



Building Operational Excellence Home-Based Palliative Care

OTTAWA, ON INVITATIONAL WORKSHOP

August 1, 2018
9:00 am to 3:30 pm

CANADIAN NURSES ASSOCIATION
Brenda Beauchamp Boardroom
50 Driveway,
Ottawa, ON K2P 1E2

◆ TOPIC: Equipment, supplies and medication management

Background

The Canadian Home Care Association (CHCA) is beginning work on a Health Canada funded project to address specific service gaps in home-based palliative care across Canada. This project builds on *The Way Forward: An Integrated Palliative Approach to Care* and workshops are being held in various jurisdictions with a focus on the following topic areas:

- inclusion of advance care plans into care delivery – Alberta (July 24)
- assessment and care planning – British Columbia (July 25)
- effective communication strategies and tactics – PEI (July 30)
- management of equipment supplies and medication – Ontario (Aug 1)

As part of the project, the CHCA is inviting key experts to explore opportunities for operational process improvements in home-based care. Led by the Ontario Palliative Care Network, (a partnership between Cancer Care Ontario, Health Quality Ontario, the 14 LHINs and Hospice Palliative Care Ontario) Ontario operates a robust integrated program for palliative care. The focus of this workshop will be on equipment, supplies and medication management within home-based palliative care.

Workshop Objectives

- To provide a forum for conversations about current gaps in the delivery of home-based palliative care with a spotlight on equipment, supplies and medication management.
- To develop a **Palliative Care Experience Map** which is a visual representation of relevant key processes, actions, relationships, communications and decisions that are necessary to ensuring accessibility and safety regarding medicines, supplies and equipment to support home-based palliative and end-of-life care. It reflects **how things are**—not what they should be.
- To discuss process variations and how providers adapt to local contexts and patient needs.

Following the workshops, the CHCA will conduct an E-Delphi process to gain broader stakeholder input and consensus. **The goal is to understand the fundamental operational processes, not create one standardized approach.** Each of the four Palliative Experience Maps will form the basis for the next phase of the project – the Call for Innovations in home-based palliative care, that will be launched in mid-August 2018. This call will identify palliative care practices ready for spread and scale-up across Canada and successful innovations will be highlighted at the Home Care Summits in Fall 2018.

AGENDA

9:00 am	Continental Breakfast
9:15 am	Welcome and introductions
9:45 am	Introduction to the <i>Building Operational Excellence: Home-Based Palliative Care</i> project and objectives for session
10:00 am	Group discussion on key touchpoints
11:00 am	Exercise: Develop detailed palliative care experience map
12:00 noon	Lunch break
12:30 pm	Group discussion – analysis of experience map
3:00 pm	Summary of key themes and areas for improvement
3:15 pm	Next Steps
3:20 pm	Process evaluation
3:30 pm	Adjournment

CANADIAN HOME CARE ASSOCIATION:

Jeanne Bank, Project Specialist
jbank@cdnhomecare.ca

Nadine Henningsen, CEO
nhenningsen@cdnhomecare.ca