



# Leveraging Pallium Canada's LEAP LTC Course to Catalyze Commitment to Change and to Drive Improvement Through Supportive Leadership

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## Palliative and End-of-Life Program

### Yee Hong Finch Center Program Goal:

To advance a high quality palliative and end-of-life care program that is delivered by an interprofessional team in ensuring comfort and dignity to our residents while supporting their family members.

### Key Objective of this Poster

To describe how Yee Hong Finch Centre leveraged the LEAP LTC course to build participant knowledge and skill, catalyze their commitments to change and drive improvement through supportive leadership, as evidenced by, planned evaluative activities prior to and following the implementation of the course.

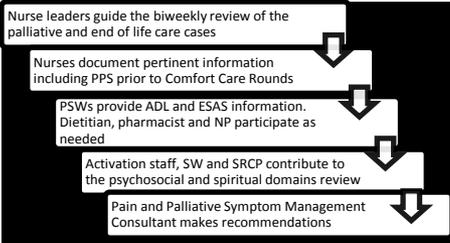
### Pallium Canada's LEAP LTC Goals

- Provide the essential practical knowledge, attitudes and skills to provide a palliative care approach from early in the illness to end-of-life.
- Link learners to local palliative care resources.
- Build organizational capacity.

### Methods

Data collected from the interprofessional team participants, including pre-and post-course reflections, a four month post-course commitment to change, and a six month post-course survey were utilized to conduct a comprehensive data and thematic analysis.

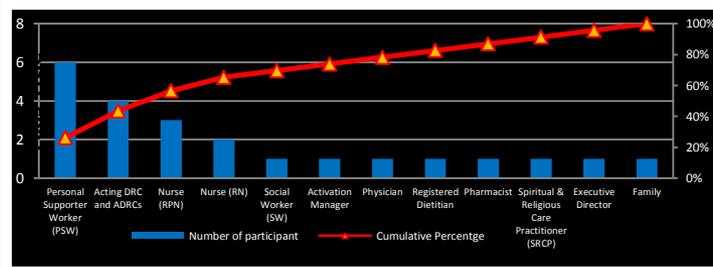
### Knowledge Application through Comfort Care Rounds



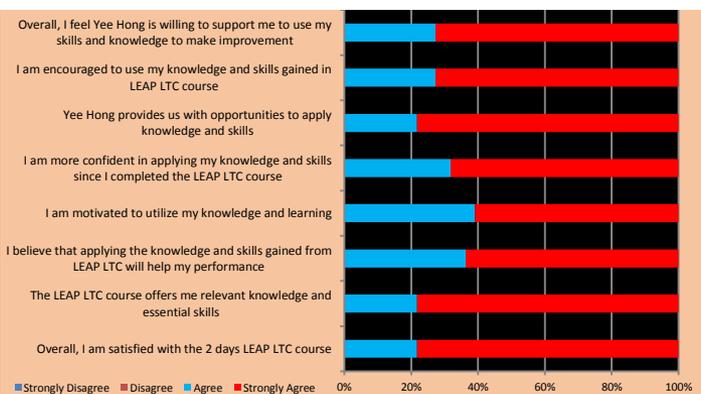
## Key Results and Themes Post Pallium Canada Course

- 95% of participants expressed in the post course evaluation that it was a good learning experience and would recommend this course to others.
- 88% of participants submitted post-course reflections and a four month commitment to change. Respondents held themselves to account by demonstrating a commitment to make improvements and use their knowledge.
- Four themes emerged from the commitment to change analysis: value of continuous learning, engaged teamwork, resident-focused care and a need for early engagement of residents and families in learning about palliative care, as well as, goals of care planning.

### 92% of Participants Completed Yee Hong 6-Month Post-Course Survey



### Yee Hong's 6-Month Post-Course Survey Results



## Role of Supportive Leadership

To build capacity and drive improvement in palliative and end-of-life care we need:

- Dedicated leadership support to allocate resources and champion a team oriented approach that is resident & family-centered, interprofessional and evidenced based.
- Clinical leadership that is committed to leading change and advocating for team based learning are also key success factors.

## Challenges and Limitations

Allocating dedicated time for PSWs in particular to regularly participate in both the Comfort Care Rounds as a means of applying learning, as well as, ongoing education sessions that build upon LEAP LTC knowledge. Earlier engagement of residents and families in discussions in order to be more prepared to accept goals of end of life care that fully respects the residents' wishes and dignity.

## Conclusion

The LEAP-LTC course is effective only to the extent that the knowledge, skills and attitudinal changes are embedded in the fabric of the palliative and end-of-life care. Supportive leadership is critical to motivating the team to use knowledge and expertise in committing to change and driving sustainable improvement.

## Acknowledgements

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## Acronyms

Palliative Performance Scale (PPS), Edmonton Symptom Assessment System (ESAS), Acting Director of Resident Care (Acting DRC), Assistant Director of Resident Care (ADRC), Nurse Practitioner (NP)