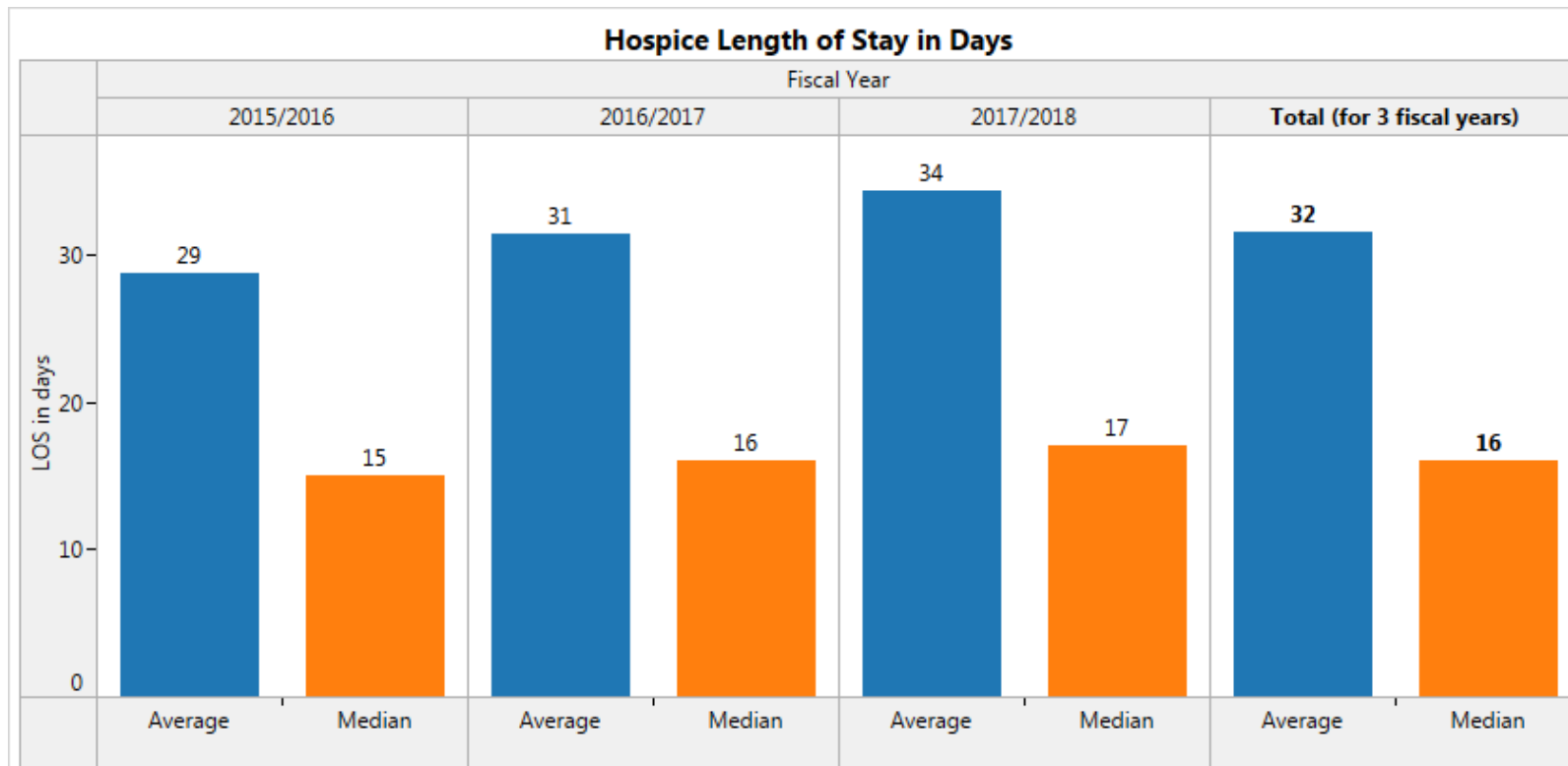
## Hospice waiting intervals for “died waiting” clients



# Edmonton Zone Palliative Care Program

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## Hospice LOS (in days)



**Key findings:** The hospice units had the highest average and highest median length of stay for the recent fiscal year (2017/2018) as compared to the previous fiscal years.

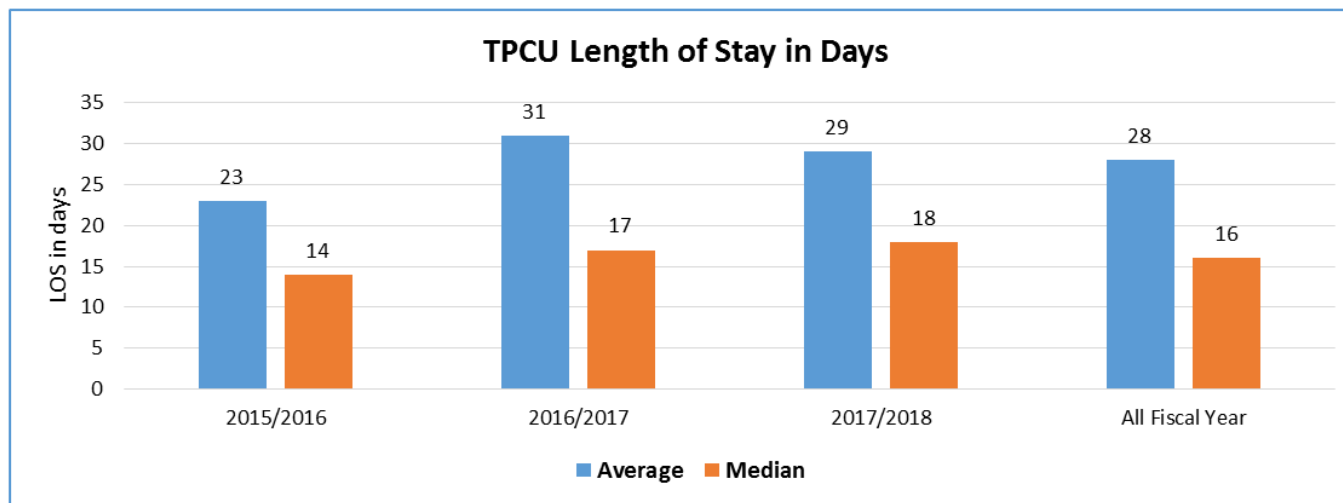
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## Edmonton Zone Palliative Care Program

### TPCU admissions/discharges/LOS

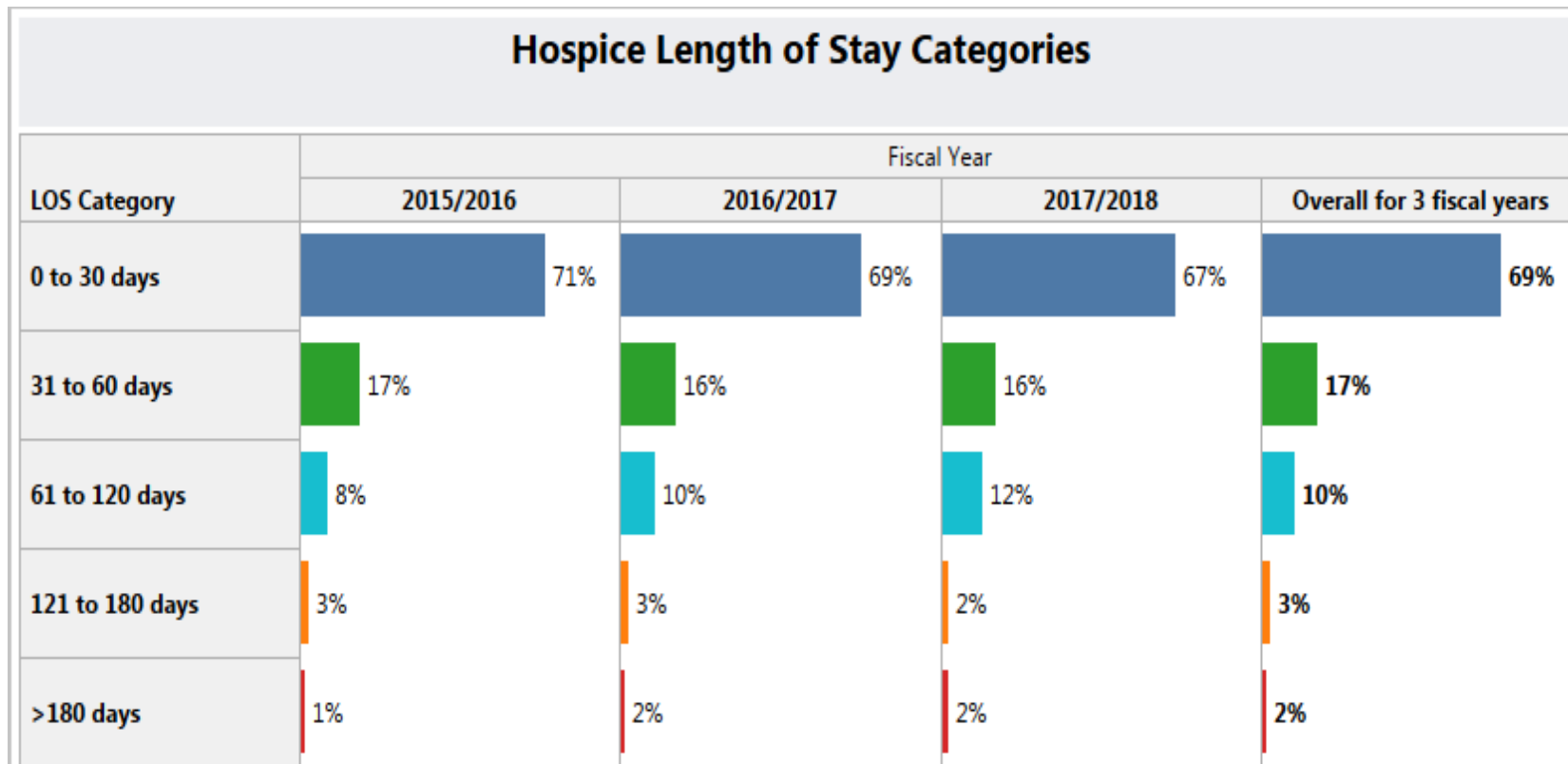
|            | Fiscal year |           |           |
|------------|-------------|-----------|-----------|
|            | 2015/2016   | 2016/2017 | 2017/2018 |
| Admissions | 230         | 209       | 205       |



**Key findings:** The average length of stay for TPUC was lower for the recent fiscal year (2017/2018) as compared to the previous fiscal year (2016/2017) but the median length of stay was higher for the recent fiscal year as compared to the last fiscal year.

# Edmonton Zone Palliative Care Program

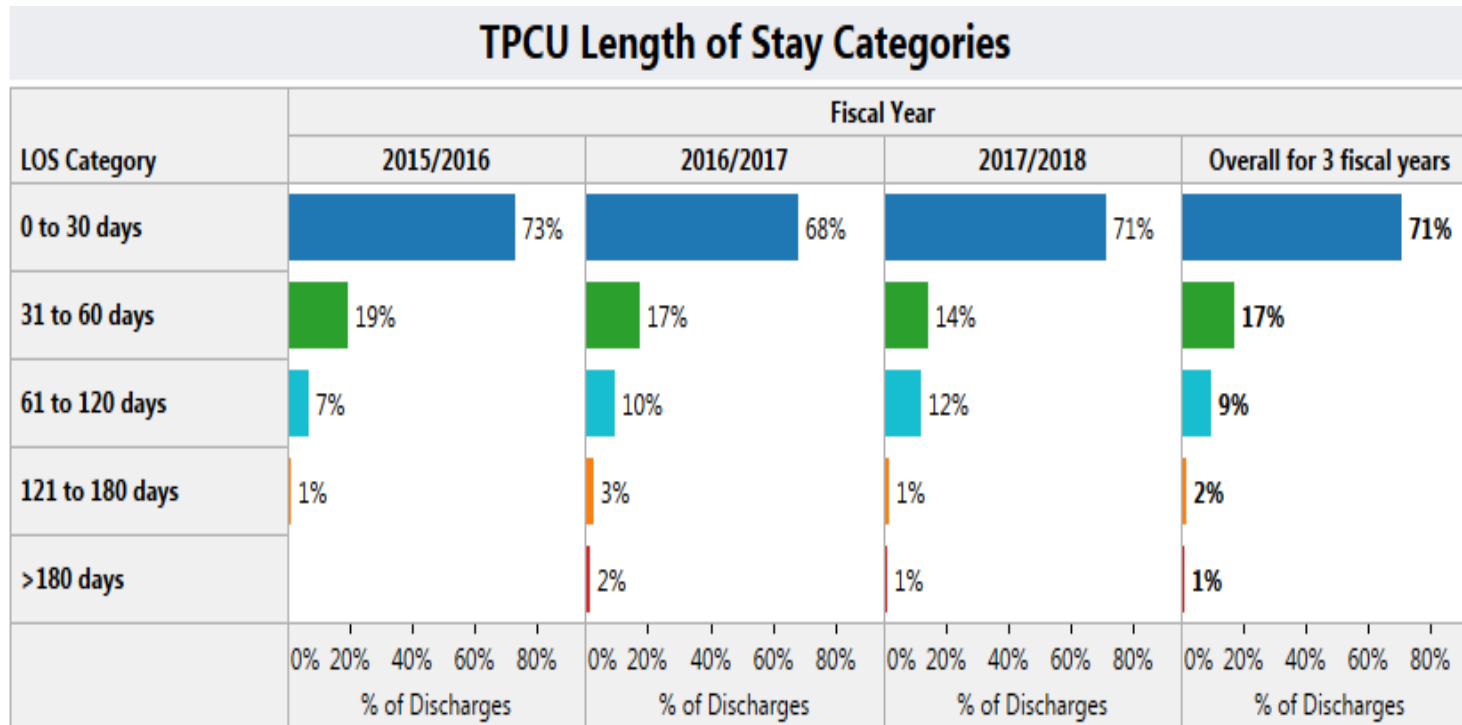
## Hospice length of stay categories



**Key findings:** Overall for past three fiscal years, more than 85% clients were discharged within 60 days from Hospice sites and only 5% stayed more than 120 days

# Edmonton Zone Palliative Care Program

## TCPU length of stay categories



**Key Findings:** At TPCU, only 3% of the clients were discharged after 120 days

# Edmonton Zone Palliative Care Program

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## Non cancer diagnosis (percentage)

| Site/Program | Fiscal Year |           |           |
|--------------|-------------|-----------|-----------|
|              | 2015/2016   | 2016/2017 | 2017/2018 |
| RAH          | 35.2%       | 30.3%     | 36.5%     |
| UAH          | 33.9%       | 30.7%     | 26.6%     |
| CH           | 20.7%       | 24.1%     | 28%       |
| CCI          | 0.0%        | 0.0%      | 0.0%      |
| TPCU         | 1.7%        | 2.9%      | 1.5%      |
| CCT          | 19.8%       | 19.8%     | 23.7%     |
| Hospice      | 11.8%       | 8.7%      | 9.0%      |

| Referral From        | Fiscal Year |           |           |
|----------------------|-------------|-----------|-----------|
|                      | 2015/2016   | 2016/2017 | 2017/2018 |
| CCT – Home/community | 14.2%       | 15.3%     | 19.8%     |
| CCT – AHS sites      | 26.4%       | 22.6%     | 26.1%     |

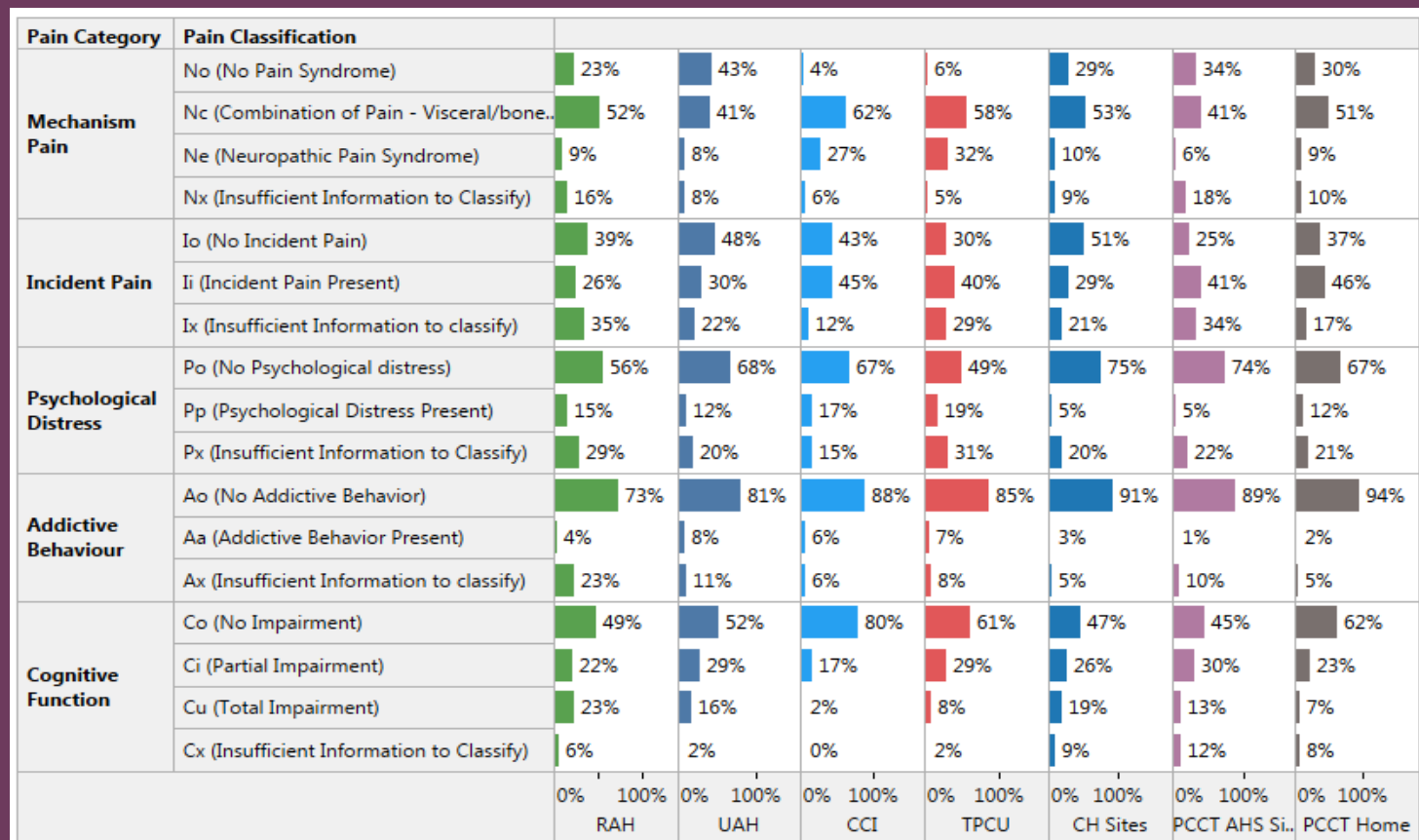
**Key Findings:** Growing success with attracting non cancer referrals

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# Edmonton Zone Palliative Care Program

## Edmonton classification system for cancer pain

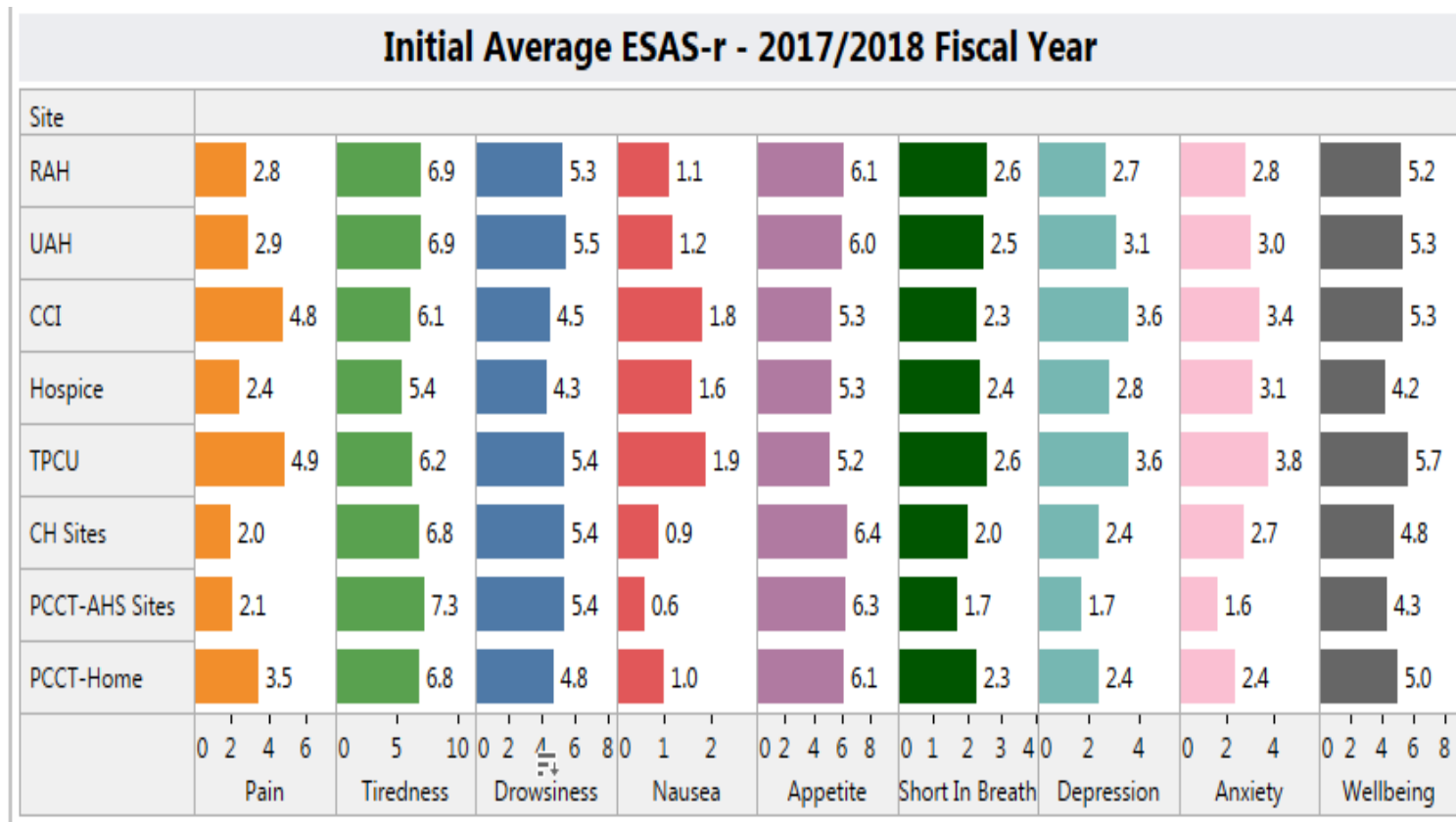
2017/2018 fiscal year



# Edmonton Zone Palliative Care Program

## Edmonton Symptom Assessment System Revised (ESAS-r) scores

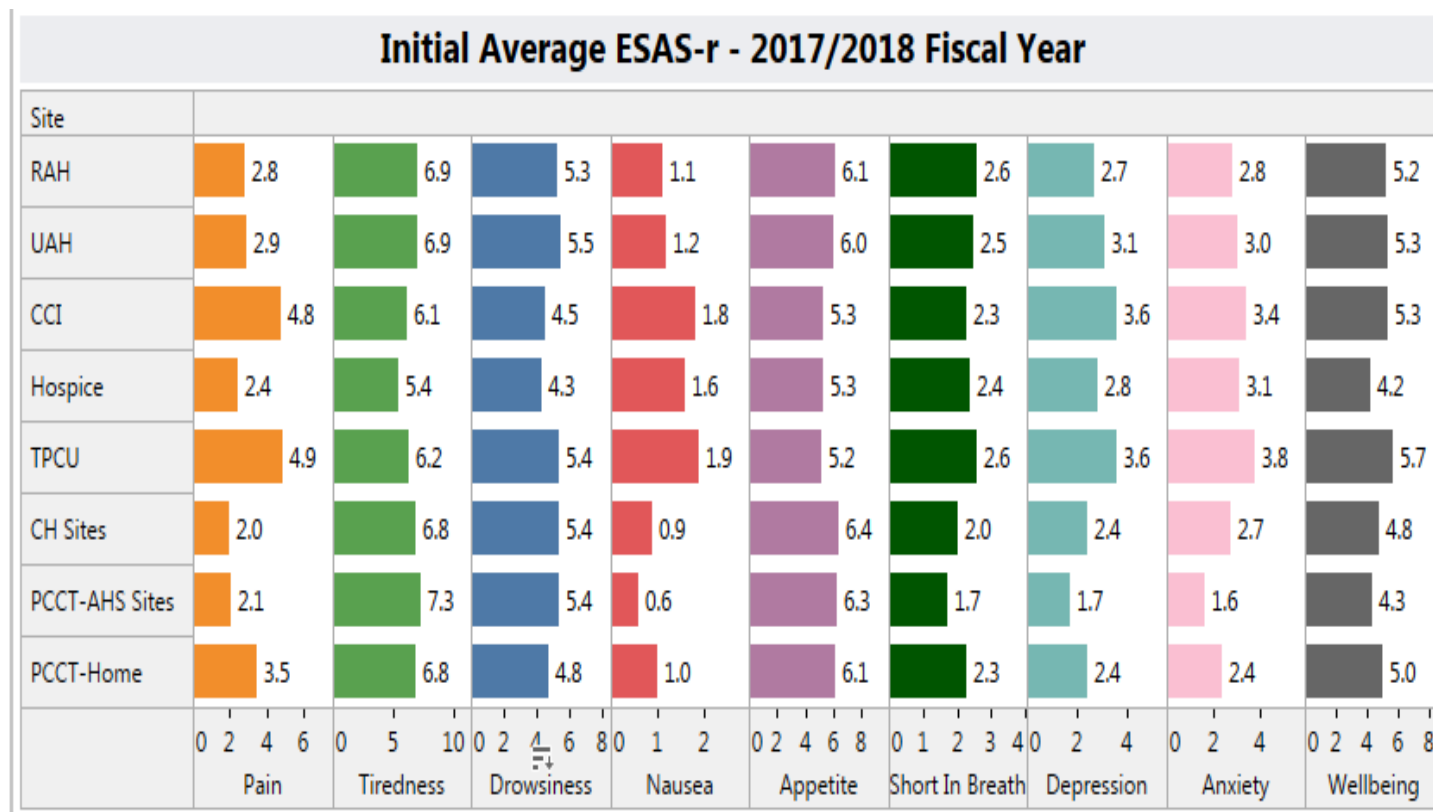
ESAS score scale: Score of 0 is “no symptoms” and score of 10 is the “worst possible symptoms”



# Edmonton Zone Palliative Care Program

## Edmonton Symptom Assessment System Revised (ESAS-r) scores

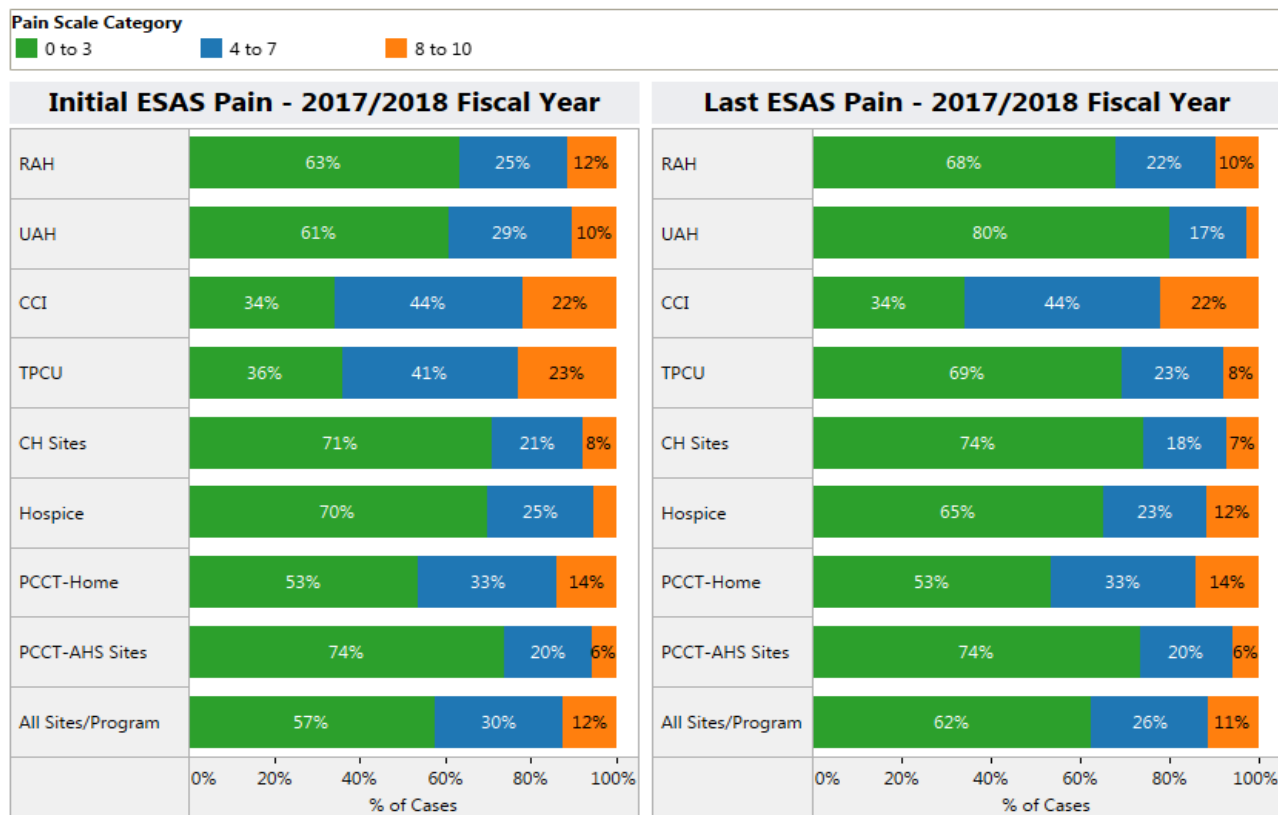
ESAS score scale: Score of 0 is “no symptoms” and score of 10 is the “worst possible symptoms”



# Edmonton Zone Palliative Care Program

## ESAS-r pain groupings

ESAS-r Pain Score Scale: Score of 0 is “no pain” and Score of 10 is “worst possible pain”



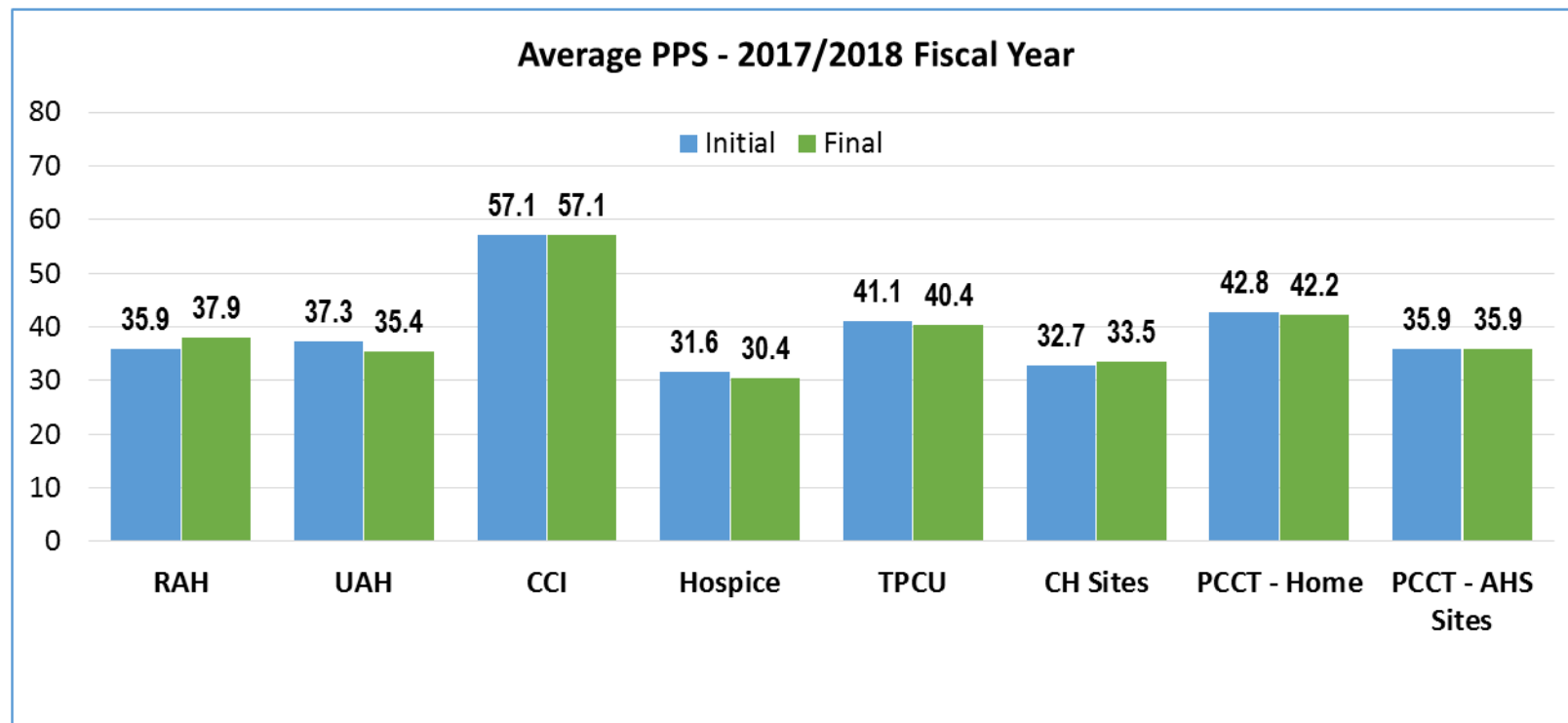
June 24, 2019

**Please note:** For some cases the symptoms documentation was only entered once in the database, therefore no change in initial and final symptoms numbers and percentages.



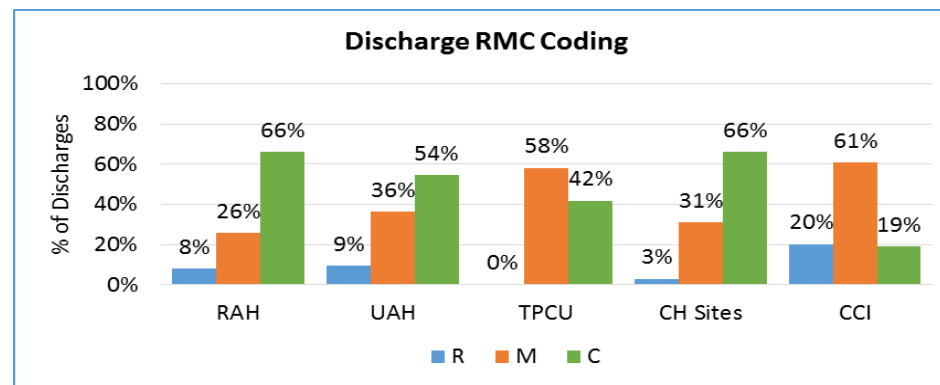
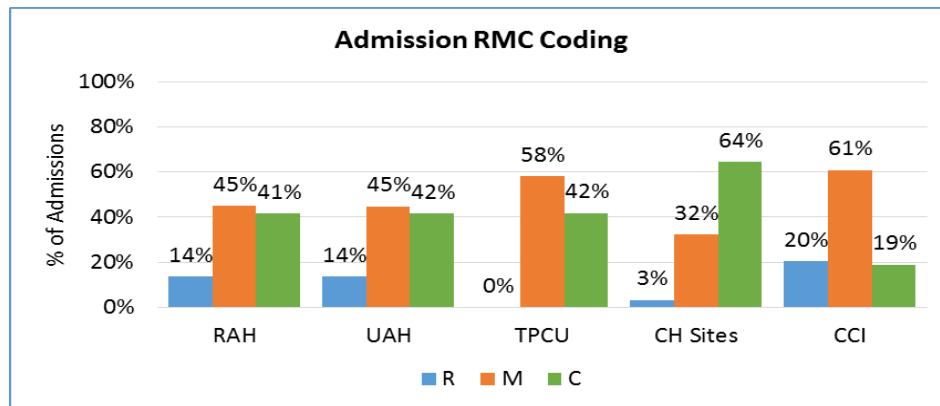
# Edmonton Zone Palliative Care Program

## Palliative performance scale (PPS)



**Please note:** For some cases the PPS was only documented once in the database, therefore no change in initial and final PPS averages.

## Goals of Care RMC coding



### RMC Coding:

**R:** Medical care and interventions, including resuscitation

**M:** Medical care and interventions excluding resuscitation

**C:** Medical care and interventions, focused on comfort

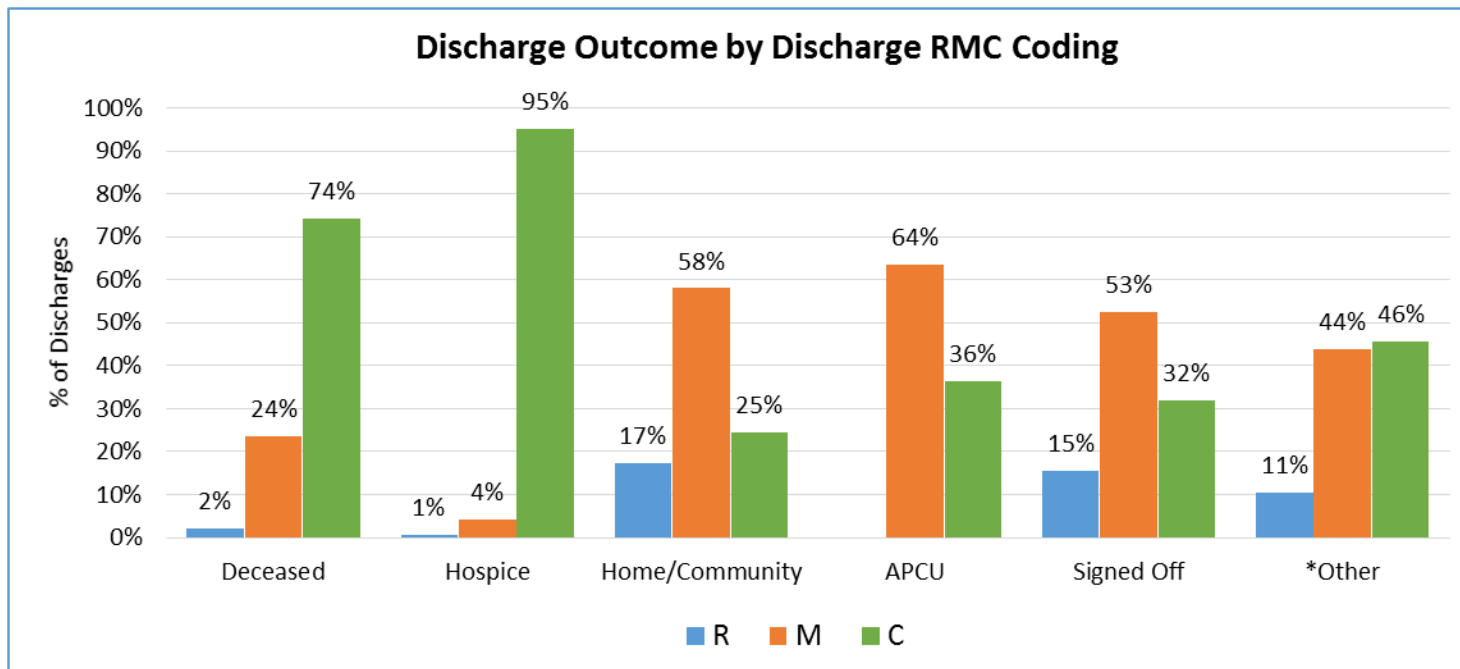
# Edmonton Zone Palliative Care Program

## Goals of Care detailed RMC coding at admission

| Goals of Care designation                                  |    | Admission site |      |     |     |      |     |          |     |     |      |
|--|----|----------------|------|-----|-----|------|-----|----------|-----|-----|------|
|  |    | RAH            |      | UAH |     | TPCU |     | CH Sites |     | CCI |      |
|  |    | #              | %    | #   | %   | #    | %   | #        | %   | #   | %    |
| R: Medical care and interventions, including resuscitation | R1 | 80             | 12%  | 54  | 10% | 0    | --  | 7        | 2%  | 133 | 18%  |
|  | R2 | 3              | 0.3% | 5   | 1%  | 0    | --  | 2        | 1%  | 3   | 0.4% |
|  | R3 | 10             | 1%   | 15  | 3%  | 0    | --  | 3        | 1%  | 10  | 1%   |
| M: Medical care and interventions excluding resuscitation  | M1 | 287            | 42%  | 230 | 42% | 111  | 55% | 107      | 29% | 413 | 57%  |
|  | M2 | 18             | 3%   | 15  | 3%  | 6    | 3%  | 12       | 3%  | 24  | 3%   |
| C: Medical care and interventions, focused on comfort      | C1 | 197            | 29%  | 205 | 37% | 81   | 40% | 218      | 59% | 131 | 18%  |
|  | C2 | 85             | 13%  | 23  | 4%  | 3    | 1%  | 20       | 5%  | 5   | 1%   |

# Edmonton Zone Palliative Care Program

## MC coding & discharge outcome (RAH+UAH+CH sites discharges)



### RMC Coding:

**R:** Medical care and interventions, including resuscitation

**M:** Medical care and interventions excluding resuscitation

**C:** Medical care and interventions, focused on comfort

## Edmonton Zone Palliative Care Program

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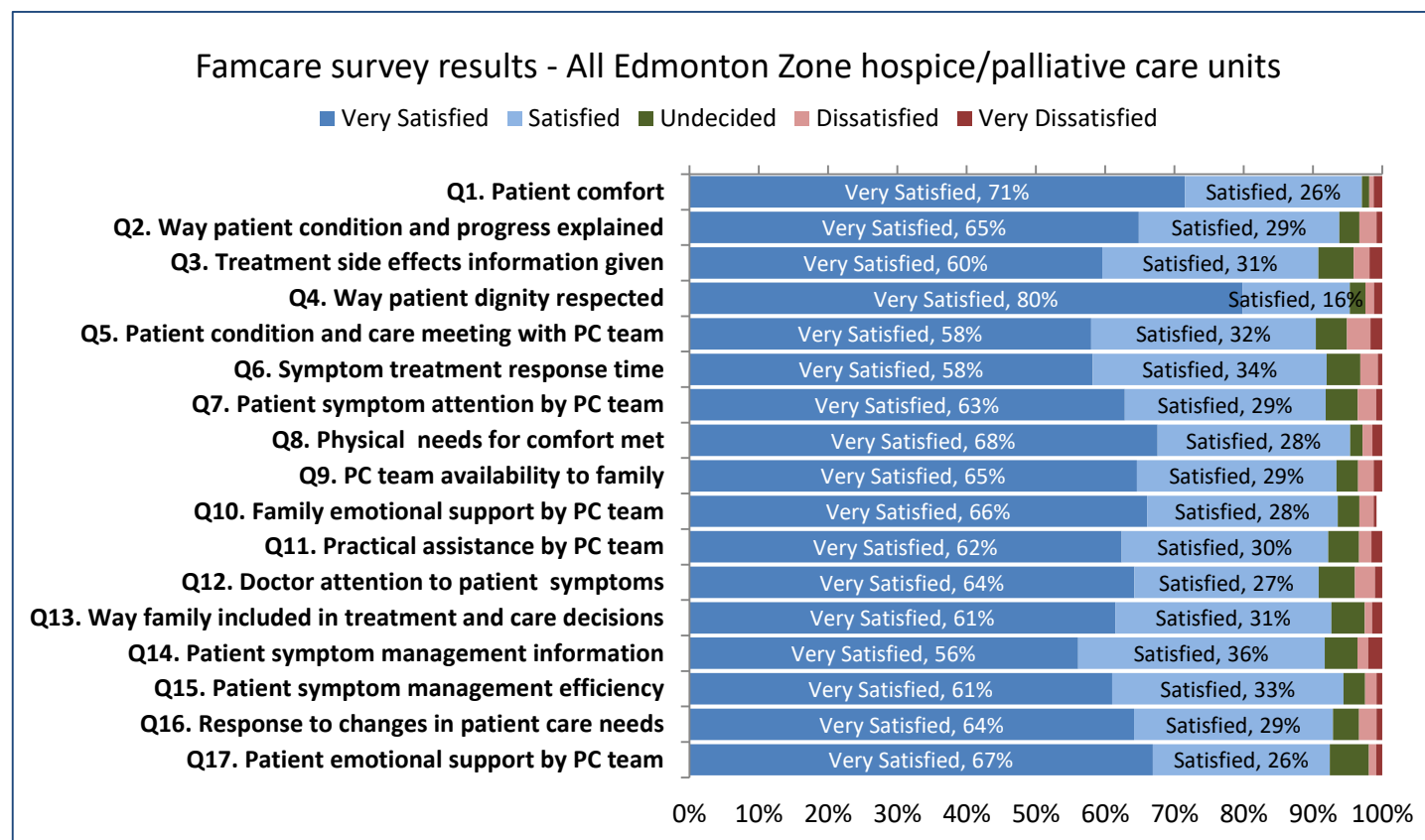
### Famcare survey at EZ CC hospice/palliative care units

Time period: December 2015 to 31 March 2018

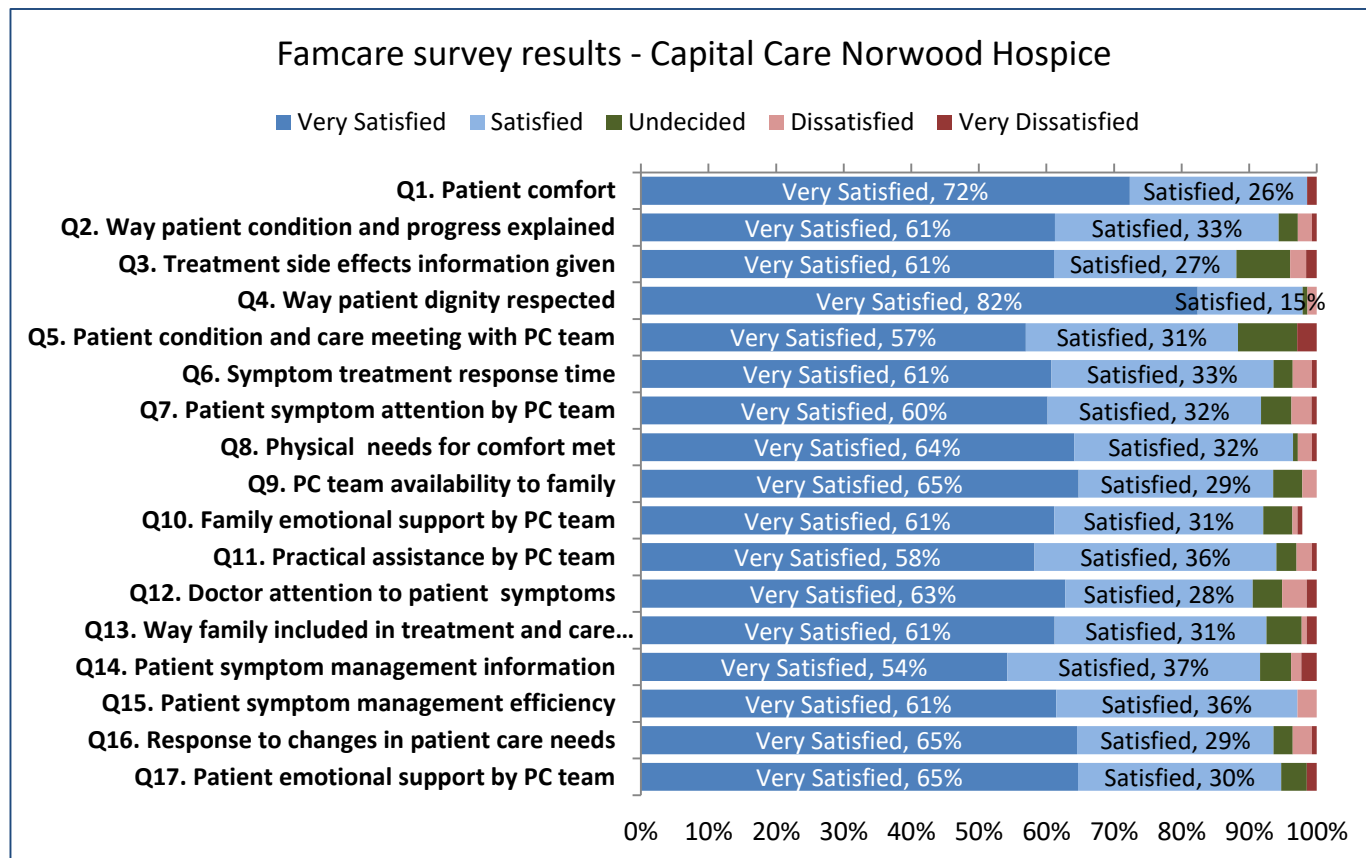
#### Famcare survey response rate

| Hospice Sites/TPCU            | Total Survey Received | Total Survey Sent | Response Rate |
|-------------------------------|-----------------------|-------------------|---------------|
| Capital Care Norwood Hospice  | 151                   | 389               | 39%           |
| Edmonton General Hospice      | 120                   | 338               | 36%           |
| Foyer Lacombe Hospice         | 35                    | 89                | 39%           |
| St. Joseph Hospice            | 83                    | 223               | 37%           |
| Westview Hospice              | 35                    | 117               | 30%           |
| Tertiary Palliative Care Unit | 84                    | 249               | 34%           |
| Grand Total                   | 508                   | 1,405             | 36%           |

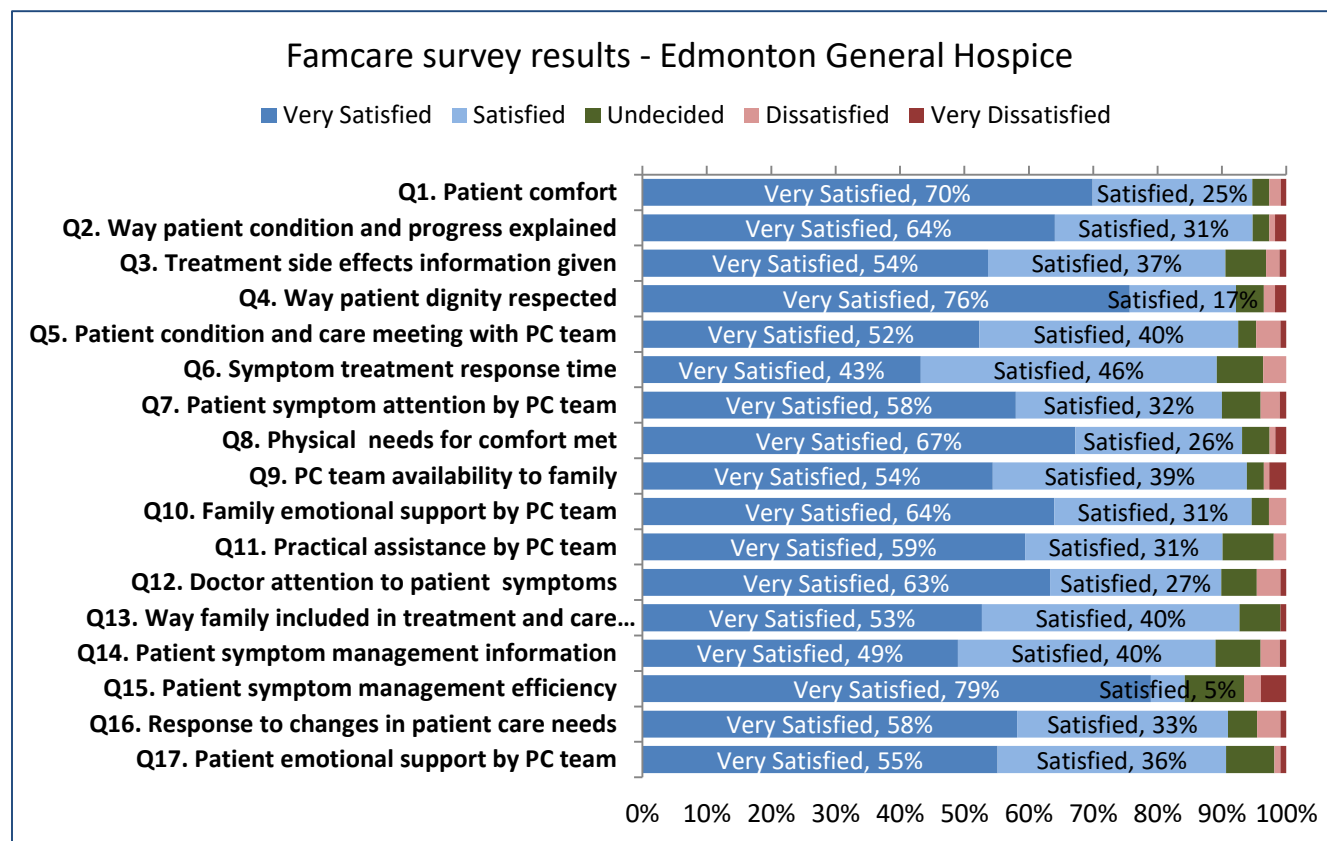
## Famcare survey continued



## Famcare survey continued



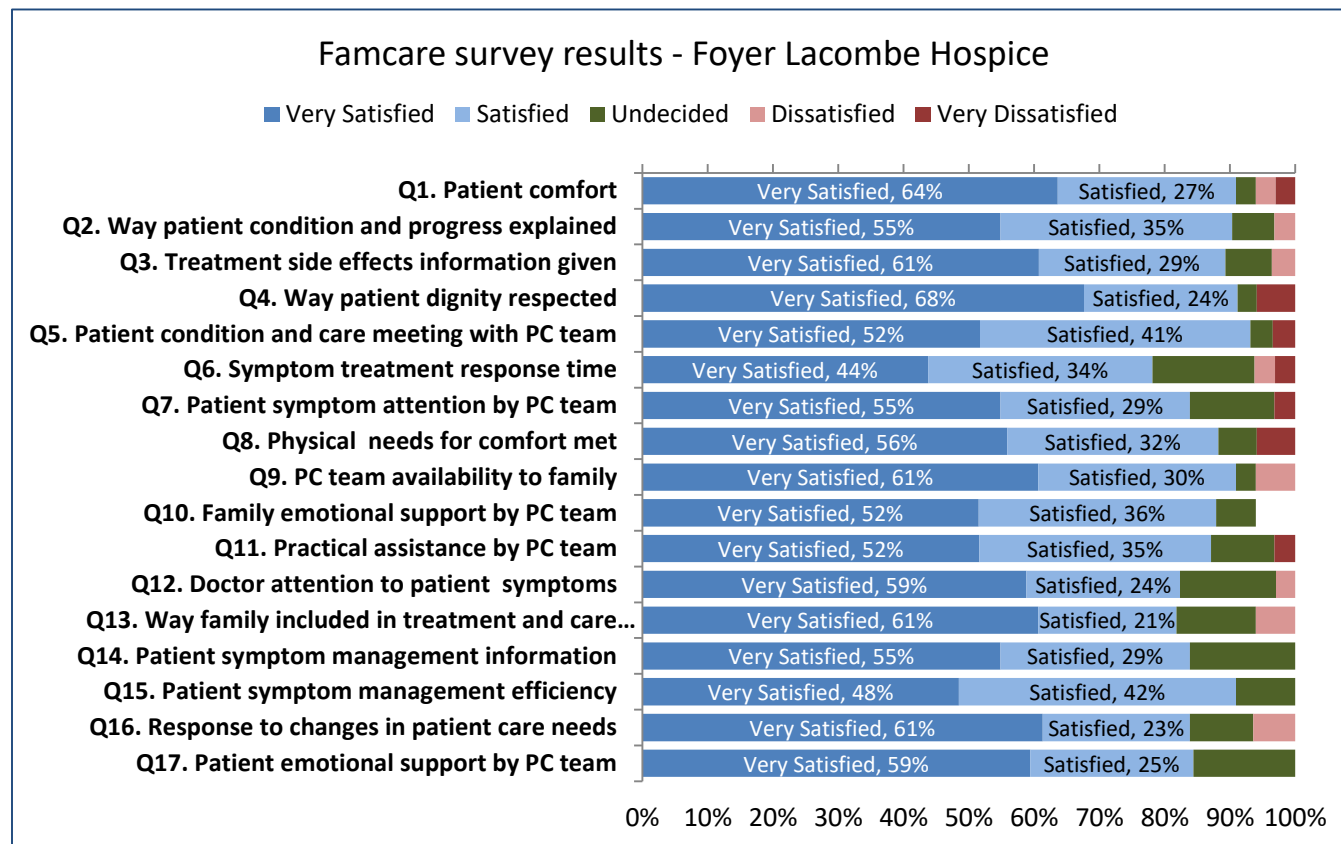
## Famcare survey continued



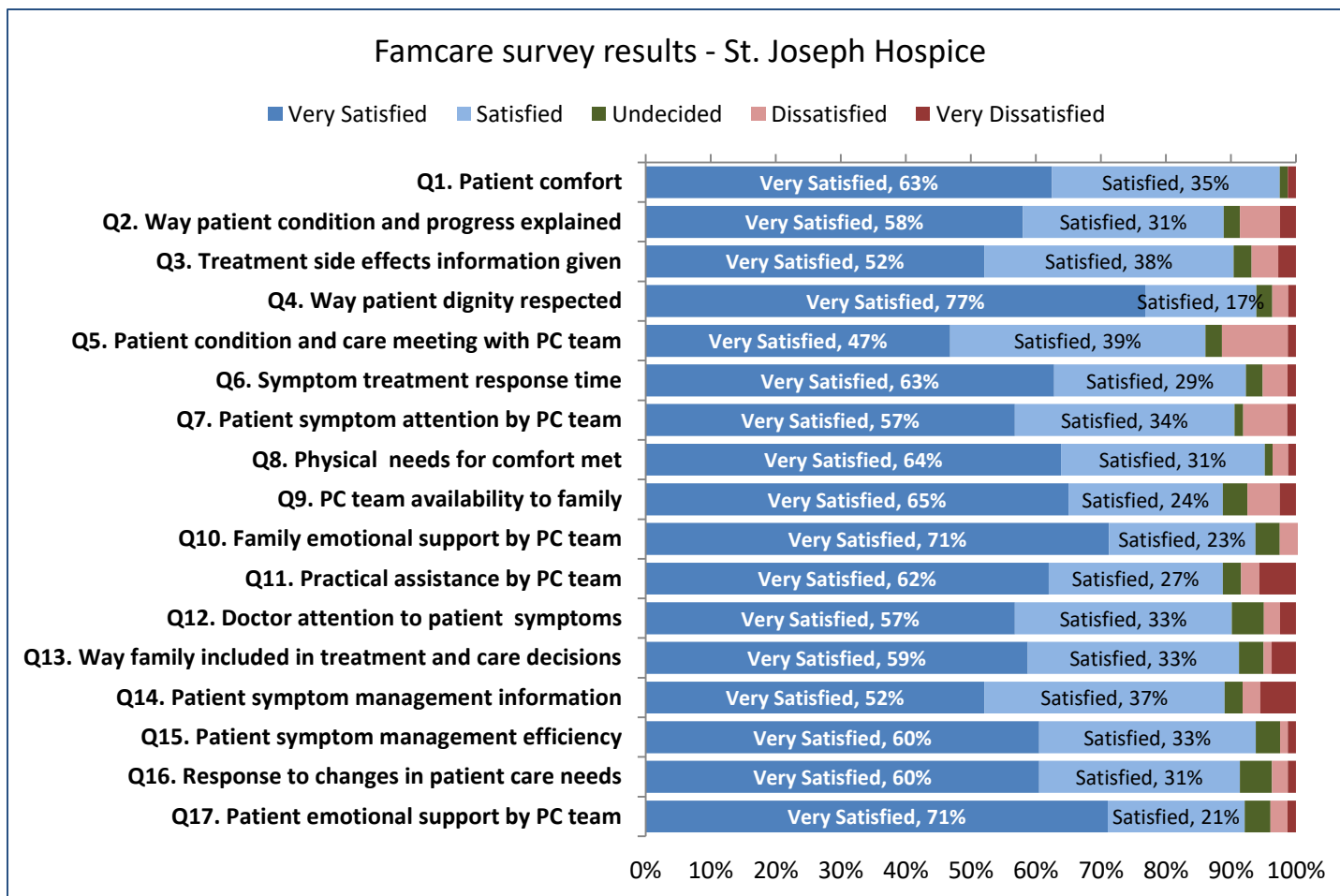


# Edmonton Zone Palliative Care Program

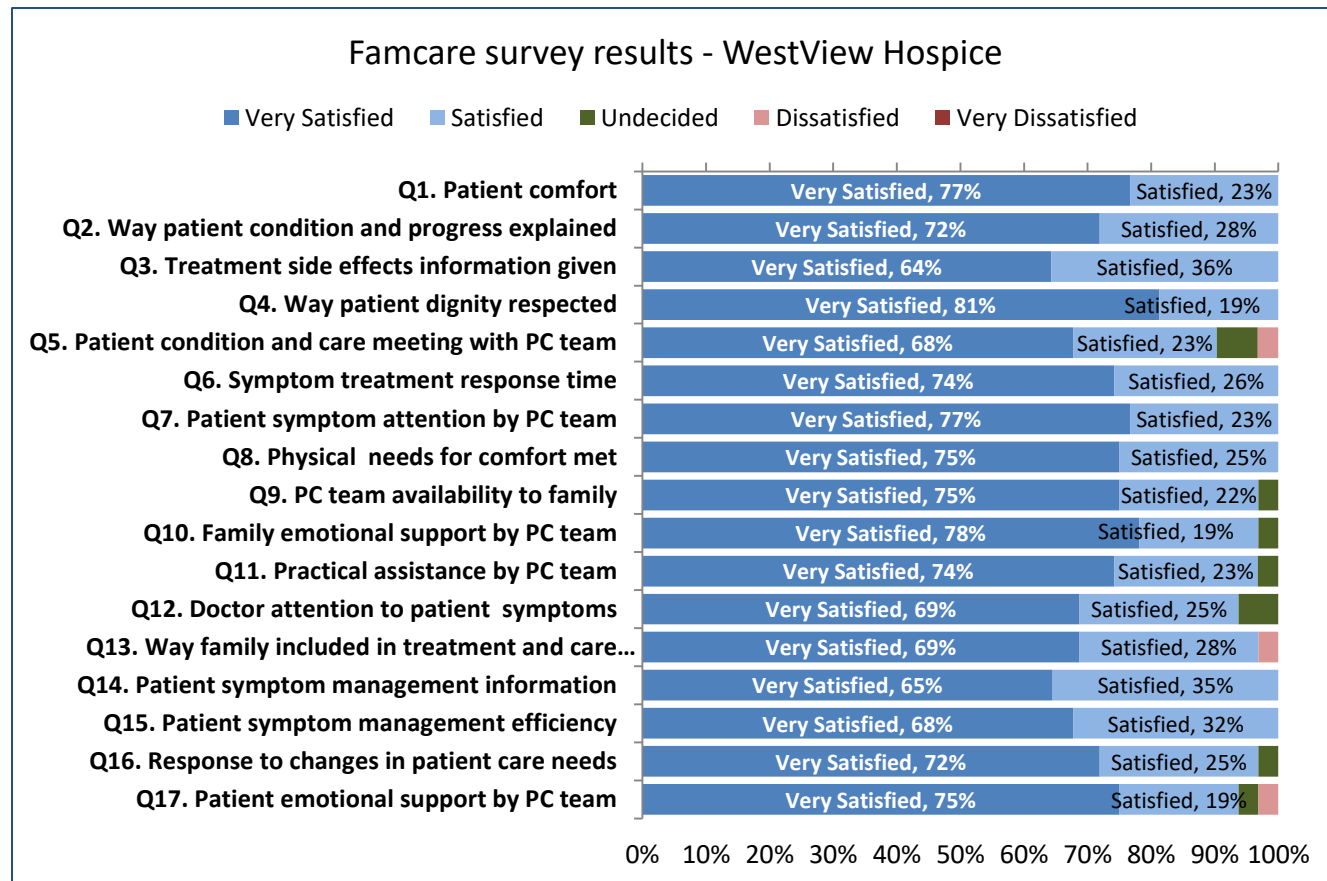
## Famcare survey continued



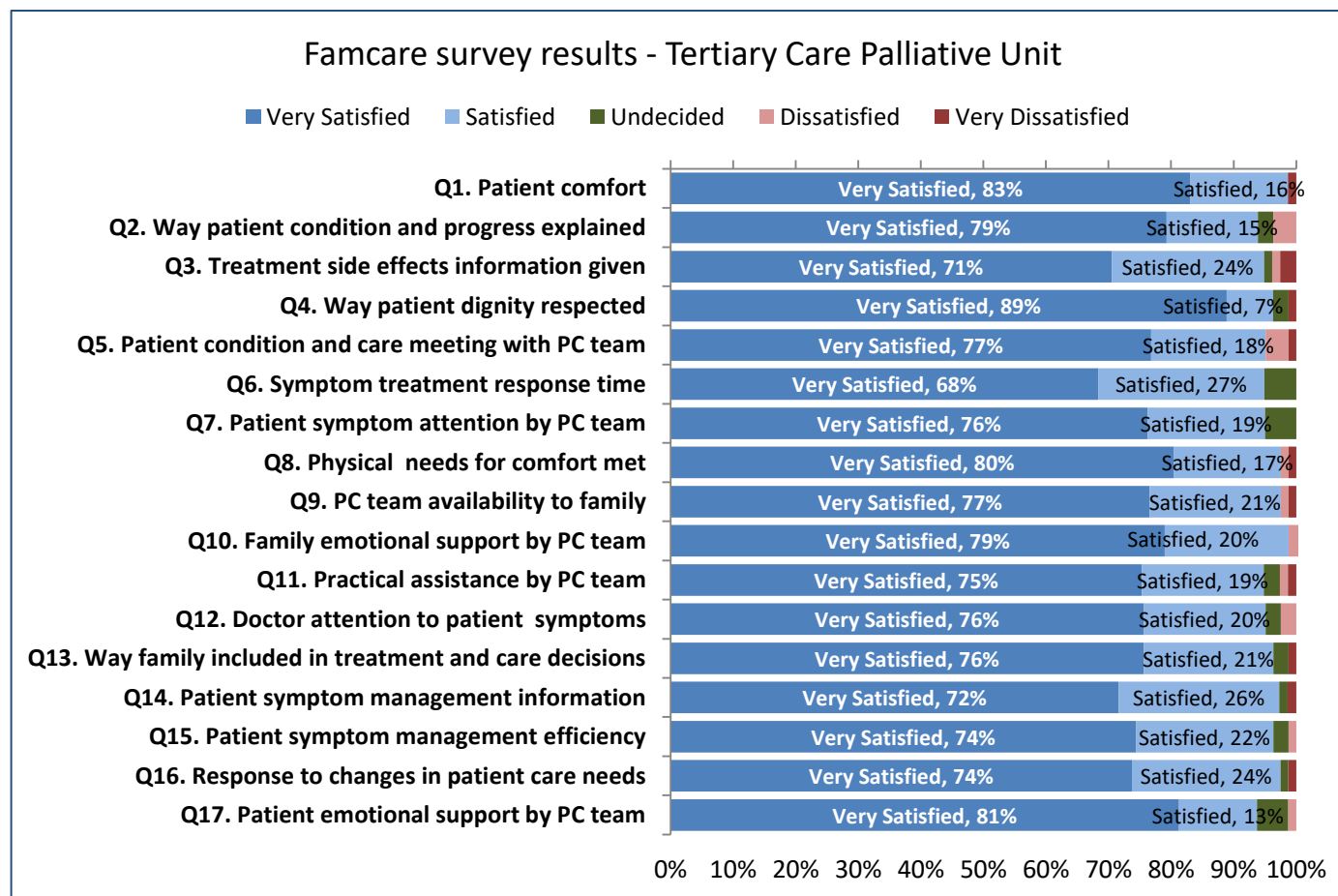
## Famcare survey continued



## Famcare survey continued



## Famcare survey continued



### Urban palliative home care program

- Team moved from Westlawn to Seventh Street Plaza; now co-located with the community consult team
- Enhancing Care in the Community (ECC) phase II has resulted in additional team positions:
  - A system case manager (1.00 FTE)
  - A therapy assistant (0.50 FTE)
  - An addition respiratory therapist (0.50 FTE)
  - A nurse practitioner (1.00)

## Edmonton Zone Palliative Care Program

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- Collaborating with Home Living program (regular) to explore role of nurse practitioners, role of community partners (i.e. PCN) etc.
- Canadian Home Care Association (CHCA) held a palliative care experience mapping workshop in Edmonton in July 2018
  - 2018 CHCA Home Care summits in Charlottetown PEI (Oct 1 & 2) and Vancouver BC (Oct 22 & 23) will feature innovations in home-based palliative care
- Community groups expressing interest in meeting PEOL care needs for its members (i.e. Persons with Developmental Disabilities (PDD), Seniors Association of Greater Edmonton (SAGE))

# Changes over the last 20 years

The office liaises closely with the Division of Palliative Care Medicine, Tertiary Palliative Care Unit (Grey Nuns Community Hospital), Referral Centres, Community Hospitals, Palliative Hospices and Continuing Care, Home Care, Family Physicians, and the Cross Cancer Institute (Appendix 6) to meet the goals and objectives of the program.

## REGIONAL PALLIATIVE CARE PROGRAM STAFFING - (March 31, 1999)

| Title                           | FTE    | Name             |
|---------------------------------|--------|------------------|
| Program Director                | 1.0    | Carleen Brenneis |
| Clinical Director               | 0.2    | Eduardo Bruera   |
| Acting Clinical Director        |        | Robin Fainsinger |
| Secretary                       | 1.0    | Barb Jones       |
| Secretary                       | 0.5    | Myrtle Gauld     |
| Data Manager                    | 0.5    | Hue Quan         |
| Volunteer & Bereavement Manager | 1.0    | Paula Brindley   |
| Consult Physician               | 1.0    | Anna Taube       |
| Consult Physician               | 1.0    | Peter Lawlor     |
| Consult Physician               | 1.0    | Jose Pereira     |
| Consult Physician               | 1.0    | Doreen Oneschuk  |
| Consult Physician               | 0.6    | Lemore Alima     |
| Consult Physician               | 0.4    | Tami Shandro     |
| Consult Nurse                   | 1.0    | Gary Frank       |
| Consult Nurse                   | 1.0    | Sally Turco      |
| Consult Nurse                   | 1.0    | Patsy Cantwell   |
| Consult Nurse                   | 1.0    | Larissa Podilsky |
| Consult Nurse                   | Casual | Bev Frost        |
| Consultant                      | Casual | Beth Perry       |
| Consultant                      | Casual | Linda Read-Paul  |
| Consultant                      | Casual | Jacque Peden     |

### Staff Changes:

July 1, 1999

-Eduardo Bruera resigned. Robin Fainsinger appointed acting director

September 1999

-Jose Pereira on leave of absence to become acting director of tertiary palliative care unit.

August 12, 1999

-Lemore Alima and Tami Shandro hired as physician consultants.

1999 – 2000

## VISITORS & FELLOWS

|                  |                         |                     |
|------------------|-------------------------|---------------------|
| Mazuryk, Mare*   | Calgary, AB             | Oct 5/98-Sep 30/99  |
| Cheng, Christine | Caracas, Venezuela      | Apr 01/99-Mar 31/00 |
| Tarumi, Yoko     | Sapporo, Japan          | Apr 01/99-May 30/01 |
| Martinez, Marina | Vitoria, Spain          | Feb. 01-Apr 30/99   |
| Amigo, Pablo     | Buenos Aires, Argentina | Mar. 02-Apr 16/99   |
| Reddy, Suresh    | Houston, TX             | Mar. 8-12/99        |
| Cairns, W        | Townsville, Australia   | Mar 22-26/99        |
| Driver, Larry    | Houston, TX             | Apr. 5-10/99        |
| Socci, Maria, RN | Houston, TX             | Apr. 5-10/99        |
| Wright, John     | Houston, TX             | Apr. 5-10/99        |
| Kaasa, Stein     | Trondheim, Norway       | Apr. 26-28/99       |



**REGIONAL PALLIATIVE  
PROGRAM COUNCIL MEMBERSHIP LIST  
January, 2002**

| <b>Name</b>                  | <b>Position</b>   |
|------------------------------|---|
| Carleen Brenneis<br>Co-Chair | Program Director<br>Regional Palliative Care Program,<br>Grey Nuns Community Hospital                 |
| Robin Fainsinger<br>Co-Chair | Director, Division of Palliative Care Medicine<br>Royal Alexandra Hospital                            |
| Marion Boyd                  | Executive Director<br>Pilgrim's Hospice Society   |
| Paula Brindley               | Volunteer and Bereavement Manager<br>Regional Palliative Care Program<br>Grey Nuns Community Hospital |
| Donna deMoissac              | Advanced Nursing Practice, Palliative Care<br>Royal Alexandra Hospital                                |
| Miriam Dobson                | Manager, Palliative Hospice<br>St. Joseph's Auxiliary Hospital  |
| Janet Fung                   | Director of Care<br>Capital Care Norwood  |
| Ed Holmes                    | Family Physician<br>Medical Services  |
| Bill Johnston                | Site Medical Director<br>University of Alberta Hospital   |
| Kim Kisko                    | Patient Care Manager of Medicine, Pediatrics and IV Therapy<br>Sturgeon and Leduc Community Hospitals |
| Priscilla Koop               | Faculty of Nursing<br>University of Alberta   |
| Peter Lawlor                 | Acting Director, Tertiary Palliative Care Unit<br>Grey Nuns Community Hospital                        |
| Karen MacMillan              | Manager, Tertiary Palliative Care Unit<br>Grey Nuns Community Hospital                                |
| Tom Martin                   | Dept. of Family Medicine<br>University of Alberta   |
| Marlene Nordstrom            | Manager, CAPS<br>Continuing Care Services   |
| Penny Parker                 | Palliative Care Manager, Home Care<br>Community Care Services   |
| Shirley Pratt                | Patient Care Manager, Emergency Services<br>Grey Nuns Community Hospital                              |
| Janice Chobanuk              | Resident Care Manager, Nursing Unit 9Y, Mel Miller Hospice,<br>Edmonton General Hospital              |
| Sharon Watanabe              | Director, Palliative Care Program<br>Cross Cancer Institute   |

# Hospice PCUs & TPCU

### 2000

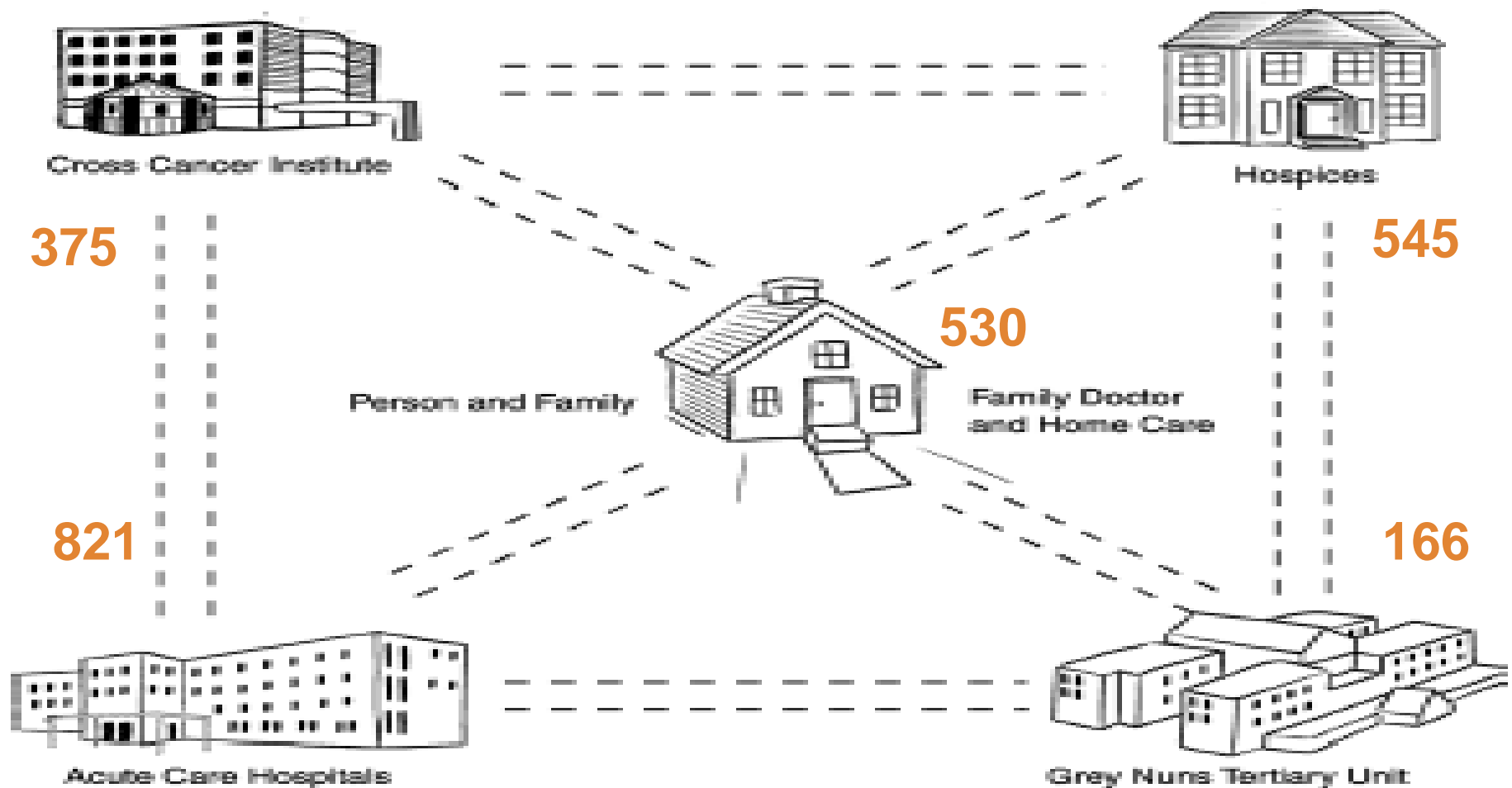
- EGH (Mel Miller) – 22
- Norwood – 20
- St Josephs – 14
- Youville - 1
- 57 beds
- TPCU – 14 beds

### 2018

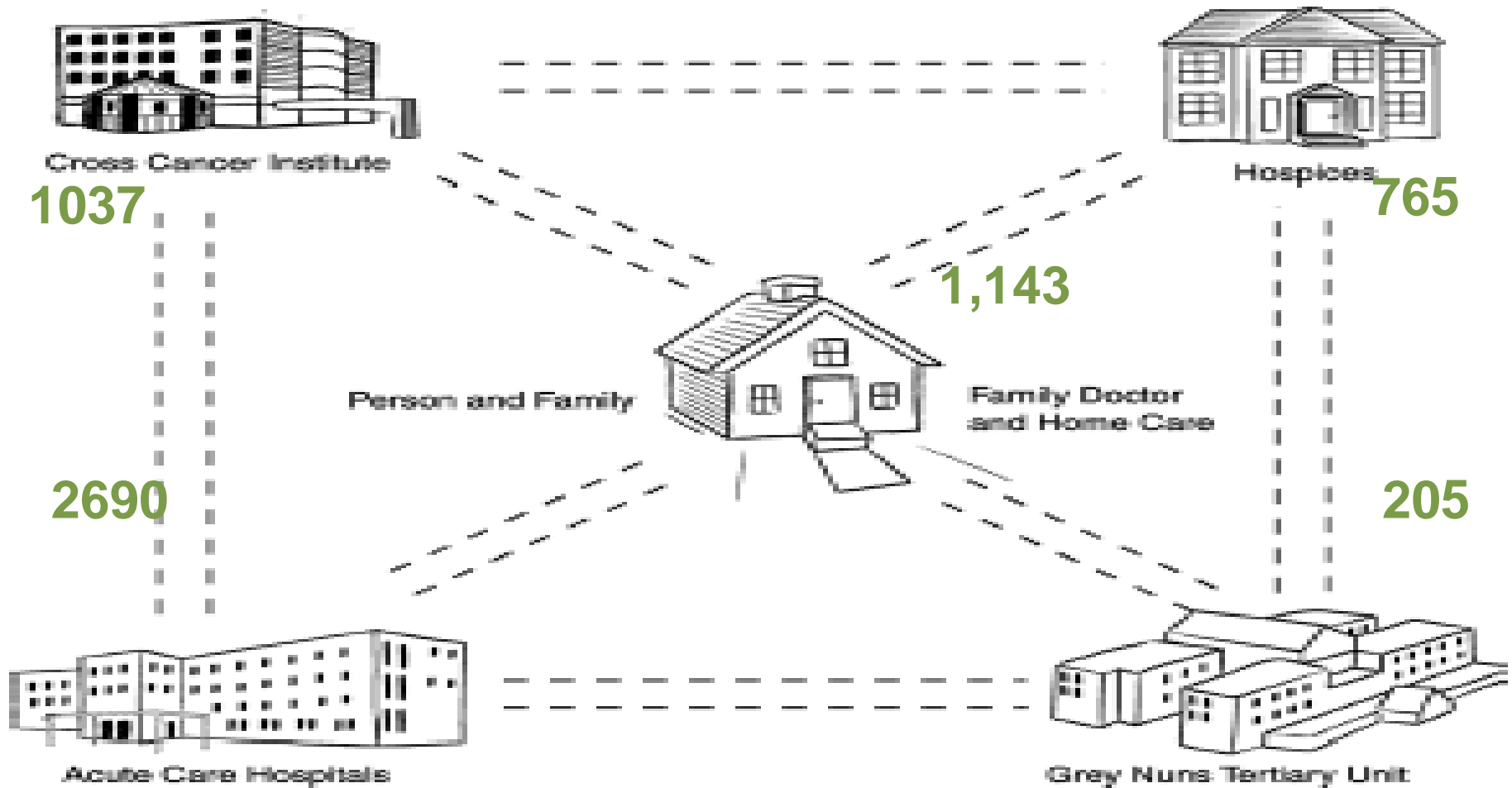
- EGH (Mel Miller) – 26
- Norwood – 23
- St Josephs – 14
- Foyer Lacombe – 10
- Westview – 6
- Rivercrest – 6
- 85 beds
- TPCU – 20 beds
- Comfort care beds at GNH & RAH

# Edmonton Zone Palliative Care Program 1999/2000

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# Edmonton Zone Palliative Care Program 2017/2018



# Challenges/Opportunities for 2018/2019

- Ongoing evolution in adapting to MAiD legislation
- Inner city palliative care (PCOAT)
- Improving community connections – e.g. neurology, PCNs
- New hospice PCU locations
- Need for physician AARP
- Future of our website and palliative.org

# Challenges/Opportunities for 2018/2019

- Database maintenance in the pre-Connect Care era
- Connect Care - this will transform practice across the Zone and province
- Impact of move of CCT to Plaza 7
- Maintaining a Zone program
- MMSE or MOCA or other cognitive assessment
- Leadership transition

# Edmonton Zone Palliative Care Program & cross-site report

June 24, 2019