ADVANCING OPERATIONAL EXCELLENCE IN HOME-BASED PALLIATIVE CARE

RURAL PALLIATIVE CARE IN-HOME FUNDING PROGRAM – CALGARY ZONE

A flexible approach to enhancing care for rural patients nearing end of life

WELCOME
4, June 2019
ADVANCING OPERATIONAL EXCELLENCE IN HOME-BASED PALLIATIVE CARE

Jeanne Bank
Project Lead
Canadian Home Care Association
Update on CHCA Project

Showcasing: *Rural Palliative Care In-Home Funding Program – Calgary Zone: a flexible approach to enhancing care for rural patients nearing end of life*

Jeanne Bank, Project Lead, CHCA

June 4, 2019
Project Overview

Purpose:
To explore opportunities for operational process improvement in home-based palliative care, specifically in:
1. assessment and care planning
2. inclusion of advanced care plans and service delivery
3. effective communication strategies and tactics
4. management of equipment, supplies and medications
Project Background

• Builds on the “The Way Forward: An Integrated Palliative Approach to Care”

• Pan Canadian multi-phased engagement process to learn about palliative care experiences (summer 2018):
  • One-on-one interviews with caregivers and patients
  • Key informant interviews
  • Interviews with cultural group representatives
  • 4 regional stakeholder workshops (Vancouver, Edmonton, Charlottetown and Ottawa)
  • Online survey of caregivers and patients
  • 2 round E Delphi process to identify priority areas for improvement
Advance Care Planning
Key Gaps and opportunities

• Hold early and ongoing conversations about end of life wishes and values
• Understand and consistently communicate end of life wishes
• Ensure care plans, documentation and other legal requirements reflect wishes and values
• Gaps between rural and urban
Assessment and Care Delivery
Key Gaps and opportunities

- Use a palliative approach to care in identifying and responding to patient needs
- Involve patients and caregivers and providers in developing and updating care plans
- Understand and use assessment tools early in the process
- Rural and remote communities access
Communications

Key Gaps and opportunities

• Recognize and communicate with all members of palliative care team members
• Consistently communicate changes in the patient’s condition and needs
• Communicate with patients, family and caregivers in a manner that is appropriate, timely and practical
Management of Equipment, Supplies & Medications

Key Gaps and opportunities

• Ensure medications and supplies and equipment are available without duplication and delay
• Organize and manage use of supplies and medications
• Ensure removal of supplies, equipment and medications from the home
• Palliative Care Experience Maps developed to share the stories and show opportunities for innovation

• 5 projects have been identified to showcase as High Impact Practices (HIPs) and will be published this summer. These 5 were identified at 2018 Home Care Summit 2018 and selected by panel of home care leaders

• Launch a 7-month Sprint Implementation Collaborative to support teams in testing, adapting and implementing one of the profiled innovations, Whole Community Palliative Rounds

• Development of Implementation Framework and User Guide to help organizations put HIPs into practice
2 published in Eng. & French – available for download

1) Whole Community Palliative Rounds - an innovative approach to inter-professional care planning and delivery in Interior Health

Whole Community Palliative Rounds is a strategy to enable rapid clinical problem-solving for symptom burden in high-risk individuals, purposeful and timely communication, shared decision-making and collaborative care planning among members of an inter-professional care team. This High Impact Practice showcases how Interior Health in British Columbia has successfully implemented this strategy.

2) Rural Palliative Care In-Home Funding Program—Calgary Zone - A flexible approach to enhancing care for rural patients nearing end of life

Home care programs across the country are challenged with providing responsive, high-quality services to individuals residing in rural communities. This High Impact Practice showcases an augmented service model in rural Alberta that is supporting clients nearing end of life to stay at home when desired, while ensuring they receive the required additional care.
The INSPIRED COPD Outreach Program™: Role of the Advance Care Planning Facilitator – As part of the INSPIRED COPD Outreach Program a trained advance care planning facilitator provides in home psychosocial/spiritual support, assisting patients/families in completing personal directives if desired.

Virtual Palliative Care: Right Patient, Right Time, Right Place, Right Care – The RELIEF (Remote self-reporting of symptoms by patients) application allows for patients with palliative care needs to self-report their symptoms daily, in their homes, using electronic standardized assessment tools. Their status is monitored in real time and thus allows for more timely and appropriate responses by health care providers.

Integrating a Palliative Approach to Care by Having Conversations Early (IPACE)- Facilitating early conversations using Ariadne Lab’s Serious Illness Conversation Guide (SICG) or other conversation tools to respect individual’s these wishes regardless of the setting of care and to foster this change in practice as part of the clinician’s daily work.
For more information:

Dedicated webpage on CHCA website
www.homecarekn.ca/operational-innovations

Jeanne Bank, Project Specialist
jbank@cdnhomecare.ca
RURAL PALLIATIVE CARE IN-HOME FUNDING PROGRAM – CALGARY ZONE
A flexible approach to enhancing care for rural patients nearing end of life

Linda Read Paul
Clinical Nurse Specialist, Rural Palliative Care Consult Service
Alberta Health Services, Calgary Zone

Bev Berg
Director, Palliative and End of Life Care (PEOLC)
Alberta Health Services, Calgary Zone

Pauline Yaremichuk
Palliative Care Case Manager, Rural Integrated Home Care
Alberta Health Services, Calgary Zone
Rural Palliative Care In-Home Funding Program—Calgary Zone

A flexible approach to enhancing care for rural patients nearing end of life

crphf@ahs.ca

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Linda Read Paul, Clinical Nurse Specialist, Rural Palliative Care Consult Service
Pauline Yaremichuk, Palliative Care Case Manager, Rural Integrated Home Care
Learning Objectives

After attending this presentation, learners will be able to:

1. Outline the components and principles of an innovative rural funding model to augment in-home palliative care services.

2. Explain processes required for successful program development, implementation, and evaluation.

3. Describe early program outcomes.

4. Identify barriers and opportunities within their own care settings with regard to adoption of presented program components and processes.
Where?

Population 2015
Total: 1.6 M
Calgary: 1.2 M
Rural ~400,000
Why?

1. Limited AHS Home Care services in rural areas
2. Other augmentation models don’t fit - Self-Managed Care, Vendor Contracts, Casual staff
3. Rural Primary Care Network in-home funding discontinued

→ New AHS strategy needed to support rural palliative clients to remain at home when desired
Who?

- **Funder** – AHS Calgary Zone (CZ) Palliative and End of Life Care (PEOLC)
  - AHS Enhancing Care in the Community initiative
- **Recipient** – any client with a progressive, life-limiting illness living at home in rural CZ
What?

• Additional in-home direct client care services
  – Personal care, respite, nursing care
  – HCA, LPN, RN, Other (e.g. friend, relative) contracted care providers
  – up to $10,000 maximum per client
Calgary Zone Rural Palliative Care In-Home Funding

When?

- Unmet care needs
- Existing resources exhausted
- Desire to stay home and more care needed to do so
- End of life phase of illness
- Launch: October 1, 2017
How?

Program Development

Working Group

- Home Care, PEOLC, Rural Health, Business leaders
- Local / Rural, Zone, Provincial representation
- Rural Centric, Client and Family-centered focus
Keys to Success

- Permanent funding
- Inclusive, collaborative, innovative program development process
- Emphasis on honoring rural values and culture
- Involvement of accounts payable and legal departments
- Dedicated business intelligence team
- Leadership endorsement
- Committed program leadership and dedicated administration office
- Flexible approach, openness to unique circumstances, responsive administrative office
Constraints – Concessions

• Only AHS funding for direct care
  ➢ no funding for equipment, medication, transportation, etc

• AHS unable to pay care providers directly
  ➢ client / family must assume responsibility for payment processes
Calgary Zone Rural Palliative Care In-Home Funding

**Innovations – Wins**

<table>
<thead>
<tr>
<th>Principle</th>
<th>Innovation</th>
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<tbody>
<tr>
<td>Clients / Families:</td>
<td></td>
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<tr>
<td>• Are not employers</td>
<td>Contractual relationship</td>
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<td>• Do not pay for care out of pocket</td>
<td>Expedited AP processes</td>
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<td>• Can find care providers easily</td>
<td>Legal endorsement of care provider list and rates brochure</td>
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<td>• Can be cared for by those they know and trust</td>
<td>Flexibility in contracting with local individuals and relatives</td>
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<tr>
<td>• Can access funding for EOL care regardless of eligibility for AHS Home Care</td>
<td>Inclusion of indigenous clients on First Nations communities</td>
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Calgary Zone Rural Palliative Care In-Home Funding

Program Development

- Process Maps
- Guidelines
- Agreements
- Checklists
- Brochures
- Invoice Templates
- Databases
- Surveys
Calgary Zone Rural Palliative Care In-Home Funding

How?

Program Implementation

PEOLC Office

Rural Home Care / Palliative Consultant

Client / Family

Care Provider

Payee
Calgary Zone Rural Palliative Care In-Home Funding

Rural Home Care / Palliative Consult team

- Identifies unmet care needs
- Confirms existing resources exhausted
- Explains CRPHF & care plan to client/family
- Authorizes amount / level of care needed
- Adjusts authorized care as needs change
Calgary Zone Rural Palliative Care In-Home Funding

Client / family

- Signs Funding Agreement
- Identifies Payee to manage funding
- Recruits, contracts, directs, and monitors Care Provider
- Verifies Care Provider invoices
Calgary Zone Rural Palliative Care In-Home Funding

Payee

• Sets up payment method with AHS Accounts Payable (AP)
• Receives verified invoices from Care Provider
• Totals Care Provider invoices on Payee Invoice
• Submits Payee Invoice to PEOLC → AP
• Receives funds from AP
• Pays Care Provider and obtains proof of payment
Care Provider

• Signs Funding Agreement
• Provides care as directed by client / family
• Provides invoices to and is paid by Payee
• Provides proof of payment to Payee
Office of PEOLC Director

• Oversees funding processes
• Approves payment of funds
• Maintains funding database
• Evaluates outcomes / impact of program
• Monitors spending limits
How?

Program Evaluation

Program Utilization – Database and Tableau Dashboard
User Feedback – Online surveys
• Client/Family and AHS Home Care
  
  What worked well?
  What didn’t work well?
  Suggestions for improvement
Outcomes

Oct 1, 2017 – April 30, 2019
(18 months)
Calgary Zone Rural Palliative Care In-Home Funding

Program Utilization

Authorized
- 108 Clients
- 100 Deaths
- 41 Survival Days (Median)

Accessed
- 71 Clients
- 69 Deaths
- 20 Survival Days (Median)
Calgary Zone Rural Palliative Care In-Home Funding

Clients Authorized For CRPHF by Home Care Office
Diagnoses - Authorized Clients

- Cancer: 87
- Other: 10
- CHF: 5
- COPD: 3
- ALS: 3
71 Clients Accessed

Days Supported
- 460 Total
- 6 Average
- 3 Median

Spend per Client
- $167-$10,000 Range
- $2563 Median
Calgary Zone Rural Palliative Care In-Home Funding

Care Provider Hours by Type

- Health Care Aide: 6783 hours
- Other: 1323 hours
- Licensed Practical Nurse: 1043 hours
- Registered Nurse: 213 hours

Total Hours = 9361
Place of Death - Accessed Clients

- Home: 37 clients (54%)
- Hospice: 28 clients (40%)
- Acute: 4 clients (6%)
Accounts Payable

- Average time to set up a Payee Account = 2 days
- Average Invoice turnaround time = 4 days
User Feedback

What didn’t work well?

Burdens for family

• Completing paperwork
• Recruiting and scheduling care providers
User Feedback

Suggestions for improvement

- Funding for equipment and ambulance transport
- Increase funding limit per client
- Have AHS pay care providers directly
- Simpler, clearer program documents and procedures
- Development of a liaison position to help clients and families navigate hiring and funding processes
User Feedback

What worked well?

- Good information packages for family and care provider
- Thorough explanation of processes to family
- Ability to access care 24h and have consistent care providers
- Program is working well to keep rural clients at home as long as possible
This program is extraordinary. It is SUCH a gift for people who are terminally ill to be able to spend as much time as they can at home. I felt that my dad, being from a rural area, has often been shortchanged by the health care system - despite his poor health, he's expected to show up to city emergency rooms to get help and had to spend more time than necessary away from his home. However, working within the palliative program, our experience has been the opposite of that - help, at his house, at our convenience and at no cost. Absolutely wonderful.
Expansion to a Provincial Model

GOAL

1. To support rural PEOLC patients to stay at home when desired and when they require additional care beyond existing services.

2. To encourage collaboration between patients and families, rural palliative and home care teams, and vendors to address the unique needs of rural communities.

- Leveraging the Calgary Zone program - Development and implementation of a Provincial In-Home Funding Program Model is being expanded to the rest of the zones in Alberta.

- The Provincial Rural Palliative In-Home Funding working group has Indigenous Health (Home Care) representation. There has also been a presentation to the North sector Indigenous Home Care Nurses that this program is in development so that they are aware and informed. Further communication and education will include the leadership of all the Indigenous Home Care Nurses when the program is implemented provincially.
Calgary Zone Rural Palliative Care In-Home Funding

Expansion to a Provincial Model

PROCESS STEPS:

• A Working Group has been developed with representatives from all zones within Alberta and indigenous health

• A current state analysis was done to determine if there are similar programs in other zones

• Lessons Learned from the Calgary Zone Rural Palliative Care In-Home Funding Program are being incorporated

• The Provincial model will be based on core components with flexibility within each zone to address their unique geographical and resource needs

• Will identify evaluation measures and key indicators to measure outcomes and guide future Quality Improvement initiatives
CRPHF
Case Study:
Meet Fred
Fred

- Diagnosis: COPD
- Age: 80s
- Care provider: Daughter-in-law
- Days supported: 198
- Hours of care: 514
- Place of death: Hospice
Canadian Home Care Association – High Impact Practices in Home-Based Palliative Care

Contact: crphf@ahs.ca or 403.943.1142
Bev.Berg@ahs.ca
Linda.ReadPaul@ahs.ca
VIRTUAL LEARNING SERIES

Question and answer session

Webinar participants – please post questions for our speakers in the ‘Questions and Comments’ chat pod to the left of the presentation.

Please tell us who your question should be directed to.

Jeanne Bank
jbank@cdnhomecare.ca

Bev Berg
Beverly.Berg@albertahealthservices.ca

Linda Read Paul
Linda.ReadPaul@albertahealthservices.ca

Pauline Yaremichuk
Pauline.Yaremichuk@albertahealthservices.ca