

Waterloo Wellington (WW) Quality Palliative Care in Long Term Care (LTC) Initiative
LTC Palliative Education Funding Memo of Understanding (MOU):
Frequently Asked Questions

1. What do you consider palliative training?

Palliative training can include diverse educational opportunities covering a wide number of topic areas. This funding is dedicated to support standardized educational initiatives related to foundational palliative education including: the Fundamentals of Hospice Palliative Care (HPC), Effective Pain Management modules series, Advance Care Planning workshops, and Hospice Volunteer education sessions.

2. Does the training need to occur onsite at our facility?

Yes - the LTC Palliative Education Funding is intended to support facilities bringing staff together for on-site training to build to team capacity to deliver HPC.

3. Who can deliver the palliative training? Can we provide our own educator?

In order to ensure consistency in the education being provided, the palliative training is delivered by educators supplied or endorsed by the Palliative Pain and Symptom Management Consultants (PPSMC). Please ensure you check with the PPSMC program prior to organizing an educational session you wish to submit a claim for in order to ensure it will meet with approval.

4. Is there a minimum number of participants required to run individual palliative training sessions?

While there is no actual minimum number of participants required for reimbursement, we recommend strongly that all sessions contain 8 or more participants in order to foster robust discussion and shared learning.

5. What is the rationale behind the tight timeline: September 2015 to March 2017?

This timeline was adopted with an aim to allow LTC homes who have already participated in palliative education sessions prior to receipt of the funds to obtain reimbursement. In addition, we have allowed one fiscal year to provide enough time to ensure all LTC homes are able to participate.

6. Is there a potential to carry over the funds if palliative training is not available during this time period?

At this time, we anticipate having sufficient educators available so that each LTC home will have adequate time and opportunity in order to participate in some endorsed (see question 1) education during this period. Funding cannot carry over.

7. Why have the funds been entrusted to the Hospice of Waterloo Region for disbursement?

Hospice of Waterloo Region has received funding from the WW Local Health Integration Network (WWLHIN) to support the work of the PPSMC program with the LTC Homes in WW to increase the knowledge, understanding and capacity to deliver a Palliative Approach to care.

8. Is there a process in place to access the Pain and Symptom Management Consultants to request funding for palliative training and/or program resources?

At any time you can contact the individual PPSMC aligned with your LTC home or the PPSMC program for additional information.

Website Link: www.hpconnection.ca **Contact information link:** <http://hpconnection.ca/contact/> A dedicated information section about the WW LTC Quality Initiative is currently under construction on our website and will be available soon!

9. Are we able to use the funds to purchase equipment or supplies such as continuous infusion pumps, specialty mattresses, hydration supplies, IV sets etc.?

As per the MOU regarding LTC Palliative Education Funding (February 25, 2016), LTC homes are to utilize the funding for providing back fill staffing to facilitate participation of regular staff in palliative training opportunities offered by the PPSMCs.

10. Do we need to collect and submit statistical information in order to receive funding? How often do I need to report statistical information?

Yes, each LTC home is required to collect and submit statistical information in order to receive funding. The HWR reimbursement claim form includes all the information that will be needed for statistical reporting. Claims are to be submitted within 30 days of completion of the training.

11. What information will Hospice of Waterloo Region report to the LHIN?

As per the MOU regarding LTC Palliative Education Funding (February 25, 2016), Hospice of Waterloo Region will report to the WWLHIN on:

- a. # of Direct Care staff who have received palliative training
- b. # of Nursing Staff who have received palliative training
- c. # of Supervisory Staff who have received palliative training
- d. # of Management Staff who have received palliative training
- e. # of Volunteers who have received palliative training

12. To whom do we direct our request for reimbursement? Which form should we use? Where can I find the forms?

All requests for reimbursements should be directed to Hospice of Waterloo Region using the CLAIM form provided. Additional information can be found by contacting the PPSMCs through our website: www.hpconnection.ca Link: <http://hpconnection.ca/contact/>

13. How often can we submit a request for funding?

Funding has been allocated per home and is being held until training is completed within the time period of September 2015 to March 2017. WW LTC homes are entitled to submit reimbursement claims and payments up to the individual LTC home maximum available funding amount. Please refer to the MOU regarding LTC Palliative Education Funding (February 25, 2016) Allocation of palliative education funding for LTCH reference chart. **Note: this funding opportunity is a one-time initiative.**

14. Where can I find out more information about these funds?

Please refer to question 8 and/or visit our website at: www.hpconnection.ca

Contact link: <http://hpconnection.ca/contact/>