



Statement 13: Education for Health Care Providers and Volunteers

People receive palliative care from health care providers and volunteers who possess the appropriate knowledge and skills to deliver high-quality palliative care.

People with a progressive, life-limiting illness, families, and caregivers have complex needs; for this reason, those who provide care should have comprehensive palliative care education.

Education that focuses on improving communication skills, knowledge, and attitudes about palliative care has a positive effect on a person's experience of palliative care.

Competency-based education materials and programs should be tailored to the health care provider's role and responsibilities.

Considerations When Choosing Education

Learning in hospice palliative care is an on-going process that spans throughout every healthcare professional's career.

Accessible: is the course facilitated? does the course offer access to local educators, resources?

Evidence-base: Healthcare providers, educators and system leaders should consider education that is in alignment with the Ontario Palliative Care Network's (OPCN) [Ontario Palliative Care Competency Framework \(2019\)](#).

Sources:

- HQO Quality Standard for Palliative Care: Statement #13 – [Education for Health Care Providers and Volunteers](#)
- Ontario Palliative Care Network (OPCN) [Palliative Care Competency Framework \(2019\)](#)

PALLIATIVE CARE

Care for Adults With a Progressive, Life-Limiting Illness

Click below to see a list of brief quality statements and scroll down for more information.

Quality Statements in Brief

Resources > Quality Statements > Working Group > About >

13

Education for Health Care Providers and Volunteers

People receive palliative care from health care providers and volunteers who possess the appropriate knowledge and skills to deliver high-quality palliative care.

Background

What This Quality Statement Means

Quality Indicators

Definitions Used Within This Quality Statement

01 | Identification and Assessment of Needs

02 | Timely Access to Palliative Care Support

03 | Advance Care Planning—Substitute Decision-Maker

04 | Goals of Care Discussions and Consent

05 | Individualized, Person-Centred Care Plan

06 | Management of Pain and Other Symptoms

07 | Psychosocial Aspects of Care



What this Quality Standard Means

For Patients, Families, and Caregivers

You should have access to care providers who are knowledgeable about palliative care and who will work together to meet your needs and goals of care.

For Clinicians

You should receive education to effectively provide quality care for people with a progressive, life-limiting illness in accordance with your role.

For Health Services

Ensure that systems, processes, and resources are in place for health care providers and volunteers to receive the education necessary to provide high-quality palliative care.