



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

◆ TOPIC: Effective Communication Strategies and Tactics

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 participate in one of four workshops to explore opportunities for operational process improvements in home-based care. This workshop will focus on operational processes in support of effective communication strategies and tactics within the PEI Palliative Care Program. Communication is a cornerstone of palliative care, affecting both quality of care and quality of life. Communication affects the interpersonal relationships within and between health care teams, patients, and family/caregivers.

Workshop Objectives

- To provide a forum for conversations about current gaps in the delivery of home-based palliative care with a spotlight on effective communication strategies and tactics for integrated home-based palliative care.
- To develop a **Palliative Care Experience Map** which is a visual representation of relevant key processes, actions, relationships and decisions that are necessary for communication with the patient, family, and health care team (e.g. nurses, home support workers, doctors, palliative care specialists, therapists, social workers, paramedics). It reflects **how things are**—not what they should be.
- To discuss process variations and how communication strategies adapts 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—to 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:

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