

A group of healthcare professionals, including nurses and doctors, are seated at a table in a meeting. They are smiling and clapping, suggesting a positive and collaborative environment. The background is bright and out of focus, showing a window with greenery outside.

**ANNUAL  
REPORT  
2019-2020**

# BLACK LIVES MATTER

At the core of hospice palliative care is a steadfast belief in the intrinsic value of each individual and their right to quality of life and quality of care. Hospice Palliative Care Ontario (HPCO) acknowledges the long-term and historical trauma that has been a reality for racialized minorities and Indigenous peoples who have had their rights denied and infringed for generations. The sad and deplorable events of late May triggered a renewed and evermore stringent effort by the team at HPCO to reflect and review our own processes and to take action on anti-Black racism and racism in all its forms.

HPCO has established an Anti-Racism and Equity Advisory Group to provide HPCO with guidance on additional actions and initiatives.

HPCO has spent the last several months reviewing existing Hospice Standards and is expanding them to incorporate additional anti-racism guidance for hospices. Safe space will be created for Black, Indigenous and People of Colour working in the Hospice Palliative

Care sector to provide advice and share their experience. HPCO will offer anti-racism education and training to its members, and we will do more, based on feedback from our members and the Advisory Group. Our goal is to have a sector wide multi-year strategy for anti-racism and equity.

HPCO will also continue to advocate for equitable access to hospice palliative care services for all people throughout Ontario of all cultures and ethnicities.

Racism, discrimination, exclusion, intolerance, and violence have no place in a just society, and especially in health care. HPCO condemns racism in all its forms, and we stand with all those who have suffered injustice and discrimination.

We will challenge each other, hold each other accountable, reach out to each other, and respect the people we serve and with whom we work. Now and always.

## Hospice Palliative Care Ontario's Values:

**Courage:** We make the best decisions not just the popular ones. We dare to go down new roads and challenge accepted wisdom. We place clear expectations on one another and promote change.

**Integrity:** We are professional and honest in our relationships. We honour our commitments. We hold ourselves accountable.

**Respect:** We value the diversity of our members and stakeholders, their opinions, experience, and contributions.

*“Our commitment to quality of life for all is hollow unless we eliminate racism, oppression, and exclusion.”*

- Rick Firth, President and CEO  
Hospice Palliative Care Ontario

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# ABOUT HOSPICE PALLIATIVE CARE

Hospice palliative care is aimed at relieving suffering and improving the quality of life for persons who are living with, or dying from, advanced illness or who are bereaved.

Hospice palliative care is a special kind of health care for individuals and families who are living with a life-limiting illness that is usually at an advanced stage. The goal of hospice palliative care is to provide comfort and dignity for the person living with the illness as well as the best quality of life for both this person and his or her family. A “family” is whoever the person says their family is. It may include relatives, partners, and friends.

An important objective of hospice palliative care is relief of pain and other symptoms. Hospice palliative care meets not only physical needs, but also psychological, social, cultural, emotional, and spiritual needs of each person and family. Hospice palliative care may be the main focus of care when a cure for the illness is no longer possible. Hospice palliative care services help people who are ill to live out their remaining time in comfort and dignity.

Quality hospice palliative care neither hastens death or prolongs life. The goal of hospice palliative care is to improve the quality of life for patients and their families facing problems associated with life-threatening illness.

Hospice palliative care services are helpful not only when a person is approaching death but also during the earlier stages of an illness. Hospice palliative care may be combined with other treatments aimed at reducing or curing the illness, such as chemotherapy. Families also benefit from support when their loved one is dying and after their death.

**Death is death, but dying is still living. Living well, until last breaths, is what hospice palliative care is all about.**

**Our Purpose:** *we strive for a future where every person in Ontario has access to quality hospice palliative care*

**Our Mission:** *provide leadership on behalf of our members by informing policy and promoting awareness, education, knowledge transfer and best practices in the pursuit of quality hospice palliative care*

**Our Vision:** *be the unified voice of collaborative, quality hospice palliative care in Ontario*

## Strategic Plan 2020-2023

### For The People

*We will improve access*

HPCO will improve access to high quality hospice palliative care and build providers' capacity to deliver care



- We will strengthen patient and caregiver supports by providing resources, tools, and education relevant to their needs
- We will improve the capacity and competency of health service providers to embrace Person Centred Decision Making
- We will increase public awareness of the benefits hospice palliative care, the services it provides and how it helps patients and families

### For Our Members

*We will provide leadership*

HPCO will be proactive in public policy, government relations and stakeholder relations that improve access to hospice palliative care



- We will increase engagement with individual members and enhance the value they perceive from their membership
- We will represent our members and contribute to dialogue on health care policy and the development, delivery, and evaluation of hospice palliative care services

### For Our Organization

*We will strengthen sustainability*

HPCO will create social enterprise that sustains the charitable mission of the organization



- We will create a Centre of Excellence for Hospice Palliative Care in Ontario
- We will leverage our intellectual property and scale our online services to the benefit of hospice palliative care organizations across Ontario and Canada

# MESSAGE FROM THE BOARD CHAIR AND PRESIDENT & CEO

## VALUED MEMBERS, COLLEAGUES, AND COMMUNITY PARTNERS

### Delivering During a Pandemic

As we write our annual report, we are still in the grip of a global pandemic that has changed the ways our members care for and interact with their patients, families, and each other. We are also in midst of an unprecedented and justified outcry over racism in our society and a call to end racism in all its forms.

On the pandemic front, supporting our members is our priority. At the outset of the pandemic we quickly convened virtual meetings with our various member groups to understand their needs, share resources, and gather information so we could advocate to ensure that the people of Ontario could still access the best possible hospice palliative care without compromising the health and safety of workers. To support our members, HPCO:

- Convened twice weekly Zoom calls with hospice leadership and Medical Directors to share experiences and resources and gather information on the impact of COVID-19
- Created guidance for hospices on visitor restrictions, admission, and testing
- Worked closely with government to convey the impact of COVID-19 on the sector and provide input for the MOH and Ontario Health guidance

- Created a Hospice Medical Director's Group to connect and share clinical information and ideas, and to provide feedback to the MOH
- Advocated for adequate PPE supplies, extra expense reimbursement, and pandemic pay
- Hosted weekly virtual drop-in support groups and more than 30 COVID-19 focused online learning events attended by over 5,200 health care workers

It has been inspiring to support and witness the innovation and resiliency of our members in their efforts during the pandemic.

We also found ourselves facing the reality that we would not be able to gather in person for the 2020 Annual Conference slated for April. The team began the herculean task of transforming the event into our first ever virtual conference with just a few short weeks to do so.

The conference was a great success. 98.6% of delegates said the virtual conference met or exceeded their expectations. The event taught us that we can do interactive online learning well and that there is a demand for HPCO to do more online.

While we intend to return to in-person events when safe to do so, we will also use virtual platforms to deliver more learning options.

### Black Lives Matter

At the core of hospice palliative care is a steadfast belief in the intrinsic value of each individual and their right to quality of life and quality of care. We acknowledge that anti-Black and anti-Indigenous racism exists in health care and HPCO will work to end it.

We have created an Anti-Racism and Equity Advisory group to help review our processes and provide guidance on how to improve.

We are also looking at how to provide safe spaces for Black, Indigenous, and People of Colour working in hospice palliative care to share their lived experiences and ideas on how we can improve.

The Board of Directors has started its own review of how to eliminate barriers at the governance level. We will develop a plan with tangible goals and report back to our members on our progress.

To support our members' efforts to end racism in all its forms, we are working with external partners to plan learning and long-term mentoring programs to effect real change.

We will also do more to advocate for equitable access to hospice palliative care for all people and support our members in their work to address gaps in local communities.

Our full statement on anti-racism is on page 6 of this report and we want to reiterate our commitment to challenge each other, hold each other accountable, and to work together.

The Board and staff team at HPCO is committed to providing leadership and to staying engaged in this work for as long as it takes to eliminate racism.

## Fiscal 2019-2020

### The Best Story in Social and Health Care

2019 began with another very successful Annual Conference with over 750 in attendance. The theme of Quality in Action was a testament to the consistently high-quality care delivered by the hospice palliative care sector. Deputy Premier and Minister of Health, Christine Elliot, attended the conference and affirmed her commitment to hospice palliative care and her belief in the role our sector plays in ending hallway medicine and providing the people of Ontario with desirable and cost effective care.

High quality, effective, and efficient care is the story that we helped our members tell at Ontario Health Team tables across the province. As the Government moved to transform and modernize healthcare, stakeholders throughout Ontario were called upon to gather and help determine the best path forward for healthcare delivery in their regions.

Throughout the year, the HPCO team worked with government to demonstrate that hospice palliative care is at the very Intersection of Health and Social Care, delivering cost effective compassionate care, that is valued and supported by communities.

Quite simply, hospice palliative care is the best story in Ontario health and social care.

HPCO leadership in Advance Care Planning (ACP) was again recognized by government with further investment in HPCO to expand our ACP work to continue to develop new clinical supports and tools for healthcare professionals, as well as information and ACP tools for caregivers and the general public.

Ontario knows how to do hospice palliative care well and has many long-established examples of best practice in community based palliative care. Although significant progress has been made in the last decade, many opportunities for improvement remain.

Widescale adoption of a palliative approach to care could do much to improve quality of life, especially in long-term care.

The demand for grief and bereavement supports was growing significantly throughout the province before the pandemic. COVID-19 has revealed how immediate the need for more community-based bereavement care is.

Equitable access to hospice palliative care for marginalized populations, and access in First Nations, Inuit, and Metis communities remains a significant challenge.

Funding models for hospice palliative care need reform to ensure sustainability of community-based hospice care. Funding for palliative medicine needs reform to make it an attractive and desirable practice in primary care.

The role of hospices as grass roots, community organizations at the intersection of health and

social care must be protected as Ontario Health Teams transform care integration.

Our spring 2020 Budget recommendations included both financial and cost-free system improvements. Sustainable funding, closing the gap in residential hospice beds, and expanding psychosocial supports are our primary financial asks for 2020.

As the health system in Ontario evolves new models and approaches to care, HPCO will continue to work with the Government of Ontario in a valued partnership that improves care for all the people. For our members, we will continue to bring value to your membership through programs, services, networking, learning opportunities, and advocacy.

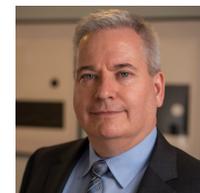
To all the nurses, volunteers, physicians, personal support workers, psychosocial professionals, administrators, caregivers, clients, and patients who collectively make hospice palliative care the best story in healthcare – thank you!

Our best wishes to you during these difficult times. It is your dedication and resilience that inspires us.

Stay safe.



Vivian Papaiz  
Board Chair



Rick Firth  
President & CEO

# HOSPICE SERVICES

## ACCREDITATION

HPCO celebrates four years since launching an enhanced Accreditation Program for Ontario hospices. The new program supports hospices to demonstrate compliance with HPCO Standards through a comprehensive evidence submission, peer review process, and site visits. Hospices receive a detailed written report containing commendations and recommended improvements. Since June 2015, 53 hospices have enrolled in the program with 38 hospices achieving full accreditation and 15 in process.

Congratulations to the hospices who achieved or renewed their accreditation status with HPCO during the past year:

- Circle of Care Hospice
- The Heart of Hastings Hospice
- Hope House Community Hospice (formerly Hospice King-Aurora-Richmond Hill)
- Hospice Georgina
- Hospice Northwest
- Hospice Orillia
- Hospice of Waterloo Region
- The Hospice of Windsor and Essex County
- The Jewish Hospice Program
- Scarborough Centre for Health Communities
- Dr. Bob Kemp Hospice

HPCO also released new Accreditation Evidence Requirements for use beginning April 1, 2019 that included criteria for achieving accreditation in Grief/Bereavement Support, Spiritual Care, and Day Hospice. In collaboration with Stratim Inc., HPCO also implemented a new accreditation template using SharePoint and Power BI to ensure a more seamless accreditation process.

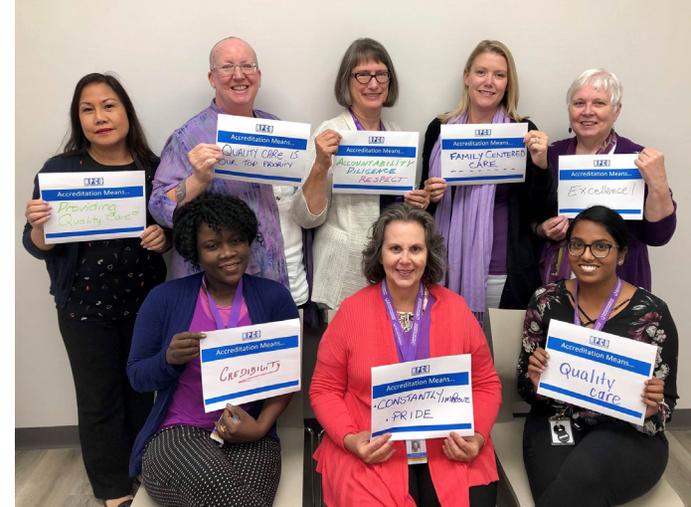
*“We wanted to reinforce the highest quality of care, compassion, and innovation that Hospice Georgian Triangle is known for with hard evidence that we work to recognized standards and best practices for hospice palliative care. In this respect, it was important for us to receive professional peer validation. We want our patients and their families to have peace of mind about their care before they even walk through our doors.”*

- Hospice Georgian Triangle

53



Hospices engaged in accreditation



## STANDARDS

Hospice Standards guide hospices in the governance, administration, and delivery of hospice services. Standards set the required expectations for hospice operations and promote quality and consistency in hospices across the province.

In 2019 HPCO released an updated Hospice Standards document (v3), which included the results of an 18-month consultation process to revise and modernize Volunteer Management Standards. The new document illustrates the current framework and includes all current Standards and Accreditation evidence requirements. The Standards are:

- Organizational Oversight
  - Governance
  - Administrative Operations
  - Quality Assurance
- Volunteer Management
  - Screening
  - Training
  - Scope of Role
  - Supervision and Support
- Hospice Service Standards
  - Day Hospice
  - Visiting Hospice
  - Hospice Residence
  - Grief and Bereavement Support
  - Spiritual Care
  - Complementary Therapy

## HOSPICE QUALITY MEASUREMENT

In April 2016, HPCO's Hospice Metrics framework was initiated to measure the quality of care and impact of hospice services and to promote system-wide quality care improvements. In consultation with health care providers, hospices, and health organizations, a suite of outcome and impact indicators were identified as essential measures to track overall performance in visiting and residential hospices. The Metrics platform, now called the Hospice Quality & Impact Measurement System, offers a transparent data reporting system and comprehensive set of analytical tools to demonstrate the value of hospice services to patients, caregivers, and the health system.

With over 10,000 client and caregiver check-ins, the system provides the client and caregiver perspectives in near real time. Clients are asked about the quality of their care and how it is impacting their quality of life while they are still receiving service.

### Clients receiving hospice care:

**97%** were satisfied with the service

**96%** felt the service had a positive impact

### Clients attending day hospice programs:

**98%** were satisfied with the service

**97%** felt the service had a positive impact

### Residential hospice patients:

**99%** were satisfied with the services

**97%** felt the service had a positive impact

### Caregivers:

**97%** were satisfied with hospice services overall

**96%** felt that hospice services had a positive impact



**114**  
Hospices  
in Ontario



**53** Residential Hospices  
(in-patient beds)

**85** Visiting Hospice Services

**27** Locations have both

**94%**   
of hospice clients are  
receiving service in their  
**preferred location**

# KNOWLEDGE EXCHANGE

## INTEREST GROUPS

HPCO Interest Groups are focused on roles within a hospice and provide a forum to foster networking, knowledge exchange, and sharing of expertise among staff in specific roles at hospices across the province. Interest Groups meet two to four times per year in-person, online, or both.

### Residential Hospice Interest Group (RHIG)

This group is open to the chief staff executive of residential hospices and focuses on strategic conversations about residential hospice operations. The group is Co-Chaired by Pam Blackwood (McNally House) and Karen Candy (Carpenter Hospice).

### Visiting Hospice Interest Group (VHIG)

The group is open to the chief staff executive or program director of visiting hospices and focuses on strategic conversations about visiting hospice operations. This group is Chaired by Heidi Boner of Hope House Community Hospice.

### Grief and Bereavement Interest Group (GBIG)

The focus of this group is the exchange of information and ideas by those who deliver grief and bereavement services through a hospice. The group is Co-Chaired by Sandy Curtis Arnold (McNally House) and Sharron Spencer (Carpenter Hospice).

### Board Chair Interest Group (BCIG)

Focused on governance issues, this group is comprised of the Chairs or Vice Chairs of hospice Boards of Directors. This interest group meets annually in April and occasionally by video conference to discuss governance issues and strategy. The group is chaired by HPCO Board Chair Vivian Papaiz.

### Design Build Interest Group (DBIG)

The group created in 2019, is for representatives from organizations that are building a residential hospice. The group meets to discuss facility design, construction, equipment provisioning, and start up process. This group is Chaired by Beth Ellis (Toronto Commandery Hospice).

### Coordinator of Volunteer Interest Group (CVIG)

This group focuses on issues related to hospice volunteer recruitment, retention, training, and management. The group is Co-Chaired by Jennifer Lockyer (Hospice Care Ottawa) and Brianna Brown (Hospice Dufferin).

### Residential Hospice Clinical Lead Interest Group (RH-CLIG)

This group is open to hospice Directors of Care or Residential Care Coordinators and focusses on issues related to clinical operations in a hospice residence. The group is Chaired by Rebecca Ellerson (Algonquin Grace Residential Hospice) and Jodi Dunn (Hospice Peterborough).

### Medical Directors of Hospices in Ontario

HPCO formed this group for hospice Medical Directors during the early days of the COVID-19 pandemic to focus on emergency measures and clinical guidance for residential hospice related to COVID-19. The group has proven invaluable during the pandemic and looks forward to continuing as a permanent interest group at HPCO. The group has a rotational Chair model on a quarterly basis. The first Chair was Dr. Denise Marshall (McNally House), followed by Dr. Brian Kerley (Hospice Niagara).

## COMMUNITIES OF PRACTICE

Communities of Practice (CoPs) are groups of people who share an interest or a passion for something they do, and a desire to share knowledge and learn as they interact regularly. HPCO has four active CoPs:

- Health Care Consent and Advance Care Planning;
- Compassionate Communities and the Community Research Collaborative;
- Rural Hospice Palliative Care;
- Fund Development.

### Health Care Consent and Advance Care Planning Community of Practice

Person-centred decision-making involves incorporating patient perspectives, priorities, and goals throughout an illness trajectory from Advance Care Planning through to treatment discussions and informed consent. These conversations are central to ensuring that everyone receives the type of care that they desire when they are unable to speak for themselves.

In 2019 and 2020 HPCO provided provincial leadership in Health Care Consent, Advance Care Planning and Goals of Care as the designated lead in the Ontario Palliative Care Network (OPCN) Action Plan. We continued progress through a 3-part work plan to develop and update materials for patients, caregivers, substitute decision makers, and

providers to engage in Advance Care Planning Conversations, Goals of Care Discussions and Health Care Consent in alignment with Ontario's legal landscape, and the Palliative Care Quality Standard.

#### 1. Education and Mentoring

- a. Trained 17 new Regional Champions in Health Care Consent, Advance Care Planning and Goals of Care (HCC, ACP and GoC) to ensure all 5 Ontario health regions were supported.
- b. Expanded the Organizational Champions group to support positive and compliant changes in practices in Long Term Care, Hospital and Community settings.
- c. Provided webinars on a range of Health Care Consent, Advance Care Planning, and Goals of Care topics, including:
  - Informed Consent Using the Treatment of Cardiopulmonary Resuscitation
  - Implementation of Advanced Care Planning, Goals of Care and Health Care Consent in Ontario

#### 2. Develop System Level Approaches Supporting Regional Capacity Building

- a. Provided support through a number of content reviews for organizations regarding their Health Care Consent Advance Care Planning resources to ensure compliance with the Ontario Legal Framework

- b. Launched the Person-Centred Decision-Making toolkit to provide clinicians with resources and supports to help them understand the conversations most appropriate to their practice setting and context.

- c. Worked with the Cross Sector Working Group to support and advance Health Care Consent, Advance Care Planning, and Goals of Care across provincial associations.

#### 3. Improving Public Awareness of Advance Care Planning

- a. Worked with CHPCA on the Advance Care Planning (ACP) Day tool kit. Adapted to a virtual ACP Day campaign amid the COVID-19 pandemic to share resources emphasizing the role of the Substitute Decision Maker(s). Supported the public promotion of ACP Day through radio interview and social media.
- b. Launched the new Lead Trainer provincial program to build a strong network of volunteers to facilitate community Advance Care Planning presentations to the general public.
- c. Continued to respond to orders for the newly developed ACP workbooks, posters, postcards, bookmarks, and wallet cards.
- d. Responded to weekly public inquiries and questions from the Speak Up Ontario website.

### Compassionate Communities and Community Research Collaborative

HPCO is leading the new provincial strategy called “Compassionate Communities” to support whole person care in an effort to benefit patients, caregivers and the health care system. Compassionate Communities is a community of people who are passionate and committed to enhancing the experiences of those dealing with a serious health challenge, caregiving, dying, or grieving.

In a Compassionate Community initiative, community members take an active role in supporting people affected by these experiences and this can be done through connecting people to supports, raising awareness about end of life issues, or building supportive networks in the community. Each Compassionate Communities initiative develops and executes its own programs and activities to build more compassion within their communities. HPCO supports all the Compassionate Communities by providing resources, and networking and learning opportunities to help better serve the regions. Members of a Compassionate Community recognize that these experiences are a part of everyone’s journey through life and that they can happen at any time. They also recognize that care for one another through these experiences is not a task solely for health

and social care professionals, but that everyone can participate. Compassionate Communities celebrate diversity and are inclusive of all.

The HPCO Compassionate Communities Community of Practice helps to connect individuals across Ontario who are actively involved in a structured Compassionate Community project or who are interested in learning more. The CoP offers an infrastructure to support these individuals in sharing knowledge and information and a forum for building a broad network of Ontario communities committed to improving population health outcomes.

In 2019 and 2020 the CoP engaged with, supported, and mentored 19 Compassionate Community initiatives across Ontario working with their host organizations and providing resources and information sharing opportunities to help advance their local work. Through a provincial reporting update each initiative provides a regular environmental scan of activities and projects which helps the CoP members to learn from one another and benefit from each of their experiences. The Compassionate Communities CoP has received tremendous support from 8 student interns over the past year and has encouraged the growing relationship with Universities across Ontario.

**530**  
**Individuals**  
**participated in the**  
**Communities of Practice**  
**in 2019**



**19**  
**Compassionate**  
**Community initiatives**  
**across Ontario**

This important work is in alignment with and supports key provincial priorities including: Declaration of Partnership/ Strengthening Ontario's EOL Continuum; Patients First; Health TAPESTRY (primary care engagement); Age-friendly Strategy; and, Dementia-friendly Strategy.

Additionally, the Community Research Collaborative connects 35+ Ontario-based researchers and offers an infrastructure to support these individuals in sharing knowledge and information. The collaborative develops and shares research and evaluation approaches for adoption by existing and emerging Compassionate Communities.

HPCO also partnered with Pallium Canada and the BC Centre for Palliative Care in a joint project titled Pan-Canadian Compassionate Communities Evaluation Guide. Through this project, the Parties worked together to develop a user-friendly guide to help community-based organizations across Canada evaluate their compassionate community initiatives. The Parties each bring substantial expertise and their knowledge products to the development of the Evaluation Guide.

### Rural Hospice Palliative Care Community of Practice

This CoP supports rural and remote members to network and share innovative approaches and solutions to provide timely, collaborative, and effective hospice palliative care in rural Ontario. Over the past year, the CoP members identified the following issues as a priority for discussion and sharing:

- First Nations Cultural Competency Training;
- Palliative Care Paramedic Training;
- Collecting local case studies that raise awareness.

In 2019 and 2020 the Rural HPC CoP coordinated information sharing and provided best practice approaches for rural communities to participate in priority training. Through several panel presentations at membership meetings the CoP helps to inspire and share innovative approaches and solutions addressing the identified priorities. Additionally, by sharing case studies for discussion the CoP members not only offer each other ideas but can also help profile current rural challenges and innovations.

### Fund Development Community of Practice

The Fund Development Community of Practice fosters collaboration and innovation among fundraisers in the hospice palliative care sector. It is an opportunity for our members to enhance capacity and promote best practices through engaging and exchanging information. Our goal is to share and build on existing Ontario materials and frameworks related to fundraising and development.

*“Having the opportunity to share ideas, best practices and learn from other Hospice Fundraisers through our CoP has been invaluable. With our shared Hospice perspective, I know I can send an email or pick up the phone to ask “have you ever experienced this situation?” and that my colleagues across the province can, and will, do the same. This cooperative experience makes us stronger, and helps to build a sustainable funding structure for all Hospices.”*

- Janet Fairbridge, BA, CFRE,  
Foundation Director,  
Hospice Georgian Triangle

# PARTNERSHIPS



## SE HEALTH

Throughout 2019-2020 HPCO continued its invaluable partnership with SE Health, HPCO's partner and host for online learning for hospice volunteers. Thanks to SE Health, over 7,000 hospice volunteers have been enrolled in online training since August 2016. SE Health was also a Gold Level Sponsor of the Annual HPCO Conference in 2019 and sponsored the fund development content which was attended by over 60 delegates. SE Health is an exemplary leader in giving back to the community. In addition to supporting HPCO's work, SE Health is a partner in Journey Home Hospice, Toronto's hospice for those without a home.

"SE Health is a wonderful organization to work with. Their people are knowledgeable, compassionate, and walk the talk. They journey with you as a partner to ensure you succeed." Rick Firth, President & CEO, HPCO.



## COWAN FOUNDATION

The Cowan Foundation's multi-year support to HPCO has assisted patients and families living with life limiting illnesses and bereavement across the province of Ontario. This support has assisted with the development of media-rich content for HPCO's online learning environment for hospice volunteers and has helped HPCO grow this training exponentially.



## CANADA LIFE

Canada Life granted HPCO a donation in support of our Online Volunteer Training System in July 2019. This support has allowed HPCO to expand this program's services not only in Ontario but in other provinces of Canada.



## MOUNT PLEASANT GROUP

The Mount Pleasant Group and HPCO continued a valuable partnership in 2019. The funding from Mount Pleasant Group supports our Centre of Excellence which includes the creation and maintenance of hospice standards, hospice accreditation, a quality measurement platform for hospices, and hospice volunteer training. The new and revised standards achieved in 2019 would not have been possible without the generous support of the Mount Pleasant Group, and without the standards, care across Ontario would be inconsistent and quality and safety would be diminished.

Also in 2019, HPCO launched the Mount Pleasant Group Hospice Innovation Award. The recipient of the \$10,000 inaugural Mount Pleasant Group Hospice Innovation Award was Emily's House Paediatric Hospice in Toronto.

# PUBLIC POLICY

## GOVERNMENT RELATIONS HIGHLIGHTS

*The Best Story in Health and Social Care* is one that HPCO consistently and relentlessly shares with members of Government. When the Government launched the Premier's Council on Improving Healthcare and Ending Hallway Medicine, HPCO was able to rapidly enumerate the many ways hospice palliative care has, and continues, to end hallway medicine by providing cost effective, wholistic and high quality care for patients, and their families.

### Sample impact:

- Caregiver surveys and HPCO's real time metrics platform reveal very high ratings (97% satisfaction) for quality of care and demonstrate that visiting home hospice volunteers and residential hospices helped keep people out of ER and hospital.
- 16,000 trained volunteers in Hospice at Home programs help over 21,000 patients stay home and support the well-being of family caregivers. More than half of family caregivers reported that volunteer support averted a trip to the ER saving the system \$10,000,000 in unnecessary ER visits.
- From fiscal 2017/18 to 2018/19, 5,541 people were discharged from hospital to a hospice residence, saving \$57.8M in health care costs and freeing up 91,593 hospital bed days for other patients. An additional 8,840

people who could no longer be cared for at home, by-passed hospital admission by going straight from home to hospice, saving \$82.6M in hospital costs and an additional 113,880 hospital bed days. **The total savings realized were \$140.4M and 204,171 hospital bed days freed up.**

### The key areas HPCO focused on in 2019/20 included:

- Supporting our members and liaising with Government regarding the transition to Ontario Health and Ontario Health Teams;
- Determining the best funding formula to grow desirable and cost-effective community hospice palliative care;
- Identifying no-cost improvements to improve service and save money;
- Raising awareness of the vast impact of hospice bereavement services on wellbeing;
- Advance Care Planning;
- Continuing to help End Hallway Medicine;
- And, of course, continuing to represent our members needs to Government during the COVID-19.

In addition to two MPP Days, HPCO held dozens of additional meetings with key Government personnel. HPCO continues to be encouraged with the excellent understanding and support of the politicians and staff, of all stripes, and the officials within Government.



# EDUCATION AND OUTREACH

## PERSON-CENTRED DECISION-MAKING

In Ontario, Health Care Consent, Advance Care Planning, and Goals of Care (HCC, ACP, GoC) are situated along a Person-Centred Decision-Making (PCDM) continuum. Advance Care Planning is a rapidly growing topic of interest in communities across the province of Ontario that has been further underscored by the onset and evolution of the COVID-19 pandemic. HPCO strives to ensure that Ontarians, the general public and health service providers alike, understand the benefits of ACP conversations and have access to Ontario-compliant resources and tools necessary to effectively engage in this process.

In April 2019, HPCO successfully secured a two-year funding grant from the Ministry of Health and Long-Term Care to strengthen, advance, and provide leadership on PCDM education and outreach in Ontario. HPCO continues to work diligently in developing and executing a number of deliverables that target education, capacity building, and public awareness of HCC ACP GoC for various stakeholders:

### 1) Education and Capacity Building

- A standardized provincial training program was launched for lead trainers/dedicated health care professionals to train volunteer facilitators on delivering ACP presentations in their respective communities.
- Grand Rounds presentation and strategic brainstorming session on PCDM core concepts held in Sudbury, Ontario for clinicians and administration; 57 participants trained in total.
- Skills building workshops held in Kingston and Hamilton, providing clinicians with the skills needed to train other clinicians in their regions on HCC ACP GoC conversations.
- Organized ACP webinars for participants across the province. A total of 527 participants were trained on Back to Basics New ACP, Navigating the World of ACP and GOC Conversations and Primary EMR Tools for Advance Care Planning and Palliative Care.

### 2) Developing New Tools and Resources

HPCO has created resources and educational materials that are compliant with Ontario legislation and tailored toward healthcare providers, individuals and families, and non-healthcare professionals.

- Clinician PCDM provincial toolkit.
- New tools to support PCDM in hospitals and long-term care homes as well as clinician skills building.
- Translated the Ontario Advance Care Planning workbook, posters, postcards, wallet cards, and bookmarks into 4 languages outside of English and French. Languages include simplified Chinese, Spanish, Punjabi, and Tagalog.

### 3) Improving Public Awareness of Advance Care Planning

HPCO continues to lead a public awareness campaign on ACP that includes social media, web, and print resources. The campaign is intended to encourage the public to develop an understanding of what values and wishes can inform future health care decisions and encourage them to confirm their Substitute Decision Maker and engage in ACP conversations. Activities outlined below.



**220** Users enrolled in the ACP modules

**527** Attendees engaged in the PCDM webinars

Shared ACP materials with **194** Ontario Family Health Teams

**9,363** hits to the Speak Up Ontario Website

## REGIONAL CONFERENCES

Regional conferences offer an opportunity to engage with members and stakeholders in their regions through a day-long professional development event. Two regional events were held this year, one in Peterborough on November 5 and a virtual event for the North East and North West regions on June 17.

Topics included Person Centred Decision Making, Respiratory Therapy in community, Developing a Compassionate Communities initiative, and the ABC's of Quality Improvement. HPCO is grateful to ProResp for their generous support of the Peterborough event.

*“One of the most interesting days I have had in a long time.”*

## PALLIATIVE CARE EDUCATION FOR LONG-TERM CARE

HPCO provides hospice palliative care education to long term care and community support services in the City of Toronto. Workshops are based on current best practices and reflect the Canadian Hospice Palliative Care Association's A Model Guide to Hospice Palliative Care, based on the national principles and norms of practice.

### Courses and Workshops include:

- Introduction to Hospice Palliative Care for Interdisciplinary Staff
- Ethical Issues at the End-of-Life
- Palliative Care for Persons with End-Stage Dementia
- Dementia and Palliative Care for Social Workers
- Dementia and Palliative Care for Healthcare Professionals

In 2019/2020 HPCO Nurse Educators conducted 41 sessions across Toronto ranging in length from one half-day to two full-day sessions. A total of 1,223 health care workers attended the courses including nurses, personal support workers, social workers and community care access centre case managers.

HPCO gratefully acknowledges the financial support of



Since 2017, nearly **15,000** people were either discharged from hospital or bypassed hospital to go to a hospice,

saving more than **\$140** million



and freeing up **204,171** hospital beds for other patients.



## VOLUNTEER TRAINING

For over 30 years, HPCO has provided Ontario's hospices with a standardized training curriculum for hospice volunteers. The curriculum is built on the expertise of HPCO's member hospices and meets the requirements of HPCO Standards. The curriculum consists of 15 topics, 13 of which may be completed online.

Volunteers play a substantial role in caring for the dying at home and supporting caregivers throughout the process and after death with grief and bereavement support. Over 16,000 hospice volunteers are active in Ontario. HPCO standardized training curriculum in both print and online format ensures volunteers throughout the province have access to high quality training based on HPCO Hospice Standards.

In 2019 and 2020, we enrolled 1,812 individuals from 72 hospices across Ontario.

With the support of Saint Elizabeth Health, we have started the process of translating 13 modules on the online learning system into French including French captioning of the videos and audio. We estimate that the French modules will be live in the Fall of 2020. We would also like to thank Bruno Perrier (Roger Neilson House) and Lana Richardson (a volunteer from Near North Palliative Care Network) for their input into the translation of the videos and audio in the French modules.

### HPCO's Hospice Volunteer Training Curriculum

1. Introduction to Hospice Palliative Care
2. Role of the Volunteer and Understanding Professional Boundaries
3. Communication Skills
4. Pain and Symptom Management
5. Understanding the Dying Process
6. Spirituality
7. Grief and Bereavement
8. Care for the Caregiver
9. Family
10. Ethics
11. Psychosocial Issues and Impact of Illness
12. Cultural Considerations
13. Infection Prevention and Control

*"We've received great feedback, being able to work through the content on their own. It's helped folks personally with volunteer roles, and with own family members. Making them dig DEEP with their own grief. Really helpful. Standardized training, ensuring everyone's getting the same training."*

*Volunteers are super busy, and want to give, but don't always have as much time as they like- so online modules gives them this freedom."*

- Melanie Watson, Volunteer Coordinator, Chatham Kent Hospice

# 7088

Volunteer candidates from

# 72 Hospices

across Ontario

enrolled in Online Learning since 2016



# 212,640

Learning hours completed to date



# HOSPICE PALLIATIVE CARE CONFERENCE

Hospice Palliative Care Ontario's Annual Conference has once again exceeded expectations and delivered an innovative and inspiring program this year. We are Canada's largest annual gathering of hospice palliative care providers and expertise. Healthcare professionals from all over Canada and the United States participated in the outstanding networking opportunities, thought-provoking workshops, and ground-breaking presentations.

By all accounts, HPCO's 2019 Hospice Palliative Care Conference was a huge success. The interdisciplinary conference drew over 750 delegates from across all healthcare professions and hospice palliative care settings. The conference provided delegates the opportunity to share experiences and innovations in improving quality and to learn from others, for professional development, and time to connect with colleagues and friends. Quality in Action was the conference theme providing the opportunity to consider different approaches and new developments in how quality hospice palliative care is accessed and delivered in the province. Five keynote presentations, 68 workshops, poster and oral paper presentations, and our ever-popular Healthcare, Innovation, Technology (HIT) Talks offered knowledge and tools for individuals to innovate and improve practice.

## MARK YOUR CALENDARS!

Hospice Palliative Care Ontario's Annual Conference is scheduled to be held April 18-20, 2021. Visit [www.conference.hpcoco.ca](http://www.conference.hpcoco.ca) for information regarding workshop, oral paper and poster abstract submissions.



# 750



## Conference delegates attended in 2019

## What conference delegates said:

The conference **exceeded or met** their expectations  
(59% exceeded / 36% met)

# 95%



The education and information from the conference will **initiate change** in their practice

# 90%

# OUR SUPPORTERS

2019 HOSPICE PALLIATIVE CARE ONTARIO  
CONFERENCE SPONSORS AND EXHIBITORS



# AWARDS AND SCHOLARSHIPS

## AWARDS

### RICHARD WALKER VISIONARY AWARD

Carol Derbyshire

The Richard R. Walker Visionary Award recognizes significant and exceptional contributions in advancing the hospice palliative care movement. The award is named in honour of Richard Walker, founding chairman of the Hospice Association of Ontario, one of the predecessors of Hospice Palliative Care Ontario. Mr. Walker passed away in October 2009. The Richard R. Walker Visionary Award is bestowed by the Board of Directors of HPCO occasionally when merited, to an individual or organization that has through their actions, made a significant and exceptional contribution to advance the hospice palliative care movement in Ontario. Nominees for this award are selected by the Board of HPCO.

### THE DOROTHY LEY AWARD OF EXCELLENCE IN HOSPICE PALLIATIVE CARE

Anne Marie Dean, RN, CHPCN(C)

Dr. Ley was a pioneer who broke new ground in the fields of medicine and health care in general. The Dorothy Ley Award of Excellence, established in 1996 by the Ontario Palliative Care Association, now Hospice Palliative Care Ontario, is a reminder of her truly great legacy. The award is presented annually in recognition of an individual or team effort to advance and improve the quality of palliative and end-of-life care.



### THE DR. S. LAWRENCE LIBRACH AWARD FOR PALLIATIVE MEDICINE IN THE COMMUNITY

Dr. Samantha Winemaker, MD

This award honours the late Dr. Larry Librach who was an early presence in the field of palliative care and instrumental in shaping the Canadian approach to palliative medicine. The award is bestowed annually to a physician who demonstrates excellence and leadership in palliative care and advances palliative care in their communities through mentorship of family physicians.

## SCHOLARSHIPS

### JOAN LESMOND SCHOLARSHIP

Dr. Paul-Andre Gauthier

The Joan Lesmond Scholarship honours the late Dr. Joan Lesmond, RN. Former HPCO board member, colleague and friend to many, Joan was a champion of diversity and inclusion in nursing. The scholarship is awarded to a community nurse or social worker, working in palliative care, who demonstrates a commitment to life-long learning and mentorship.



### THE FRANCES MONTGOMERY PERSONAL SUPPORT WORKER HOSPICE PALLIATIVE CARE SCHOLARSHIP (Sponsored by Life and Death Matters)

Kelly O'Donohoe

This scholarship award is given annually to a Personal Support Worker nominated for excellence in hospice palliative care. The award celebrates Frances Montgomery and her commitment to caring for the dying within her family and extended community. This award acknowledges the invaluable contribution of Personal Support Workers in providing excellent care for the dying, support for families and loved ones, and those who help move the quality hospice palliative care forward in Ontario.

### FIRST NATIONS SCHOLARSHIPS

Each year, HPCO provides up to 10 full conference scholarships and accommodations to members of First Nations communities who are health care workers. HPCO works with Provincial Treaty Organizations to promote the scholarships.

## JUNE CALLWOOD AWARDS

The June Callwood Award was established in 1994 by the Hospice Association of Ontario, now Hospice Palliative Care Ontario, to acknowledge and thank outstanding hospice volunteers throughout Ontario. The award was named in honour of the late June Callwood, the Award Patron, and long-time advocate of hospice, community activist, author and recipient of the Order of Canada. June was a recipient of this award in 1995 and since then, 738 hospice volunteers have been inducted into the Circle of Outstanding Volunteers. Volunteers are special people – a view strongly held by Ms. Callwood and expressed by her on many occasions, during interviews on TV and radio, remarks at annual conferences, and through her writing. Her book, *Twelve Weeks in Spring*, captured the spirit of hospice and emphasized the importance of the many and varied contributions of a team of volunteers. In all her years as a journalist, author, broadcaster and humanitarian, June Callwood's name became synonymous with integrity, talent and passion for social justice. Fifty-nine volunteers were inducted into The June Callwood Circle of Outstanding Volunteers in 2019.



Hospice Palliative Care Ontario thanks the Toronto Commandery of the Order of St. Lazarus for their generous support of the June Callwood Awards

## 2019 INDUCTEES INTO THE JUNE CALLWOOD CIRCLE OF OUTSTANDING VOLUNTEERS

Marg Adam, Hospice Care Ottawa  
Roberta Arbuckle, Margaret Bahen Hospice for York Region  
Elaine Balaka, Matthews House Hospice  
Elaine Bell, Burce Peninsula Hospice  
Tom Bell, Hospice Georgian Triangle  
Caily Boles, Philip Aziz Centre and Emily's House  
Alex Borman, Circle of Care  
Carole Brulé, Roger Neilson House  
Debra Buchanan, VON Durham  
Kristy Burgum, Acclaim Health  
Lorie Butson, Community Care Health and Care Network's Hospice Services  
Brenda Campbell, Stedman Community Hospice-Hankinson House  
Suzanne Cesaroni, Evergreen Hospice  
Pamela Cornelius, Doane House Hospice  
Jim Coupland, Hospice Dufferin  
Jacqueline Czernecki, Hospice Toronto  
Susan Deschamps, Hope House Community Hospice  
Luisa Drigo, Hospice Vaughan  
Rose Dumais, Lissard and Innisfree Hospice  
Barbro Ellery-Laman, Rose Cottage Community Hospice  
Marie Elsey, Hill House Hospice  
Mary Jo Farley, The Hospice of Windsor and Essex County Inc.  
Dennis Gebhardt, The Bridge Hospice  
Tom Harris, The Bridge Hospice  
Judy Greer, Hospice Lennox and Addington  
Andrew Halliday, St. Joseph's Hospice  
Barbara Heise, Hospice Niagara  
Kate Howey, Chatham-Kent Hospice  
Carol Jamieson, The Dorothy Ley Hospice

Fred Johnson, Hospice of Waterloo Region  
Ann Kelly, VON Grey Bruce  
Paul Kendall, St. Joseph's Hospice  
Meiko Kimura, Kensington Hospice  
Pat Laurin, Hospice Wellington  
Linda LeRoux, Scarborough Centre for Healthy Communities  
Peggy Lund, Hospice Orillia  
Lena Lychak, Hospice Georgina  
Joscelyn Matthewman, Hospice Prince Edward  
Amy McConachie, Chapman House Residential Hospice Grey Bruce  
Jackie McEwan, ARCH Hospice  
Lorraine Miller, Carefor Hospice  
Liz Mosco, Hospice Renfrew  
Anne Murphy, Hospice Huronia  
Cathy Nystrom, Hospice Huntsville  
Joan O'Grady, The Heart of Hastings Hospice  
Estella Pelkey, Near North Palliative Care Network  
Madeleine Piette, Maison McChulloch Hospice  
Mary Ana Pope, Hospice Simcoe  
Rizwan Qureshi, Hazel Burns Hospice  
Norah Rigley, Dr. Bob Kemp Hospice  
Pilar Rubino, Hospice Muskoka  
Norman Smith, Circle of Carem The Jewish Hospice Program  
Judy Stalford, Carpenter House  
Karen Streef, McNally House Hospice  
Wendy Sun, Better Living Health and Community Services  
Pat Widdes, Bethell Hospice  
Cherry Wilken, Heart House Hospice  
Isabelle Wilson, Beth Donovan Hospice  
Vi Wilson, Family Services Perth-Huron

# OUR PEOPLE

HPCO is a member based association that relies on the generosity of our members who volunteer for leadership roles and working groups. Our thanks to the all the individuals who last year served on our board of directors, a working group, a community of practice or interest group leadership team, an expert panel, or the conference team. If we missed someone, our sincerest apologies.

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Better Living Health and Community Services

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Hospice Quinte  
Caroline McGee  
Hospice Renfrew

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