



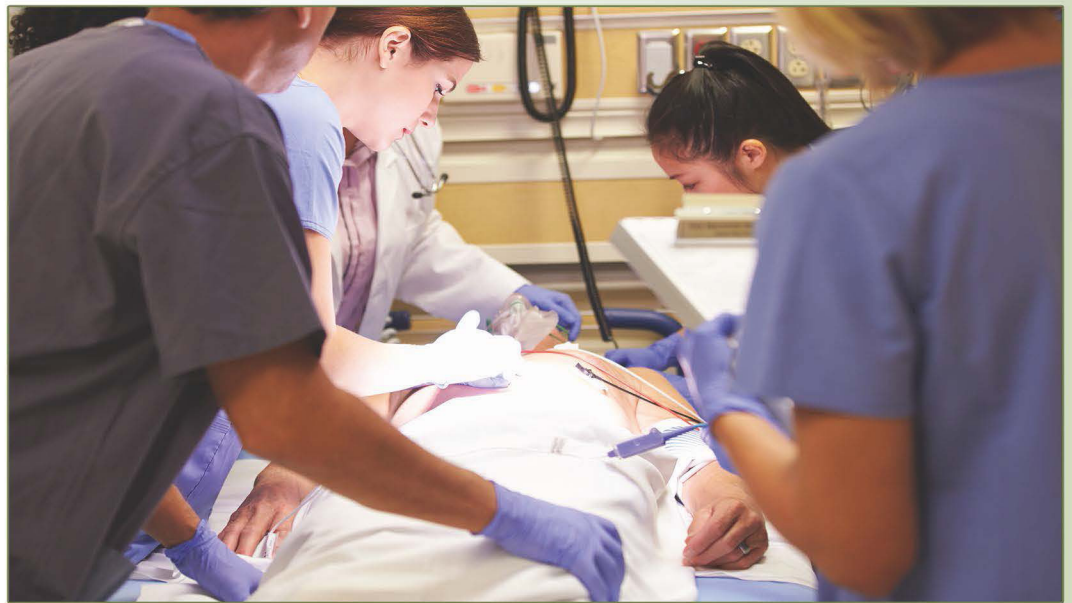
Annual Report 2017-2018



Hospice Palliative Care **Ontario**

Who would speak for you if you couldn't speak for yourself?

Life can be unpredictable. Your health circumstances can change quickly and without warning.



Advance care planning is thinking about your wishes for future health care, confirming your Substitute Decision Maker, and then talking with them so they can speak for you when you are mentally incapable to speak for yourself.

**Make your wishes known so that others can be there for you.
Learn more:**

speakupontario.ca

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Hospice Palliative Care
Ontario is Accredited by



WHO WE ARE

Hospice Palliative Care Ontario is a provincial association of hospice palliative care organizations and individuals working and volunteering throughout Ontario.

We strive for a future where every person in Ontario has access to quality hospice palliative care.



Our Purpose

We strive for a future where every person in Ontario has access to quality hospice palliative care.



Our Mission

To 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 in Ontario.



Our Vision

To be the unified voice of collaborative, quality hospice palliative care in Ontario.

WHAT WE VALUE



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, and we hold ourselves accountable.



Respect

We value the diversity of our members and stakeholders, their opinions, experiences, and contributions.

MESSAGE FROM THE BOARD CHAIR AND PRESIDENT & CEO

Friends, Members, Colleagues and Community Partners,

This report is all about you. Your association - Hospice Palliative Care Ontario - has achieved impressive results through the projects you support, the working groups you contribute to, your ideas, and your dedication. You make all things possible.

2017-2018 was the second year of our three-year strategic plan focusing on providing leadership in the sector, building our capacity to meet members' needs, and creating a centre of excellence for hospice care. The HPCO board monitors progress of the plan and is pleased to report that we are on target to meet our goals by the end of fiscal 2018-2019.

Education is one of our highest rated services by members. In 2017, our staff team presented three well attended regional events - in Northern, Eastern, and South-Western Ontario. Our first Symposium on Person Centred Care, in partnership with the Ontario Palliative Care Network, brought over 150 clinician leaders together for a day to learn more about health care consent, advance care planning, and goals of care conversations. The April 2017 Annual Conference was once again another resounding success. The conference, Accessing Compassionate Hospice Palliative Care Across the Continuum, included topics on access for people with non-cancer illnesses, building primary care capacity, improving access, and social determinants of health and palliative care equity. More than 800 people attended over the three days of conference and 97.2% of delegates said the conference met or exceeded their expectations.

Funding for services remains a high priority. HPCO successfully advocated for hospice capital funding and, for the second year in a row, additional funding was made available for Visiting Hospice Services. Perinatal Hospice also received new funding for pilot programs at two pediatric hospices in Ontario.

Collaboration and partnership continue to be foundational to HPCO's commitment to support our members in the delivery of quality care. Thanks to the generous support of Saint Elizabeth Health Care (now SE Health) our Hospice Development Program continues to provide fundraising consultation and board governance training for hospices. Also in partnership with SE Health, HPCO's Online Volunteer Training system continues to help local hospices build volunteer capacity. Last year over 1,200 volunteers were enrolled in HPCO's online training environment. Since launching online training in August 2016, over 3,600 volunteers have completed more than 50,000 hours of learning. The compliment of hospice volunteers at HPCO member hospices has surpassed 15,000.

Our Communities of Practice continue to grow, connecting more than 300 members and supporting knowledge exchange, networking, and research in five focused areas of interest. The areas are: Health Care Consent and Advance Care Planning; Rural Hospice Palliative Care; Compassionate Communities; Community Research Collaborative; and Fund Development. Read more about the work of these groups in the Knowledge Exchange section of this report.

Our work with the Ministry of Health and Long-Term Care to strengthen Health Care Consent and Advance Care Planning continued with new online learning content, a new Ontario Advance Care Planning Workbook, awareness videos, and health care consent and goals of care materials. We also developed new caregiver training resources.

HPCO continues as the Secretariat for the Quality Hospice Palliative Care Coalition of Ontario, one of the four partners in the Ontario Palliative Care Network. HPCO hosted the launch of Health Quality Ontario's Quality Standards for Palliative Care at the April 2018 Conference. Developed with extensive input from our members and stakeholders, the standards are an important tool to guide all care settings to provide high quality hospice palliative care.

HPCO continues to invest in member services. The Metrics Platform provides hospices with a quality management tool to capture data on the impact and outcome of hospice care. The platform also supports collection of impact data for interdisciplinary/shared care outreach teams and expansion is underway to include residential hospices.

Members of HPCO are thought leaders, teachers, mentors, compassionate carers, and passionate advocates for patients, clients, and families. Every day, thousands of people in Ontario are cared for and supported by members. Above and beyond their day jobs, members also volunteer for working groups, committees and special projects. The success of HPCO projects like Health Care Consent and Advance Care Planning; Volunteer training; advocacy; Metrics; and many more, is only possible because of your dedication and generosity.

The demand for hospice palliative care continues to grow in our communities. While more people than ever have an awareness of how hospice palliative care can help their loved ones, we have a long way to go to ensure that all Ontarians have equitable access to this highly desired care.

As we look forward to the next few years, there will be a new strategic plan, evolving member needs, an increasing demand for hospice palliative care, and the need to improve equitable access to care. Just as the last five years saw tremendous positive change, we are confident that the next five will be just as remarkable. Thank you for caring and making a difference. We are here for you, and look forward to working with you, and for you, to meet the needs of individuals and families across Ontario.

Canadians Prefer to:

(Statistics Canada, 2007)

70-80% 

die at home

if supports were available

but the reality is...

67% 

died in hospital



John Crean
Board Chair



Rick Firth
President & CEO

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.

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 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 his or her family is. It may include relatives, partners and friends.

An important objective of palliative care is relief of pain and other symptoms. Palliative care meets not only physical needs, but also psychological, social, cultural, emotional, and spiritual needs of each person and family. Palliative care may be the main focus of care when a cure for the illness is no longer possible. 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.

Palliative care services are helpful not only when a person is approaching death but also during the earlier stages of an illness. 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.

Caregivers Say:

Overall Hospice Care is

Excellent

89%



80% rated

pain management

in the last week of life as

excellent



OUR STRATEGIC PRIORITIES

Provide Leadership

We will represent the interests of our members and the people they serve through constructive engagement with government, coalition partners and other stakeholders. We will promote public policy that advances and supports access to quality hospice palliative care for the people of Ontario, delivered by sustainable organizations, healthcare professionals, and volunteers.

To achieve this we will:

- Proactively identify trends and emerging issues in HPC and advocate for improvements in provincial policy and strategy that support hospice palliative care across the continuum of care.
- Provide leadership at key provincial tables and structures that guide or impact hospice palliative care.
- Work with our provincial partners to: improve access to hospice palliative care, embed hospice palliative care philosophy across the continuum of care, and support our members in building hospice palliative care capacity.

Increase Capacity

We will increase our capacity to meet the evolving needs of members and other stakeholders.

To achieve this we will:

- Implement a resource development strategy that increases non-LHIN revenue to fund expanded member services.
- Create online learning opportunities for members and other stakeholders.
- Implement an individual member attraction and retention strategy and increase opportunities for individual members to actively participate in the work of HPCO.

Create a Centre of Excellence

We will create a Centre of Excellence for Hospice Care to support our members in the planning and delivery of quality hospice care.

To achieve this we will:

- Create a Centre of Excellence focused on knowledge creation, curation, and translation, to improve quality of hospice care.
- Develop a Compassionate Communities initiative that engages citizens in building trust and connection in neighbourhoods, making it easy for people to reach out and help each other, and for compassion, acts of kindness, and volunteerism to become normalized within a wide variety of community-based social networks.



HOSPICE SERVICES

A significant focus for HPCO is providing service to our members that support the delivery of quality hospice palliative care. For individual members we do this through our Communities of Practice and various products like Health Care Consent and Advance Care Planning tools. For hospices, HPCO offers a range of service that support quality hospice palliative care delivery.

What Our Members Say:

HPCO members were asked through surveys and focus groups what they valued in their membership. This is what they said:

HPCO leads the palliative care movement to improve access to quality hospice palliative care by providing:

- Targeted, effective public policy engagement, driving high level system change for building sustainable, high quality hospice palliative care.
- Information, education and resources, enabling members to optimize and leverage their resources to deliver high quality hospice palliative care.
- A forum for the exchange of ideas and information, enabling members to learn from each other.

Hospice Metrics

In partnership with members, HPCO continues to develop the Hospice Metrics Platform, which offers a suite of outcome and impact measures, data collection methods and analytical tools. Together, this information demonstrates the significant, positive impact and value of hospice services to patients, caregivers, and the health system.

The platform launched for Visiting Hospice Services in 2017/18 and is being used by over 20 hospices. Over 1,700 client check-in items were collected, representing 684 unique hospice clients. The results show a 94% satisfaction rate (overall satisfaction with services), a 94% impact rate (services had a positive impact), and 98% of hospice clients are receiving service in their preferred location

The residential hospice component of the platform is now being developed for launch in Q4 2018/19. The metrics platform is a collaborative effort between HPCO, hospice staff and other stakeholders from across Ontario, and management consultancy firm Stratim Incorporated.



Accreditation

Accreditation emphasizes an organization's commitment to continuous learning and quality improvement. HPCO's Accreditation Program is available to hospices that offer Visiting Hospice or Residential Hospice services. The program is based on HPCO's Hospice Standards framework and is specifically designed for Ontario hospices. Developed in 2003 and enhanced in 2015 and 2017, the framework includes a coaching and mentoring component, thorough evidence submission, comprehensive peer review, on site review and audit, and detailed report with commendations and required improvements. Since it was originally launched, 84% of hospices have engaged in the accreditation process and 44 hospices (52%) are currently engaged in the updated accreditation process (25 completed and 19 in progress).

Congratulations to the organizations who were awarded HPCO accreditation in 2017/18:

Doane House Hospice, Dundas County Hospice, Emily's House, Hospice Dufferin, Hospice Huntsville, Hospice Kingston, Hospice Simcoe, Hospice Vaughan, and Hospice West Parry Sound

Standards

HPCO Hospice Standards were first launched in 1999 for visiting hospice programs - a first in Canada. The standards for hospice residences were developed in 2005. Standards are an essential component of ensuring consistent, high quality hospice care across the province.

In January 2018, we convened expert panels to review and update the Complementary Therapy Standards and the Volunteer Management Standard. Both reviews are in process and scheduled for Q4 2018/2019. In February 2017, we released standards for Day Hospice, Grief and Bereavement Support, and Spiritual Care. In March 2018, we released updated Standards for Hospice Residences.



No ship gets to their destiny without the guidance of map, captain and compass. We cannot measure the great work we are doing without reliable standards to tell us how well we are doing, and what we can do differently or better.



- Monica do Coutto Monni, Executive Director,
Near North Palliative Care Network



PUBLIC POLICY

Hospice Investments

HPCO successfully advocated on behalf of the sector for increased government investment in hospice palliative care. Investments included a new Residential Hospice Capital fund, with an initial investment of \$40M to support the construction of the 200 new hospice beds announced in the 2016/17 budget, and additional funding for visiting hospice services.

Death Café

On November 27, 2017, Hospice Palliative Care Ontario hosted a Death Café at Queen's Park for Members of the Provincial Parliament and their staff. The event, designed to demystify and normalize conversations about death and dying, was a great success. Members of Queen's Park were invited to drop in and learn more about how to have conversations about death, dying, loss, and bereavement. We urged members to *Embrace the Elephant in the Room* (yes, there really was an elephant in the room!) and photo ops were plenty.



Launch of the Hospice Palliative Care Caucus

Also on November 27, 2017, HPCO launched an all-party Hospice Palliative Care Caucus. The Caucus is co-chaired by the Liberal, PC, and NDP parties. Members of all parties are welcome to join the Caucus and support awareness of, and access to, quality hospice palliative care in all settings throughout Ontario.

Acts in Support of Hospice Palliative Care

Ontario Bill 182, the *Compassionate Care Act* was introduced in November 2017 by MPP Sam Oosterhoff and supported by all parties. The Bill requires the Minister of Health and Long-Term Care to develop a provincial framework designed to support improved access to hospice palliative care and to table a report setting out the provincial framework in the Legislative Assembly within one year after the Bill comes into force. HPCO CEO Rick Firth and members Pam Blackwood, Executive Director of McNally House Hospice, and Mahoganie Hines, Palliative Pain and Symptom Management Consultant at Hospice Niagara, spoke in favour of the Bill at a Queen's Park News Conference on December 14, 2017. The Bill was reintroduced after the 2018 election as Bill 3 and is in committee at the time of publication of this annual report.

HPCO also supported Marilyn Gladu's (Member of Parliament for Sarnia-Lambton) Private Member's Bill C-277, an Act providing for the Development of a Framework on Palliative Care in Canada. This Federal Bill calls for the creation of the necessary palliative care framework to give Canadians the type of end of life and near-end of life care that they deserve and want. The Bill was passed by the House and Senate and received Royal Assent on December 12, 2017.



KNOWLEDGE EXCHANGE

Interest Groups

An Interest Group is a forum provided by HPCO to foster networking, knowledge exchange, sharing of expertise, and prioritizing common issues among staff in specific roles at hospices across the province. Interest Groups meet two to four times per year in-person, online or both.

The Residential Hospice Interest Group, co-chaired by Pam Blackwood (McNally House) and Maria Badek (Hospice Cornwall) met in Richmond Hill (April 2017), Windsor (October 2017) and Hamilton (March 2018). In March, Karen Candy (Carpenter Hospice) replaced Maria as co-chair. Topics of focus at the meetings included hospice standards, metrics, supporting diverse communities, funding strategies, and capital.

The Visiting Hospice Interest Group, co-chaired by Theresa Greer (Heart House Hospice) and Monica Do Coutto Monni (Near North Palliative Care Network) focuses on operational issues at hospices with Visiting Hospice Services. The group met in-person in April 2017 and by teleconference in October 2017 and January 2018. Discussion topics included: partnership with long term care and hospitals regarding use of volunteers, statistics models for Visiting Hospice Services, standardization of the volunteer role, and models of visiting hospice and residential hospice integration.

HPCO launched a Grief and Bereavement Interest Group in December 2017 for individuals coordinating programs in this area, chaired by Sandy Curtis Arnot (Hospice Care Ottawa) and Jessica Caux (Hospice West Parry Sound). The group has held two meetings since December 2017 with a focus on: standardization of training for grief and bereavement support volunteers, research, models of bereavement support provided by volunteers, and support group program models.

Additional HPCO Interest Groups are being developed for 2018 including one for Volunteer Coordinators and a Design and Build Interest Group for organizations building a hospice residence.

Improving Caregiver Supports

The HPCO Improving Caregiver Supports initiative was designed to further strengthen the capacity of informal caregivers who help their loved ones to remain at home during end-of-life. This project arose to address the growing demand for caregiver resources. Family and informal caregivers providing hospice palliative care at home are also undertaking a wider range of tasks in an environment where they typically have less support from professional caregivers, including: psychological, social and spiritual care; personal care; medical care, including administration of medications and injections; homemaking services; and advocacy and care-coordination. HPCO has developed new on-line caregiver learning modules to help support and inform family caregivers and enable them to be better prepared for their caregiver role.



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 five active CoPs: Health Care Consent and Advance Care Planning; Rural Hospice Palliative Care; Compassionate Communities; Community Research Collaborative; and Fund Development.

Health Care Consent and Advance Care Planning Community of Practice (HCC ACP)

Healthcare decisions are becoming increasingly difficult to make within families. When patients are no longer able to make their own healthcare decisions, or give consent, they will need to look to their loved ones to make these decisions. This is why it is important to discuss health care wishes with your loved ones in advance.

The HCC ACP Community of Practice has created resources and educational materials specifically tailored to comply with Ontario's Legal Framework. This past year, we have expanded the *Speak Up Ontario* resources for health service providers and the general public, and recently refreshed the Advance Care Planning workbooks. We distributed over 35,000 Advance Care Planning workbooks to people and organizations across Ontario.

In 2017/18 HPCO, supported by a Ministry of Health grant, created several new resources to increase health service provider engagement in HCC ACP and Goals of Care, and to increase HCC ACP awareness among the general public, including:

- Regional ACP Champions across the 14 LHIN areas
- An Organizational Champions group to support positive and compliant changes regarding HCC ACP GoC practices across all care settings including Long Term Care, Hospital and Community, and expanded the community of practice's general membership
- 10 webinars on a range of health care consent, advance care planning, and goals of care topics, reaching over 6,000 participants from health delivery, planning, and legal fields
- A number of content reviews for new HCC ACP resources created by health service providers
- An online learning course in Health Care Consent, Advance Care Planning, and Goals of Care
- A comprehensive online resource guide for health service providers
- A new non-end of life focused ACP workbook for the public
- Webinars on cultural interpretation of a First Nations approach to ACP for health service providers, and a webinar for First Nations communities on substitute decision makers and powers of attorney.



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 issues of advancing palliative care education, technology and transportation.

In 2017/18 the Rural HPC CoP prepared an extensive literature review on the three priority topics and identified best practice approaches for rural communities. To address the education priority, the Leadership Team created a basic presentation for both health service providers and general public to support broader education and awareness of applying a palliative approach to care. The CoP also coordinated several panel presentations to inspire and share innovative approaches and solutions addressing the technology and transportation priorities. Lastly, the CoP introduced the members to Rural and Remote Age-friendly Communities.

Compassionate Communities Community of Practice

Hospice Palliative Care Ontario is leading the new provincial strategy called “Compassionate Communities” as a catalyst to whole person care in an effort to benefit patients, caregivers and the health care system. Compassionate Communities help to restore end-of-life care to the wider public health sphere of policy, practice, and language.

The Compassionate Communities CoP helps to connect individuals across Ontario that are actively involved in a structured Compassionate Community project or 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. To date, the CoP has engaged with, and is helping to support and mentor, 16 Compassionate Community projects across Ontario through a strong expert leadership team.

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.

The Community Research Collaborative connects 25+ 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.



PARTNERSHIPS

Saint Elizabeth Health Care



HPCO continues its much-valued partnership with Saint Elizabeth Health Care (now SE Health) in support of hospices throughout Ontario. SE Health continues as HPCO partner and host for our online learning environment for hospice volunteers. Through their generosity, over 3,800 volunteers have been enrolled in online training from August 2016 to August 2018. In addition, SE Health provided generous funding for our Hospice Development Program. Thanks to this support, the Hospice Development Program has had a positive impact on over 64 hospices across Ontario including several of the newly developed hospice residences. The program provides fundraising consultancy and advice, including assistance in innovative fundraising campaigns, development of fundraising committees, and board governance development.

Saint Elizabeth Health Care was also a Gold Level Sponsor of the Annual HPCO Conference in 2017 and sponsored the fund development content stream at conference attended by over 80 delegates.

Cost of Palliative Care per Day :



\$1,100

acute-care hospital bed

\$630-\$770

palliative-care unit bed

\$460

residential hospice bed



The Cowan Foundation is providing multi-year support to HPCO to assist with the development of media-rich content for HPCO's online learning environment for hospice volunteers. This commitment will help grow volunteer capacity in hospices across the province.

"The numbers speak for themselves," explained Michael Lough, Vice President, Specialty Programs, Frank Cowan Company. "Hospices in Ontario have over 15,000 well trained volunteers, and every year 2,000 new volunteers are recruited and trained. Through our donation, HPCO is able to develop additional content so volunteers have the knowledge and skills to provide quality end-of-life care for their patients and family members."

The Cowan Foundation's donation will allow the expansion of the online e-learning tool. The highly specialized content will be updated as HPCO revises volunteer standards and protocols to meet the needs of hospices, caregivers and ultimately, patients.



Mount Pleasant Group

The Mount Pleasant Group entered into a sponsorship agreement with HPCO in 2017. The funding from Mount Pleasant Group supports our Centre of Excellence programs including development of new hospice standards, and to provide nine hospices in the Greater Toronto Area with bursaries to send staff and volunteers to the Annual Conference. Mount Pleasant Group operates 10 cemeteries, nine funeral centres and four cremation centres across the Greater Toronto Area.

103



Hospices in Ontario:

47 Residential Hospices
(in-patient beds)

82 Visiting Hospice Services

21 locations have both

Give a Mile

HPCO partnered with Give a Mile to promote the availability of free air travel through donated airline points. Give a Mile is a group of dedicated volunteers who believe strongly in the power of visits from loved ones for people in palliative or critical condition. 100% of donated points go to flights of compassion and associated travel fees (i.e., taxes, transfers). Give a Mile operating costs are fundraised for separately.

HQO Standards

Many HPCO members and HPCO staff participated in the development of Health Quality Ontario's Quality Standard, Palliative Care: Care for Adults With a Progressive, Life-Limiting Illness. The Standard Working Group was co-chaired by the Dr. Ahmed Jakda, Ontario Palliative Care Network, and Melody Boyd, Simcoe Muskoka Regional Cancer Program, and conducted extensive consultations with health care professionals, providers, patients, and caregivers.

This quality standard addresses palliative care for people who are living with a serious, life-limiting illness, and for their family and caregivers. It focuses on care for people in all settings, including home and community, hospice, hospital, and long-term care. HPCO's five standards for hospice services are aligned with and support the new provincial standard. The quality standards were officially launched at the 2018 HPCO Conference.

Law Commission of Ontario

Julie Darnay, Manager of Partnerships and Communities of Practice, represents HPCO on the Law Commissions of Ontario's Improving the Last Stages of Life Advisory Group. The Last Stages of Life project considers how the law shapes the rights, choices, and quality of life for persons who are dying and those who support them.



Quality Hospice Palliative Care Coalition of Ontario

The Coalition is a group of 25 provincial associations, societies, and five universities, all of which have an interest in hospice palliative care. The Coalition works to align the public policy priorities of each partner and advocates on their common goals to improve hospice palliative care in Ontario. The Coalition is one of the four partners in the Ontario Palliative Care Network.

Ontario Palliative Care Network

HPCO, and many of our members, participated in the development of the Ontario Palliative Care Network's three-year action plan released on December 14, 2017. The plan provides provincial indicators, specific provincial and regional goals, and a framework for improving access to hospice palliative care. HPCO is leading Action Plan deliverable A3 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 Provincial Quality Standard.

Canadian Hospice Palliative Care Association

HPCO CEO Rick Firth served as President of the Canadian Hospice Palliative Care Association (CHPCA) until his term ended in October 2017. He continues on the CHPCA Board as Past President. Also on the Board is Vivian Papaiz, Chair of the Governance Committee of HPCO's Board of Directors. HPCO and CHPCA work together on a number of projects including Advance Care Planning and volunteer training curricula, and issues that impact hospice palliative care at both the national and provincial level.





EDUCATION AND OUTREACH

Patient Centered Decision-Making Symposium

Hospice Palliative Care Ontario and the Ontario Palliative Care Network (OPCN) hosted a very successful Patient Centered Decision-Making Symposium in October 2017. Over 125 multidisciplinary clinician leads attended the full day event focused on strengthening provider skills for engaging in Advance Care Planning, Goals of Care, and Health Care Consent discussions.

Regional Educational Events

In response to member's requests to be more present around the province, HPCO presented regional events in Waterloo, North Bay and Kingston. The goal was to interact with our members and stakeholders, share information on HPCO's initiatives, and dialogue with members. Each session included content on standards, accreditation, health care consent and advance care planning. Feedback from participants was positive with over 70% rating the events as excellent. The events will continue in Fall of 2018.

Palliative Care Education in the City of Toronto

HPCO receives funding from the Toronto Central Local Health Integration Network to provide 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:

- Introduction to Hospice Palliative Care for Interdisciplinary Staff
- Ethical Issues at the End-of-Life
- Palliative Care for Persons with End-Stage Dementia
- Becoming a Leader in Pain and Symptom Management
- Dementia and Palliative Care for Social Workers
- Dementia and Palliative Care for Healthcare Professionals

In 2017/2018, HPCO Nurse Educators conducted 46 sessions across Toronto ranging in length from one half-day to two full-day sessions. A total of 1,353 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



Ontario

Toronto Central Local Health
Integration Network



Hospice Volunteer Training

Hospice volunteers are compassionate and caring people who give selflessly to others. Providing comprehensive volunteer training curricula has been a mainstay of HPCO since 1991. The Hospice Volunteer Training curriculum is built on the expertise of our member hospices and aligns with the requirements of HPCO hospice standards. The curriculum consists of 15 topics addressing 75 volunteer competencies.

HPCO's Online Learning System in partnership with Saint Elizabeth Health Care, was created to improve access to hospice volunteer training, especially in rural and remote communities. In 2017-2018, 79 Ontario hospices enrolled 1,202 volunteers in the training system, bringing total enrollment to over 3,600 volunteers since the online system was launched in August 2016.

In 2017, HPCO released an updated Volunteer Handbook and Facilitator's Guide to support hospices in the training of volunteer candidates and to ensure that in-person training and online training delivered the same content.

“ HPCO volunteer training has been a wonderful asset here at Hospice Vaughan! It is so well done and provides such relevant content to our volunteers in an interactive, clear, and engaging way. Having access to online training has allowed for increased flexibility for those volunteers who are unable to attend in-person. The system is very easy to navigate and user friendly. ”

Daniela Sinisi, Manager Volunteer Services Hospice Vaughan





Provincial Hospice Palliative Care Conference

Hospice Palliative Care Ontario's Annual Conference has yet to fail in exceeding expectations and delivering news and inspirational programs year after year. We are Canada's largest annual gathering of hospice palliative care providers and expertise. Healthcare professionals from all over Canada, the United States, and even as far as the Cayman Islands, attend each year for the remarkable networking opportunities, thought-provoking workshops, and innovative presentations.

By all measures, HPCO's 2017 Hospice Palliative Care Conference was a great success. The interdisciplinary conference drew over 800 delegates from across all healthcare professions and hospice palliative care settings. The conference provided delegates an opportunity for professional development, time to connect with friends and colleagues, and a chance to consider different approaches and new developments in how hospice palliative care is accessed in the province. The conference theme was *Accessing Compassionate Hospice Palliative Care Across the Continuum*. Five plenary presentations, 50 workshops, plus poster and oral paper presentations, and our popular H.I.T. (Healthcare, Innovation, Technology) Talks offered knowledge and tools for individuals to innovate and improve practice.

What Conference Delegates Said



52%

the conference met their expectations

45%

the conference exceeded their expectations

89%

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

Mark your calendars!

Hospice Palliative Care Ontario's Annual Conference is scheduled to be held April 28-30, 2019 at the Sheraton Parkway Toronto North Hotel and Suites. Visit www.conference.hpcoco.ca for information regarding workshop, poster and oral paper abstract submissions.



AWARDS

Scholarships and Awards of Distinction 2017 Recipients

HPCO has several awards and scholarships that recognize and honour individuals or organizations for their leadership and commitment to quality hospice palliative care in Ontario. Nominations are received throughout the year and recipients are selected by adjudication panels drawn from HPCO's membership. The awards are presented annually at HPCO's Conference.

The Joan Lesmond Scholarship

Catherine Wallis-Smith was the 2017 recipient of the Joan Lesmond Scholarship. Catherine is a Nurse Educator with the North Simcoe Muskoka Hospice Palliative Care Network teaching and mentoring health professionals in the region. The Joan Lesmond Scholarship is presented to community nurse or social worker in Ontario, working in the field of palliative care, who demonstrates a commitment to life-long learning and mentorship. The scholarship is comprised of a full conference registration, accommodations, transportation and a modest cash award.

The Frances Montgomery Personal Support Worker Scholarship

Joey Laspinas, from Kensington Hospice, was the recipient of this scholarship in 2017. The 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. The 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.

The Dorothy Ley Award of Excellence in Hospice Palliative Care

The Dorothy Ley Award of Excellence 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 2017 recipient was Ann Brignell, a registered nurse in London, Ontario, who began her palliative care career at Parkwood Hospital in 1980. She was a founding member of St. Joseph's Hospice and a board member for 10 years. Ann was also on the team that developed The Fundamentals of Hospice Palliative Care courses and the Comprehensive Advanced Palliative Care Education for NP's, RN's and RPN's. Recently Ann was a part of the team that developed the Pallium LTC Core LEAP. Ann's mission is to impart the knowledge and experience of palliative care acquired over 36 years by being actively involved in system development, education, mentoring and coaching.

Hospice Palliative Care Ontario Outstanding Philanthropist Award

Awarded to Saint Elizabeth Health Care, the Outstanding Philanthropist Award recognizes individuals, families or organizations which have demonstrated exceptional generosity and outstanding civic and philanthropic leadership dedicated to advancing hospice palliative care in their community, or throughout Ontario. HPCO received multiple nominations for Saint Elizabeth which is true a testament to the broad impact their generosity has on hospice palliative care in Ontario. Saint Elizabeth takes Philanthropy to its broadest definition and creates real partnerships that engages their staff and brings their expertise to the table. They journey with their hospice partners and co-create innovative programs that benefit the people of Ontario.



Saint Elizabeth

Well beyond health care

The Dr. S. Lawrence Librach Award for Palliative Medicine in the Community

Dr. Darren Cargill of Windsor, Ontario was the 2017 recipient of the Dr. S. Lawrence Librach Award for Palliative Medicine in the Community. 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. Dr. Cargill received his medical degree in 2003 from the University of Western Ontario and joined the Hospice of Windsor and Essex County in 2005. In 2014 Dr. was named in the Hospice Palliative Care Top 40 under 40 by the American Association of Hospice Palliative Medicine. In March of 2017 Dr. Cargill was the recipient of the Schulich Family Medicine – Sub Specialty Rotation, Faculty of the Year Award for leadership and outstanding contributions to the wellbeing of learners.

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-four volunteers were inducted into The June Callwood Circle of Outstanding Volunteers in 2017.

Caregivers agreed,
in the last 3 months of life,

**Visiting Hospice
Volunteers help:**

improve 
quality of life
83%


avoid unnecessary
**Emergency Visits
or hospitalizations**
54%



2017 Inductees into the June Callwood Circle of Outstanding Volunteers

Marianne Angus, The Hospice of Windsor & Essex County Inc.

Kerri Boehmer, Hazel Burns Hospice

Ron & Helene Caron, ARCH Hospice

Margarete Carr, Hospice King-Aurora

Daphne Collins, Carpenter Hospice

Josie Cook, Huron Hospice Volunteer Service

Patricia Cook, West Niagara Palliative Care Services o/a Rose Cottage Visiting Volunteers

Judy Davis, HHHS Hospice

Philippa Dillon-Fordyce, Doane House Hospice

Stephen Drury, Hospice Muskoka

Gayle Duchene, Kensington Hospice

Janet Dunbrack, Hospice Care Ottawa

Sally Gibson, Bruce Peninsula Hospice Inc.

Esther Giddings, Hospice Georgina

William & Ann Gordon, Roger Neilson House

Ruth Gratton, Stedman Community Hospice - Hankinson House

Brendy Greenberg, Circle of Care

Joyce Hird, Hospice Orillia

Inge Hussain, St. Joseph's Hospice London

Michael Lazure, Hospice Kingston

Penny Lewis, Hospice Dufferin

Mary MacMillan, Carefor Hospice Cornwall

Anne McDonald, St. Joseph's Hospice Sarnia Lambton

Ian McGee, Hospice of Waterloo Region

Marie McKillican, Matthews House Hospice

Gabriel Meleg, Hospice Toronto

Moirra Mooney, The Bridge Hospice

Dorothy Moore, Hospice Renfrew

Joe Moroney, The Dorothy Ley Hospice

Neil Morris, Bethell Hospice

Vuso Moyana, Philip Aziz Centre

Stephen Phair, Hospice Wellington (Posthumously)

Debbie Rainville, Maison McCulloch Hospice

Mark Rataj, Heart House Hospice

Christine Raynor, VON Durham

Mary Ricci, Hospice Vaughan

Lana Richardson, Near North Palliative Care Network

Debra Robitaille, Hospice Huronia

Florence Rogers, Beth Donovan Hospice

Christine Romansky, VON Geranium House Supportive Care Services

Ken Sheward, McNally House Hospice

Kendra Simmons, Community Care Northumberland Hospice Palliative Care Program

Trix Smit, Supportive Care, VON Grey Bruce

Jane Smith, Hospice Georgian Triangle/Campbell House

Kathryn Stengel, East Haldimand Hospice and By the Willow

Susanne Strang, VON Palliative Care Volunteer Program

Robert Thistlethwaite, Hospice Niagara

Diane Tressoff, Hospice Simcoe

Gary West, Family Services Perth-Huron, Hospice Services

Jennifer Wilson, Chatham-Kent Hospice

Joseph Wong, Evergreen Hospice

Sheila Ylipelkola, The Heart of Hastings Hospice



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

OUR SUPPORTERS

2017 Hospice Palliative Care Ontario Conference Sponsors and Exhibitors



Corporate and Foundation Sponsors

Saint Elizabeth
Cowan Insurance Group
Mount Pleasant Group
The Order of St. Lazarus, Toronto Commandery
C.M. Odette Philanthropic Foundation
Life and Death Matters

STEWARDING RESOURCES

Financial Performance

Fiscal 2017-2018 ended with a surplus of \$40,471 compared to \$913 in the prior year. Revenue increased by 43% (\$566,636) from \$1,316,603 in 2017 to \$1,883,239 in 2018. Funding from the Government of Ontario increased \$403,549 due to one-time grants for projects. Total donations (Foundations plus Donations) increased by 61% from \$135,826 in 2017 to \$219,579 in 2018. Revenue from the annual conference increased by 15% (\$61,599) reflecting strong conference attendance.

Total expenditures increased 40% (\$526,165) from \$1,315,690 in 2017 to \$1,841,885 in 2018. Salaries and benefits increased by 50% (\$219,208) due primarily to new temporary hires associated with funded one-time projects. Office and General Expenses increased by 108% (\$203,911) and Professional Fees and Consultant increase by 22% (\$74,681) both due to expenses related to funded-one time projects. Rent increased by 30% (\$20,609) due to the expiry of HPCO office lease and relocation to a larger unit to accommodate growth.

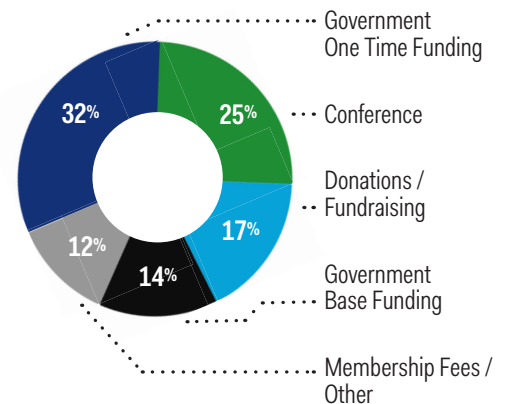
Member services include conference and education, standards and accreditation, online volunteer training, other training materials, Metrics platform, policy development, members and stakeholder relations, communications, public awareness, and awards of recognition. Member services are funded by membership fees, donations and fundraising, and net income from the annual HPCO conference. HPCO receives government funding from the Toronto Central LHIN that is restricted to delivering palliative care education to long-term care and community support services in the City of Toronto and to operating the provincial hospice palliative care information service currently known as Hospice Ontario.

Charitable Information

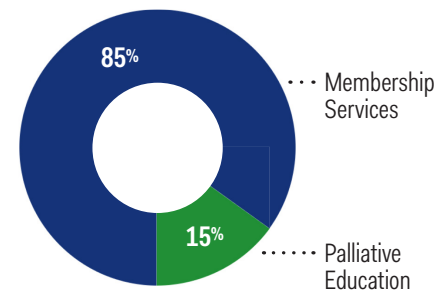
HPCO strives to be a good steward of funds received from grants, donations, merchandise sales, and the annual conference. The adjacent graphic outlines expenditures for HPCO's charitable mission, administration and fundraising. Total staff compensation across all programs in 2017-2018 was \$659,046. Gifts to qualified donees represent the total amount of profit sharing paid to local hospices participating in the provincial Nevada gaming program (break open lottery tickets) operated by HPCO.

To view HPCO's complete T3010 Charitable Information Return, please visit cra-arc.gc.ca or www.hpcoco.ca under 'About'

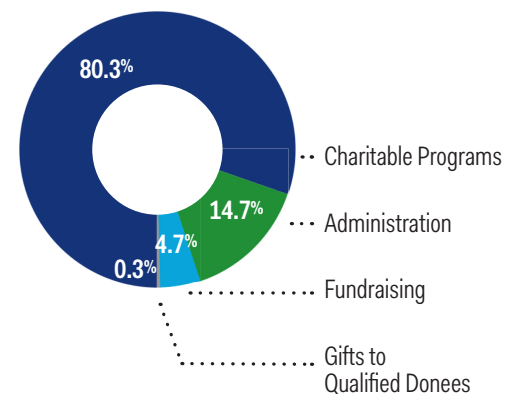
Where our Money Came From



How our Dollars Were Spent



Charitable Information Return (T3010)



FINANCIAL STATEMENTS

Statement of Operations

For the Fiscal Year Ended March 31, 2018

	HPCO Member Services	Palliative Education and Information Services	Total 2018	Total 2017
FUNDED BY				
Foundations	145,883	-	145,883	100,192
Donations	73,696	-	73,696	35,634
Nevada ticket sales	95,076	-	95,076	98,017
Conference and education	469,477	-	469,477	407,878
Government of Ontario	597,600	267,975	865,575	462,026
Membership	158,833	-	158,833	163,425
Merchandise and publication sales	74,699	-	74,699	49,313
Interest and sundry income	-	-	-	118
	<u>1,615,264</u>	<u>267,975</u>	<u>1,883,239</u>	<u>1,316,603</u>
EXPENSES				
EXPENSES				
Salaries and benefits	\$ 467,250	\$ 191,796	\$ 659,046	\$ 439,838
Nevada ticket costs	43,802	-	43,802	48,359
Nevada profit sharing	5,261	-	5,261	5,142
Office and general	388,279	4,364	392,643	188,732
Professional fees and consultants	371,692	37,112	408,804	334,123
Insurance	2,931	1,567	4,498	1,567
Rent and operating costs	53,629	34,972	88,601	67,992
Travel, meeting and conference	239,104	96	239,200	229,937
Amortization - capital assets	-	-	-	-
	<u>1,571,948</u>	<u>269,907</u>	<u>1,841,855</u>	<u>1,315,690</u>
	43,316	(1,932)	41,384	913
FUNDED BY OPERATIONS	<u>(1,932)</u>	<u>1,932</u>		
EXCESS OF REVENUE OVER EXPENSE	<u>\$ 41,384</u>	<u>\$ -</u>	<u>\$ 41,384</u>	<u>\$ 913</u>

This statement is an excerpt from the Audited Financial Statements prepared by Wallington Chong LLP Chartered Accountants, Licensed Public Accountants. A complete copy of the Audited Financial Statements is available at www.hpcoco.ca under About HPCO. Please refer to the Audited Financial Statements for notes and further information. For a printed copy, please contact Hospice Palliative Care Ontario at 1-800-349-3111.

FINANCIAL STATEMENTS

Statement of Financial Position

As at March 31, 2018

ASSETS	2018	2017
CURRENT		
Cash	\$ 1,175,183	\$ 603,847
Accounts receivable	108,828	36,835
Prepaid expenses and deposits	140,664	101,464
	<u>1,424,675</u>	<u>742,146</u>
Capital	<u>32,268</u>	-
	<u>1,456,943</u>	<u>742,146</u>
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	\$ 756,271	\$ 110,034
Deferred revenue	486,290	459,114
	<u>1,242,561</u>	<u>569,148</u>
NET ASSETS		
Unrestricted	214,382	172,998
	<u>214,382</u>	<u>172,998</u>
	<u>\$ 1,456,943</u>	<u>\$ 742,146</u>

This statement is an excerpt from the Audited Financial Statements prepared by Wallington Chong LLP Chartered Accountants, Licensed Public Accountants. A complete copy of the Audited Financial Statements is available at www.hpcO.ca under About HPCO. Please refer to the Audited Financial Statements for notes and further information. For a printed copy, please contact Hospice Palliative Care Ontario at 1-800-349-3111.

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 286 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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Nevada Administrator

* To September 2017

** To October 2017

⁺ From September 2017

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Evelyn Cheung
Hospice Toronto
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Kerri-Anne Wilson

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(Conference Co-Chair)
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Sheila Mahoney
Nadine Persaud
Tammy Pollard

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