



## **Pallium Canada**

### **Helping provinces, territories, and health care organizations build palliative care capacity and achieve impact**

Over the course of its history, Pallium Canada has undertaken a wide range of initiatives with diverse partners across Canada—we believe in a collaborative approach to building palliative care capacity to benefit all Canadians. It is through this spirit of collaboration where we can find innovative and flexible solutions that work for the unique needs of our partners as they work to build capacity and improve palliative care for patients and their families.

Here are highlights of some of our work with provincial or territorial government and health care organizations to help them achieve their strategic outcomes.

#### **BC Emergency Health Services (BCEHS)**

BCEHS, a long-time partner that had delivered LEAP Paramedic for many years, approached Pallium with a unique set of challenges and opportunities that existed for emergency health services in the province. The challenge centered around the large distances and difficult travel for many paramedic services to attend in-person training, making it difficult and unaffordable for BCEHS to implement the existing LEAP Paramedic course for all paramedics in the province. BC had recently developed a new set of common standards and palliative care competencies that were set for BC paramedics province wide. Working with BCEHS, Pallium developed a fully online, self-learning course customized to BC standards of practice and with online case studies contextualized to those same standards. Furthermore, the course was broken out into specific streams for primary care paramedics and advanced care paramedics, addressing the different palliative care competencies and practice requirements. All 4,000+ BC paramedics will be trained using LEAP, with over 800 trained to date. Work is currently underway to scale this up to remaining paramedics in BC.

#### **Government of New Brunswick and Medavie Health Services**

Pallium worked with the Government of New Brunswick to develop a unique strategy to build palliative care capacity in both English and French in the province when there was limited capacity to start. This involved working with the province to identify potential facilitators with palliative care experience, planning and delivering initial LEAP sessions, engaging and bringing in out of province Master Facilitators, planning facilitator training sessions, and developing and implementing a new course called LEAP In-Depth that provided more intensive training in palliative care for clinicians and educators so that they would be prepared to facilitate LEAP courses. This early development work allowed the province to successfully kick-start efforts to build capacity among frontline health care professionals, namely family physicians and nurses, on the palliative care approach to improve access to palliative care for all New Brunswickers now and into the future. An additional critical component to building capacity in the province was to ensure that paramedics and other EMS professionals can also provide a palliative care approach. Pallium was working separately with Medavie Health Services to train paramedics and brought them into the partnership so that facilitator capacity being developed by the province could also be leveraged to train paramedics on the palliative care approach using LEAP Paramedic. Through this partnership, we were able to successfully train approximately 1,000 paramedics across New Brunswick in the fall of 2019.

## **Government of Newfoundland and Labrador**

Pallium and the Government of Newfoundland and Labrador initiated a partnership in 2018 with a goal to build palliative care capacity among emergency medical services and primary care providers using LEAP. Pallium has worked with health leaders across Newfoundland to support the implementation of LEAP across many different health authorities. A critical success factor is to ensure that the province has facilitators to deliver courses now and in the future. In 2018, Pallium organized and hosted a customized bootcamp to rapidly build facilitator capacity, bringing in Master Facilitators from outside the province and training up new local Master Facilitators in the process. An additional component of this partnership included working with local health leaders and Indigenous communities to develop a custom module to integrate into LEAP courses that speaks to culturally safe palliative care practice for Indigenous people in Newfoundland. This has been an incredibly resilient partnership, with both partners identifying ways to continue this important work while navigating the COVID-19 pandemic and travel lockdowns.

## **Government of Nunavut**

Pallium showcased its ability to provide tailored and custom solutions to address unique geographic, demographic, cultural, and health system needs in its partnership with the Government of Nunavut's Department of Health. Pallium and its LEAP facilitators engaged with the Government of Nunavut to understand the local context related to care delivery, resources, language, and culture. Several key modifications were made for course delivery including allowing learners to communicate in their first language, the course was adapted to reduce written components and increase verbal interaction, and a palliative care manual was provided to learners that Pallium had previously helped to translate into symbolic Inuktitut. Local interpreters who could speak and write in Inuktitut as well as two bilingual nurses were present during course delivery. The result of this effort was an adaptation to LEAP courseware to meet specific learning needs of health care professionals in the region. Over the course of two years, Pallium brought in expert facilitators and delivered six LEAP courses in Iqaluit for an audience of 76 physicians, nurses, pharmacists, and personal support workers, many of whom travelled in from across the territory, including the remote communities of Pond Inlet and Arctic Bay.

## **Ontario Renal Network**

In 2016, the Ontario government's chronic kidney disease advisor, the Ontario Renal Network, published a report focused on the importance and need for palliative care with specific recommendations such as supporting shared understanding of palliative care needs through common terminology among providers across care settings, adopting a standard approach to identify who may benefit from a palliative approach to care, and educating health care professionals about the benefits of a palliative care approach for patients living with kidney disease. LEAP was specifically highlighted as a key educational resource in this report. Over the past 7-years, Pallium and the Ontario Renal have worked together to build the palliative care capacity of health care professionals who care for patients with advanced kidney diseases in Ontario. An early part of this partnership focused on building a specialty LEAP course contextualized to the renal care setting that could be rolled out across the Ontario Renal Network. Forty-nine LEAP Renal courses have been run with 925 health care professionals trained on the palliative care approach in the renal care setting. During the pandemic, the Ontario Renal Network continued to offer this important LEAP training through Pallium's first fully virtual course bringing the total number of health care professionals trained to over 1,000.