

Identify

Early assessments

OPPORTUNITIES

- Remote self-reporting of symptoms
- Virtual system assessment and management
- Edmonton Symptom Assessment System (ESAS -R)



Include

Consider all providers

OPPORTUNITIES

- Lots of assessment and care planning tools
- Enhanced 'Circle of Care'
- Collaborative clinical partnerships



"My aunt turned down palliative care for too long, thinking it was only for when you were on your death bed. This thinking was never questioned, discussed or revised by her medical team. I was the one who took the bull by the horns and made it happen."

"Every visit started with 'How is your day today? What can we do or work on and make it better?' I had a real sense that they were there to give Sam what she needed to turn the day around."

"The pressure on family is immense! We need trained assessors who can identify family coping, exhaustion and resilience."

"She really had a team around her and I was part of it. I was asked about what I thought. I felt I was an equal member of the team."

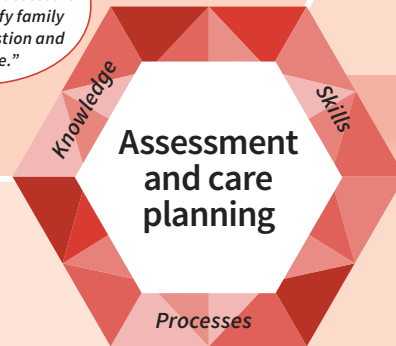
"The nights were by far the worst. It was like being in a life raft at night in the middle of a black ocean and the sharks were circling. And there was no help."

"A palliative care team that knows what they're doing makes all the difference. Nothing was left undone, questions were answered with confidence, we got everything we needed."



GAPS

- Lack of shared **DECISION-MAKING**
- **DISCONNECT** with primary health care
- Changes in **CARE PLAN** not communicated



Implement

Use appropriate tools

OPPORTUNITIES

- Whole Community Palliative Rounds
- In-home rural palliative care program
- 24/7 consults with palliative care specialists



"Every time the nurse came, she asked questions, sometimes the same, sometimes different. The doctor would ask questions. Always lots of questions."

"We are sometimes overwhelmed with so many assessment tools - try to standardize and provide help on how to use them."

"Our nurses and palliative care doctor made all the difference. Without them I don't know how we would have done it."

GAPS

- **COMPETENCY** of frontline home care providers
- Limited **RECOGNITION** and **INCLUSION** of family/caregiver needs
- **STANDARDIZED** assessment tools for all health care providers

EARLY ASSESSMENT AND MULTI-DISCIPLINARY CARE PLANNING

Early assessment and response to patients' needs is an important part of home-base palliative care.

This Experience Map is a visual representation of opportunities and gaps shared by subject matters experts, patients and caregivers on early identification of patient needs and reflecting those needs into shared care plans. Experiences were identified through a stakeholder workshop, telephone interviews and online surveys of caregivers and patients. Input was validated through E-Delphi survey with a panel of experts.



Building Operational Excellence
Home-Based Palliative Care