



Canadian Home Care  
Association  
canadienne de soins  
et services à domicile



# Building Operational Excellence Home-Based Palliative Care

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**ALBERTA INVITATIONAL WORKSHOP**

July 24, 2018

9:00 am to 3:30 pm

ALBERTA HEALTH SERVICES  
Conference Room B - Main Floor  
10030 - 107 St NW,  
Edmonton, AB T5J 3E4

## ◆ DISCUSSION QUESTIONS

The following questions are provided to help guide our discussion and to help you formulate some thoughts in preparation for the workshop:

- How do you or your team include ACPs into care delivery plans? How are they promoted? What metrics are in place?
- Who contributes to the development of the ACP & the care plan? What is included in the ACP? What links exist between teams for home-based palliative care?
- When and where are the ACPs & care plans developed, updated, documented and stored? How are they shared?
- What challenges does the process cause? What do patients and providers want or desire from the process?
- What do the family members or caregivers think happens in the process? What really happens?
- How are health care providers trained in ACP discussions? What processes are in place to ensure that providers feel comfortable in discussing sensitive issues?
- What processes are in place to ensure a culturally safe environment to discuss palliative care and advance care plans?
- What tools or resources do you use? Which are most effective? Do your procedures include the use of any checklists or discussion guides?
- Do your processes include steps for patient /family feedback? What is routinely done to collect this information and how is it used?