

# Access to Palliative Care: Hospice of Windsor and Essex County

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Hospice of Windsor and Essex County  
Palliative Care Education Day  
November 1, 2019



# Overview of Hospice Programs

- Support and Wellness Programs
- Community Palliative Medicine Program
- Hospice Residential Homes – Windsor and Erie Shores
- E-Consult Program





# Support and Wellness Programs

- Wide variety of programs to enhance pt's physical, emotional, social, spiritual well-being
- Available to all living with a life-altering condition and their families
- Self-referral
- RSVP with Service Coordinator Linda Sabatini at 519-974-7100, ext 2202









# OCTOBER 2019 WELLNESS CENTRE, WINDSOR



Sun	Mon	Tue	Wed	Thu	Fri	Sat
		<b>1</b> Memory Albums 9:30a-12p Chair Yoga 10:30-11:30a HBM Practice Group 1:30-3p HBM Training Class #1 6-8p	<b>2</b> Tai Chi 10-11:30a Jammin' For Wellness 2-5p	<b>3</b> Basic Functional Fitness (BFF) 10:30a-12p Games/Card Club 2-3:30p Guitar 4-5p	<b>4</b>	<b>5</b> Multiple Myeloma Support Group 2-4p
<b>SUPPORT • EDUCATE • EMPOWER</b>						
<b>6</b>	<b>7</b> Learn to Knit 9:30-11:30a Knitting for a Cause 1-4p HBM Training Class #2 3-5p Kids Kicking Cancer 4-5p	<b>8</b> Memory Albums 9:30a-12p Yoga 10:30-11:30a Prostate Support Group 7-9p	<b>9</b> Tai Chi 10-11:30a Art Healing 11a-1p Lakeshore Cinemas—Joker 12-2p Music 4 Health 1-2p Jammin' For Wellness 2-5p <b>(CANCELLED)</b>	<b>10</b> Basic Functional Fitness (BFF) 10:30a-12p Games/Card Club (BINGO) 2-3:30p Guitar 4-5p Living Through Grief 6-7:30p	<b>11</b> Beading 1:30-3p	<b>12</b> Lakeshore Cinemas — The Addams Family 10a-12p 
<b>13</b>	<b>14</b> HOSPICE IS CLOSED FOR THANKSGIVING! 	<b>15</b> Memory Albums 9:30a-12p Yoga 10:30-11:30a Drawing & Painting 1-3p Coping with Caregiving 1:30-3p	<b>16</b> Tai Chi 10-11:30a Importance of Being Connected 1-3p Jammin' For Wellness 2-5p	<b>17</b> HBM Training Class #3 10a-12p BFF 10:30a-12p Games/Card Club 2-3:30p Guitar 4-5p Time to Talk: Grief support for Kids and Teens 4-5p HBM Practice Group 1:30-3p	<b>18</b> Fun Time for Kids: Halloween Party at Hospice 2-4p	<b>19</b>
<b>20</b>	<b>21</b> Learn to Knit 9:30-11:30a <b>(CANCELLED)</b> Knitting for a Cause 1-4p HBM Training Class #4 3-5p	<b>22</b> Memory Albums 9:30a-12p Yoga 10:30-11:30a Mind Matters: Part 1 11a-12:30p	<b>23</b> Tai Chi 10-11:30a Jammin' For Wellness 2-5p	<b>24</b> Basic Functional Fitness (BFF) 10:30a-12p Games/Card Club 2-3:30p Guitar 4-5p Living Through Grief 6-7:30p	<b>25</b> Coping with Cancer 9:30-10:30a Beading 1:30-3p	<b>26</b>
<b>27</b>	<b>28</b> Learn to Knit 9:30-11:30a Knitting for a Cause 1-4p Kids Kicking Cancer 4-5p	<b>29</b> Memory Albums 9:30a-12p Yoga 10:30-11:30a Mind Matters: Part 2 11a-12:30p	<b>30</b> Tai Chi 10-11:30a Road Ahead with Cancer 1-2:30p Jammin' For Wellness 2-5p Coffee House 6:30-8:30p	<b>31</b> Basic Functional Fitness (BFF) 10:30a-12p Games/Card Club 2-3:30p Guitar 4-5p <b>Halloween</b>	<b>Please contact our Service Coordinator, Linda Sabatini to <u>REGISTER</u> for all programs and/or for more information on our programs. 519-974-7100, ext. 2202</b>	



# Community Palliative Medicine Program

- Provides comprehensive palliative care for patients in their own home
- Physicians, Nurse Educators, Social Workers, Spiritual Care Providers
- Works in collaboration with the LHIN and contracted agencies that are providing hands-on home care support
- 24-Hour Telephone Support provided by Palliative Care Nurse Educators



**DOCTOR'S REFERRAL FORM  
TO PALLIATIVE MEDICINE PHYSICIAN PROGRAM**

**CRITERIA FOR PALLIATIVE CARE PHYSICIAN CONSULTATION**

A diagnosis of a life threatening illness considered palliative requiring:

\*\*\*Please indicate the appropriate request.\*\*\*

- End of Life Care – Prognosis Three Months or Less.
- Malignant Pain and Symptom Management – Consult Only.
- Non-Malignant End of Life Care – Consult/Shared Care Only.

\*\*\*For all End of Life referrals, the Prognosis should already have been discussed\*\*\*

\*\*\*Home visits are NOT intended to replace Primary Care responsibilities\*\*\*

\*\*\*Our Program does not accept referrals for Chronic Non-Malignant Pain\*\*\*

C/O: The Hospice of Windsor and Essex County Inc.  
6038 Empress Street, Windsor, Ontario N8T 1B5

Fax: (519) 974-7672 Phone: (519) 974-7100

**For Urgent Referrals:** Call to speak to the Palliative Care coordinator at ext. 2254. Referrals are triaged at the time of receipt. **Urgent faxes will NOT be accepted without telephone contact.**

Date: \_\_\_\_\_

Patient's Name: \_\_\_\_\_ Address: \_\_\_\_\_

D.O.B. \_\_\_\_\_ Phone #: \_\_\_\_\_

OHIP#: \_\_\_\_\_ Ver: \_\_\_\_\_ WRCC# \_\_\_\_\_

Current Patient location: Home  WRH  HDGH  LDMH  Prognosis: \_\_\_\_\_

DIAGNOSIS: \_\_\_\_\_

SYMPTOMS/ISSUES: \_\_\_\_\_

In order to properly triage your referral, please be sure to provide all necessary information to avoid delays in your patients being seen. Incomplete referrals will be returned for your review.

Minimum requirements include:

Past Medical History  Current Medications  Consults and Progress Notes

Discharge Summaries  Advanced Directives/POA/DNR/HPP for EOL care

All recent and relevant investigations including imaging, laboratory and biopsy results

Patient last seen: \_\_\_\_\_ Is CCAC involved: Yes  No

Is patient aware of referral: Yes  No  Are you MRP: Yes  No

Referring Physician: \_\_\_\_\_ OHIP Billing Number \_\_\_\_\_

\*\*By signing below, I understand that I will continue to be involved in the ongoing care of this patient. \*\*Physician Signature: \_\_\_\_\_



# Community Palliative Medicine Program

- Referral Criteria
  - Progressive Life-limiting diagnosis
  - Expected prognosis three months or less
- NOTE:
  - Not appropriate for chronic, non-malignant pain management
  - Not intended to replace primary care
- Referrals triaged by our Palliative Care Coordinator
  - Urgent referrals need to be discussed with Palliative Care Coordinator





# Hospice Residential Homes

- Windsor Campus – 10 beds



# Hospice Residential Home

- Erie Shores – 10 beds



# Hospice Residential Home

- No cost to patients or families
- Physician coverage by Palliative Care Specialists
- 24 hours of Nursing and PSW support
- Social Work
- Spiritual Care
- Volunteers







# Hospice Residential Home

- Eligibility Criteria
  - Prognosis <3 months
  - Completed DNR-C
- Considerations for Admission
  - PPS  $\leq$ 50%
  - No plans for further chemotherapy, blood transfusions
  - Radiation and other procedures can be considered for symptom management
  - Imaging and Labwork not performed routinely but can be considered





# Hospice Residential Home

- Applications initiated by LHIN Care Coordinators
- Bed offers made based on priority of need
  - No need to apply early to “get on the list”
  - Coordinators at all Palliative Placement Facilities ensure those who require beds have access
- Further information can be provided by HRH Coordinators
  - Windsor Campus – Linda Britton
  - Erie Shores Campus – Michelle Parker

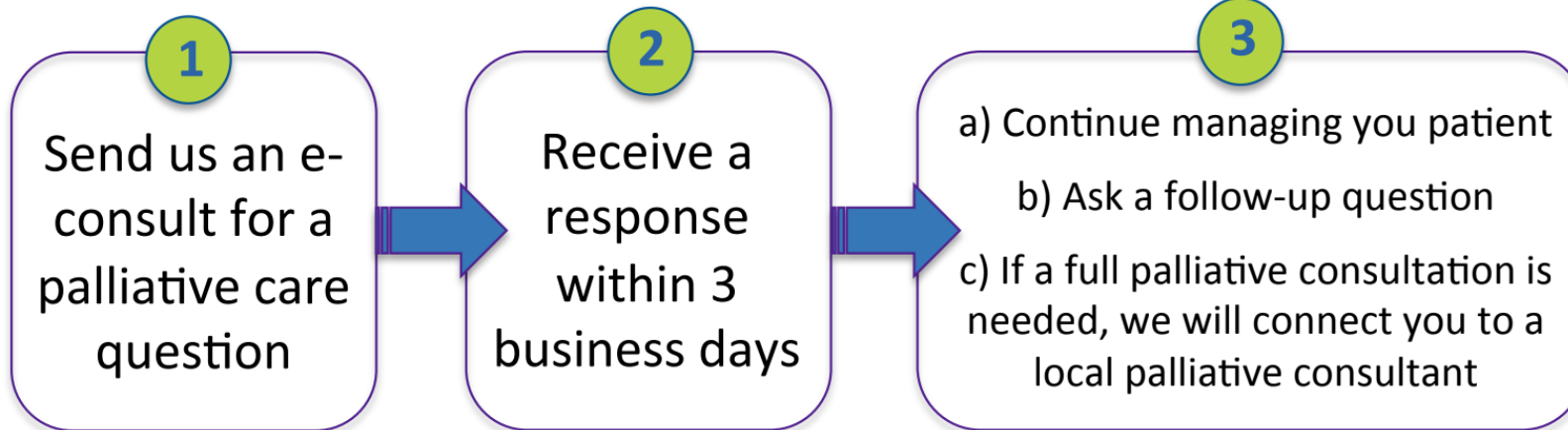


# E-Consult Program

## What is it?

Quick access to palliative care physician consultants through e-consultation (email) via the OTN portal

## How does it work?



Serving:

Erie  
St. Clair  
**LHIN**



# E-Consult Program

## How can we help?

- ✓ Pain and symptom management
- ✓ Medication options/alternatives
- ✓ Opiate titration or rotation
- ✓ Therapeutic interventions
- ✓ Community resources
- ✓ Disposition planning
- ✓ Considerations in complex end-of-life situations
- ✓ Goals of care discussions

and more...just ask!

## Who can we help?

### Patients with:

- ✓ Cancer
- ✓ End-organ failure
  - ✓ COPD
  - ✓ CHF
  - ✓ CKD
  - ✓ Liver failure
- ✓ Degenerative neurological diseases (e.g. ALS)
- ✓ Palliative care needs nearing end-of-life



- Sign in at OTNHub.ca



## Powering Virtual Care in Ontario

OTNhub is your private and secure community for practicing virtual care using a variety of ways to communicate with and care for patients, and connect with peers and specialists.

Log in to access OTNhub

Log In



## Connect with a Patient at Home

Setup an eVisit with a patient in their home.

[learn more](#)

## Make a Video Call

Connect to an OTNhub member or room-based system.

[learn more](#)

## Find a Host Site

Find a site close to your patient to schedule a video visit.

[learn more](#)

## Find a Specialist

Search the Directory to find a specialist who accepts patient referrals via video.

[learn more](#)

## Ask a Clinical Question

Ask a Specialist a clinical question and get advice within days using eConsult.

[learn more](#)



Request Consult

All Consults

Needs Attention

Waiting for More Info

Consult Provided

Consult Returned

All Requests

Needs Attention

Waiting for Response

Completed

Cancelled

Drafts

### Cases That Need My Attention

All

New

Follow Ups

There are no cases



Dr. Thomas Burgess

Draft case

\*Model ?  BASE Managed Specialty

Specific Provider or Group

\*Recipient Palliative Care

Patient

Dr. Kathy Simpson, Thunder Bay, LHIN 14, Family Medicine

**Palliative Care** Provincial Group, Province-wide specialty group

North West **Palliative Care**, St. Joseph's Care Group (SJCG)

Dr. Kevin Bezanson, Thunder Bay, LHIN 14, Family Medicine

**Palliative Care** Southwestern Ontario, The Hospice of Windsor and Essex County

\*First N

Middle

\*Last N

Dr. Aamir Haq, Etobicoke, LHIN 6, Family Medicine

\*DOB

Dr. Paolo Mazzotta, Toronto, LHIN 7, Family Medicine

\*Gender

Dorothy Ley Hospice Community Physicians, Dorothy Ley Hospice Community Physicians

\*OHIP

Enter patient OHIP number...

version code



# Summary of Services

- Support and Wellness Programs
  - Self-Referral
- Community Palliative Medicine Program
  - Physician Referral Required
  - Home-based palliative care
  - Urgent referrals must be discussed with Coordinator
- Hospice Residence
  - Applications coordinated by the LHIN
  - Bed offers based on priority of need
- E-Consult



# Questions?

