



Building Operational Excellence Home-Based Palliative Care

CHARLOTTETOWN, PEI INVITATIONAL WORKSHOP

July 30, 2018
9:00 am to 3:30 pm

HOME CARE QUEENS
2nd floor
165 John Yeo Drive
Charlottetown, PE
C1C 3J3

◆ DISCUSSION QUESTIONS

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

- What processes exist to ensure that communication is effective between and across settings?
- Are we doing the right things to achieve open and sensitive communication in home-based palliative care?
- What barriers exist to implementing processes to improving EOL communication? How do you overcome these?
- Who is on the team and who contributes to effective communications? How are relationships between the sectors and settings developed and maintained?
- What tools or resources do you use? Which are most effective? Do your procedures include the use of any checklists or discussion guides?
- What cultural barriers have you experienced and how did you overcome these? What processes are in place to ensure a culturally safe environment to discuss palliative care? Are cultural advisors part of the team?
- In thinking about communications, what parts of the process are most important from a patient/client perspective?
- How do processes differ between rural and urban settings?
- At a wider public level, what communication strategies and tactics are in place to reinforce a common understanding of the value of integrated home-based palliative care?