

Disclosure

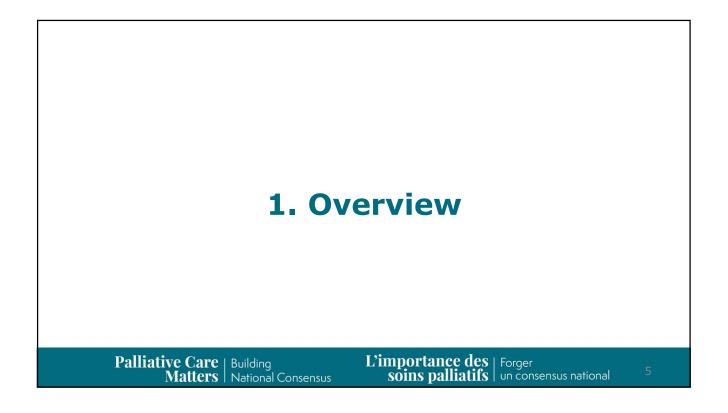
No Conflicts of Interest to declare

• Affiliations: McMaster University, Ontario Institute of Clinical Evaluative Sciences, Escarpment Cancer Research Institute, and Centre for Health Economics and Policy Analysis.

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Why home care?

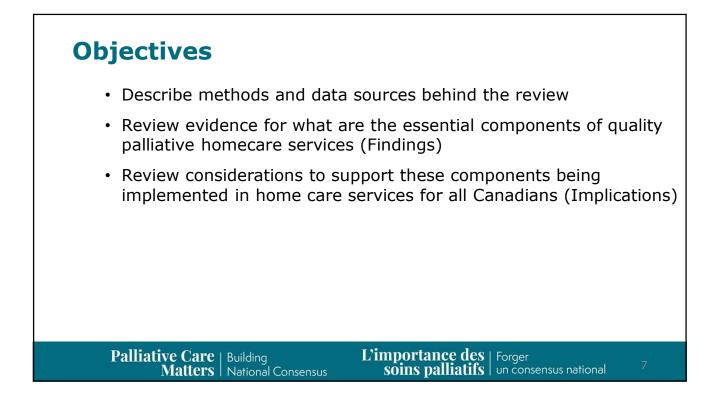
Home care includes:

- Health services (e.g. nursing, physio and occupational therapy, etc)
- Practical services (e.g. Personal support, equipment.
- Palliative home care has end-of-life intent (death within a year)

Home care is important setting for palliative care

- Many people prefer to be cared for and die at home
- Hospital care is overcrowded and costly

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Data Sources and Methods

- 1. IPSOS survey
 - Present data a survey of Canadians
- 2. Studies on what patients, families, and providers value at end-of-life
 - Qualitative and survey research
- 3. Study on essential elements of palliative home-care programs
 - Review of systematic reviews that had positive outcomes

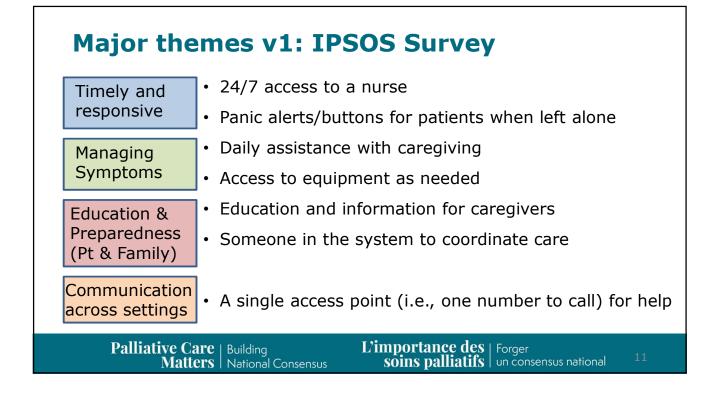
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1. IPSOS Survey

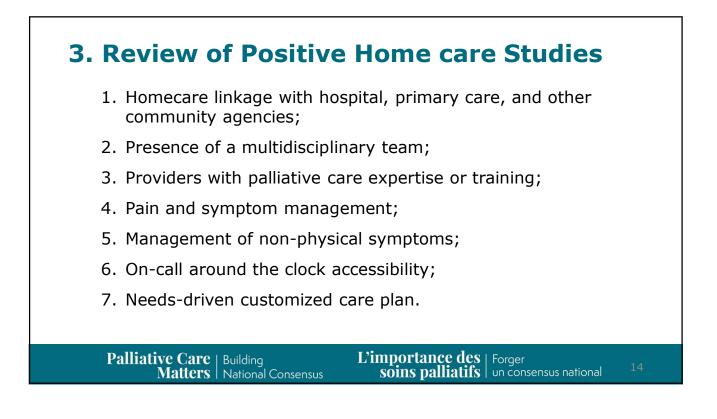
Asked to rank 15 essential elements of a palliative home care program

- 1. 24/7 access to a nurse (91%),
- 2. Daily assistance with caregiving (91%),
- 3. Access to equipment as needed (91%),
- 4. Panic alerts/buttons for patients when left alone (91%),
- 5. Education and information for caregivers (91%),
- 6. Someone in the system to coordinate care (91%), and
- 7. A single access point (i.e., one number to call) for help (90%).



2. What Patients, Families, Providers feel 1. Accessibility when needed, 2. Good pain and system management, 3. Provision for non-physical needs, 4. Preparedness for family caregivers, 5. Control over the care process, and 6. Compassionate and respectful care.

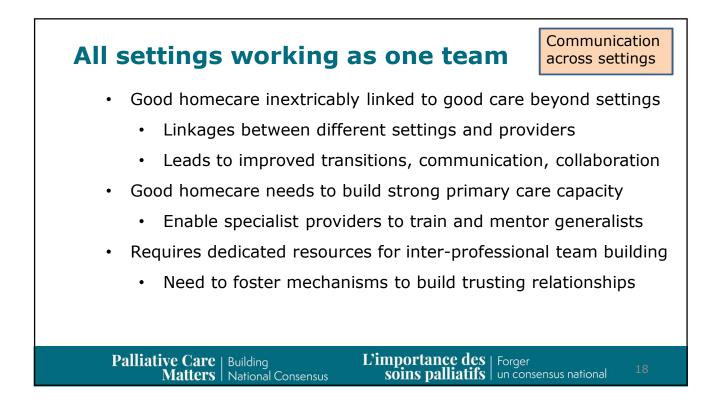
Major themes v2: qualitative survey research		
Timely and responsive	 Accessibility when needed, 	
Pain, symptoms non-physical	Good pain and system management,Provision for non-physical needs,	
Education & Preparedness (Pt & Family)	 Preparedness for family caregivers, 	
Communication across settings		
Dignity, respect, control, personal, customization	Control over the care process, andCompassionate and respectful care.	
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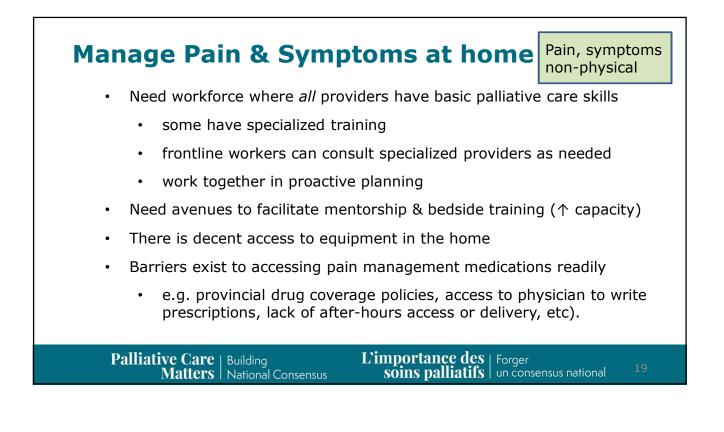


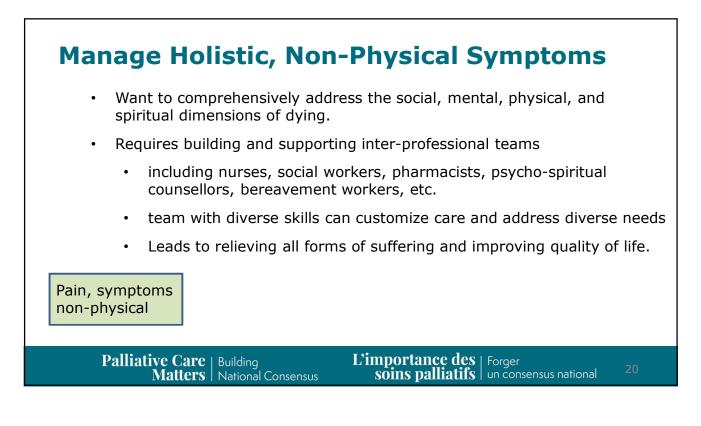
Major themes v3: Review of Positive Studies			
Timely and responsive	 On-call around the clock accessibility; 		
Pain, symptoms non-physical	 Pain and symptom management; Management of non-physical symptoms; Providers with palliative care expertise or training; 		
Education & Preparedness (Pt & Family)			
Communication across settings	Homecare linked with hospital, primary care, community, etc.Presence of a multidisciplinary team;		
Dignity, respect, control, personal, customization	 Needs-driven customized care plan. 		
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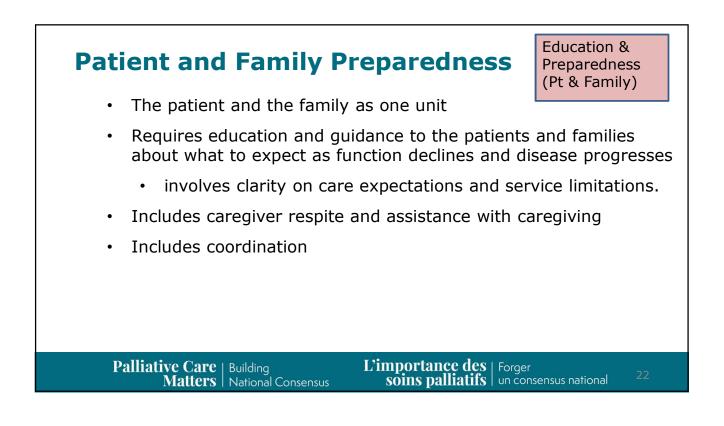
Major themes v4: Implications			
Timely and responsive	 Timely and responsive; 		
Pain, symptoms non-physical	 Pain and symptom management; Managing holistic, non-physical symptoms; 		
Education & Preparedness (Pt & Family)	 Patient and family preparedness; 		
Communication across settings	 All settings working as 1 team; 		
Dignity, respect, control, personal customization	Build on local strengths		
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Build on Local Strengths

Dignity, respect, control, personal, customization

- Context matters. A one-size-fits-all approach often fails.
- Requires building on local relationships and existing resources.
- Recommendations cannot be too rigid in structures and processes.
- Core elements should be standardized; how to achieve them should be flexible
 - E.g. Chart in home can improve communication, but is not the only solution
 - E.g. Panic button can support timely response, but is not the only solution
- Solutions need to be derived from the local context and local providers
- Relates to differences between rural-urban, First Nations communities, etc.

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7 Patient Commitments

- We will provide dedicated expertise 24/7 so you never feel alone
- We will communicate and connect as providers so you don't have to repeat your story numerous times
- We will respond in a timely and effective manner so you experience minimal discomfort and distress
- We will attend proactively to the wellness of your mind, body and soul so all forms of suffering can be alleviated
- We will provide education and guidance so you can prepare for what lies ahead
- We will support you to resolve personal affairs and realize goals so you can feel fulfilled and at peace
- We will serve as advocates so you can achieve the type of care, and death, you desire

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Conclusion		
Timely and responsive	 Timely and responsive; 	
Pain, symptoms non-physical	 Pain and symptom management; Managing holistic, non-physical symptoms; 	
Education & Preparedness (Pt & Family)	 Patient and family preparedness; 	
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Dignity, respect, control, personal customization	Build on local strengths	
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