

MEMO

To: Fraser Health Executive
Fraser Health Directors Forum
Hospice Palliative Care CSPDT
HPC/EOL Care Team

From: Maureen Wood, Executive Director, Home Health & End of Life Care

Re: HEABC – Excellence in BC Healthcare Awards

I am pleased to advise you that our “Telenursing in Hospice Palliative Care: An Innovation to Improve Access to Care for the Dying” initiative, developed under the leadership of Carolyn Tayler, Director Hospice Palliative and End of Life Care, is the recipient of an **HEABC Excellence in Healthcare Award** in the Category of **Collaborative Solutions**.

A Collaborative Solutions Award recognized individuals or teams who harness the collective efforts of a joint project within the health system that has yielded positive outcomes. Projects in this category demonstrate how an integrated approach yielded better outcomes for staff and/or patients. Communications, problem-solving and inclusiveness make this award recipient stand out.

The need to provide access to Hospice Palliative Care services 24 hours a day, 7 days a week, for patients and families living with life limiting illness in Fraser Health (FH) was the impetus for the Telenursing in Hospice Palliative Care project which culminated in the successful launch of a new way to merge the skills of specialized clinicians in the community with generalist nurses in a provincial call center. No longer left to fend for themselves in the often lonely and frightening hours of the night, dying patients are reassured by a single phone number to call, which links them immediately to a nurse at the BC NurseLine (BCNL).

The framework developed in this partnership between the FH, the BC Ministry of Health Services (MOHS) and the BCNL is one which offers potential for other Health Authorities in BC to implement in their jurisdictions. Further development was supported by the Pallium Project, a federal initiative, which focuses on facilitating improved access and enhanced quality for hospice and palliative end of life care. Pallium brought together the BC authors of this initial work with hospice palliative care leaders in Western Canada and the project culminated in a framework document for use by all provinces in Canada.

Fraser Health Team members who worked with Carolyn Tayler on this diverse project team include:

- Della Roberts, CNS, who acted as the nursing consultant to the MOHS and BCNL and was responsible for process and service model enhancements for Home Health.
- Doctor Doris Barwich, Medical Leader HPC, who was a consultant to the MOHS and BCNL for content sign off.
- Len Hurley, Coordinator Clinical Application Integration
- Seana-Lee Hamilton, Co-ordinator Information Privacy
- Fran Kain, Home Health Manager
- Barb Warren, Hospice Palliative Care Community Team Representative
- Ray Houston, Finance Manager
- Carole Needham, Human Resources Consultant
- Don MacAlister, Director Protection Services

Carolyn Tayler will be attending the HEABC Excellence in BC Healthcare Awards ceremony on June 25, 2007 to accept the award on behalf of the project team.

Congratulations to an excellent team!

Maureen Wood
June 13, 2007