
WW IHPC COUNCIL

UPDATE – Nov 13, 2014

Waterloo Wellington
Integrated Hospice
Palliative Care



Vision

- ***Excellent hospice palliative care (HPC) services will be accessible to the people of Waterloo Wellington Local Health Integration Network (WWLHIN), regardless of diagnosis or care setting.***



The IHPC Program

- **The Program is responsible for:**
 - **HPC strategic planning, standardization, communication, education, and quality improvement, around best palliative care practices.**

- **The Program is accountable to:**
 - **Waterloo-Wellington LHIN**

Regional Accomplishments

- **Establishment of the WWIHPC Care Program**
- **Development, review, and revision of multi-year work plans, aligning with provincial vision.**
- **Advanced Care Planning Business Case**
- **Aboriginal Palliative Care**
- **Data Indicators Finalization**
- **E Shift Program/NP Program/Enhanced community supports**
- **Spiritual Care as a patient vital sign. A Spiritual Care needs assessment completed**
- **Adoption of a Bereavement Risk Assessment Tool (BRAT) and implementation of a pilot project**
- **10 Bed residential hospice – Innisfree (to open in 2015)**

WW IHPC – Data and Performance Indicators 2015

Step 1: Generation of Concepts

- Environmental scan of palliative care indicators in Ontario
- Collected from:
 - Declaration
 - HPCO
 - PEOLCN/LHIN Provincial Committee
 - WW LHIN
 - WW IHPC Program
- 32 measurement concepts were collected!

8 Priority Data and Performance Indicators

1. **Home support for discharged palliative care patients**
2. **ER visits in the last 2 weeks of life**
3. **% of palliative care patients discharged from hospital that were seen in the ER within 30 days**
4. **CCAC home care wait times (SRC 95)**
5. **Outpatient palliative care wait times- a) RCCs , b) community palliative teams**
6. **Hospital readmission within 30 days for palliative care patients**
7. **Reduce the ALC rate**
8. **Preferred Location of Death**

Patient Experience

- VOICES has been endorsed for provincial use
- Work plan for provincial testing/rollout is in progress – all residential and visiting home hospices in WW are being asked to participate
- Therefore VOICES may become our 9th indicator



Thank YOU

- January 21st – Tentative Hold Date – Stakeholder Facilitated Session