Palliative Care Clinical Coaches Success Story

as part of HPE OHT Palliative and End of Life Action Team



HPE OHT is fortunate to have two **Palliative Care Clinical Coaches** funded by Ontario Health and working within the HPE OHT Palliative and End of Life Action Team (PEOLAT).

These partners are working together to ensure we achieve this overall goal in HPE:

Anyone (and their family/caregivers) with a life-limiting or life-threatening condition and limited life expectancy has timely access to quality, coordinated, holistic services and supports in the setting of their choice.

Conversation regarding palliative care need to happen in all sectors. The Palliative Care Clinical Coaches are working together with HPE OHT partners to

- identify shared palliative care goals
- assess strengths and identify gaps
- facilitate access to funded education
- support collective decision-making about quality improvement initiatives
- mentor teams and building palliative champions among organizations at the front-lines.

The Palliative Care Clinical Coaches are also working with hospital discharge planning teams to help establish seamless discharges back to community avoiding unnecessary readmissions. The coaches are cultivating relationships with the developmental services sector to building Palliative champions and pathways to better support this vulnerable population and support systemic changes.

Healthcare is complex, with ongoing transformation and competing priorities to meet the needs of our communities. There is opportunity to promote the work of the Palliative Care Clinical Coaches and the Palliative and End of Life Action Team to highlight the collaborative work that supports partners and the system by improving access and care with a palliative approach.

Family physicians, nurse practitioners, and all other providers within HPE OHT have access to Palliative Care Clinical Coaches. By enhancing the perception of palliative care, patients and clinicians can navigate complex conversations and achieve goals of care for individuals, discern illness trajectory and identify supports available to maintain dignity, live comfortably, and align with the patient/client's wishes.

Collaborating and meeting together helps us to learn more about all the partners involved in providing optimal care for individuals in the last year of life. Our collaboration has allowed us to understand how to work together better, how to communicate better together in shared care and how best to make improvements for residents across HPE. There is lots of opportunity for improvement – especially with early engagement of individuals with life-limiting diagnoses – we are focusing on engaging them and their caregivers in their last year of life.

Better coordination improves the experience of patients, their caregivers and loved ones and those who provide the care and support.

Residents with a life-limiting illness deserve access to timely, coordinated, high-quality care and the best possible experience in life as they are nearing the latter stages.

During the 25/26 FY, health professionals across the region received

2275
educational activities were supported by the Clinical Coaches in 25/26.

2351
encounters of case-based education or mentoring sessions from the Palliative Care Clinical Coaches

FOR MORE INFORMATION

INFORMATION ON TRAINING AND EDUCATION

Hastings Prince Edward
Ontario Health Team