

# Oxford Elgin Palliative Care Outreach Team

## Palliative Care Referral Process Update and FAQs for Family Physicians November 2017



### Delivery of Community Palliative Care

The number of palliative patients within Oxford Elgin is increasing year over year. Our goal is to support patients through their end of life journey, avoid unnecessary ER visits and hospital admissions, and ultimately enable them to die in their place of choice. As Family Physicians you know your patient and their family best and have a crucial role to play.

### The Community Palliative Care Outreach Team Referral Process Is Evolving

We continue to develop our Palliative Care Outreach Team. The attached form is for a referral to the Palliative Care Outreach Team and to indicate what level of support will help to reflect your involvement in the patient's palliative journey.

### Is there a requirement for a Palliative Physician or Nurse Practitioner Consultation?

Patients referred to the team will receive care coordination, palliative nursing services, PSW support, E-Shift (overnight care) as assessed by the LHIN Home and Community Care Coordinator with hospital or hospice transfer if this becomes the preferred place for end of life. Spiritual and Bereavement Care and the Palliative Outreach Library are also available. You, as MRP, may access consultative support from an NP or Palliative Care Physician, however these are not mandatory.

### Do you need After-hours or Vacation Support?

Providing 24/7 availability for your palliative patients can be challenging at times. Our palliative team nurses are always the first call for a patient or family with concerns. We do ask that you provide us with your after-hours number / cell in case the nurses need direction or orders. Our Palliative Care Outreach Physicians are willing to provide you with support in terms of after-hours / weekend on-call coverage. If you will be away on vacation, and you do not have coverage within your own team, the Palliative Care Outreach Physician on-call for that week is willing to assist with coverage. We ask that you contact the physician on-call directly to discuss your patient's needs and transfer care while you are away.

### Palliative Care Nurse Practitioners (NPs) are available to provide support.

At your request, the Palliative Care NPs will work with you in a shared care model where the Family Physician continues to follow the patient and remains the MRP. This allows you to remain involved in the patients care but lessens the work load for calls and home visits, giving you access to the expertise of a nurse practitioner trained in pain and symptom management and end of life care.

### Consultations with a Palliative Care Outreach Physician

If you would like the support of one of our Palliative Care Physicians this can be indicated on the attached form. You will remain MRP until the patient has been assessed by the Palliative Care physician. After this consultation, a discussion will take place between the Family Physician and the Palliative Care Physician to determine what the best course of action should be in providing the best possible palliative care to your patient. There will be three options:

- 1) The Family Physician remains the most responsible physician (MRP) and the Palliative Care Outreach Physician acts as a consultant only and does not follow the patient. **(The MRP can bill G512 weekly for palliative care management as well as for any visits).**
- 2) The Family Physician and Palliative Care Outreach Physician can jointly follow the patient. There would be a sharing of notes between the Family Physician and Palliative Care Physician for visits made by both parties. **(Billing can be discussed between the two physicians).**
- 3) If there is a need for a formal transfer of care to the Palliative Care Outreach Physician he or she may assume MRP for that patient. **(Outreach Physician will bill the weekly G512 palliative care management fee).**

The new form attached will come into practice during the week of November 27th, 2017. It will be evaluated and we will be looking for your feedback. Additionally, we have attached the **Palliative Physician Billing Guide**, the **Outreach Resource Library List** for patient's easy reference and a **Job Aid** for finding **Home and Community Care patient information** and their **Coordinated Care Plan on Clinical Connect**. Here is the website link for your desk top which will take you to the **Symptom Response Kit Fact Sheet and Form** as well as many other helpful referral resources: <http://healthcareathome.ca/southwest/en/Partners/Health-care-Providers/primary-care>. We look forward to working with you to provide support for you and palliative care patients.

**You can access the 24/7 Palliative Care Outreach Support line for Health Professionals at 1-844-779-1833**

Kindly,

Donnabeth Sweetland  
Outreach Manager/Navigator Oxford Elgin Palliative Care Outreach Team  
Direct line: 519-421-5671  
Donnabeth.Sweetland@lhins.on.ca

# Oxford Elgin Hospice Palliative Care Outreach Team



## **Our Inspiration:**

*“You matter because you are you, and you matter to the last moment of your life. We will do all we can, not only to help you die peacefully, but also to live until you die”*

*Dame Cicely Saunders  
(nurse, physician, writer, and founder of hospice movement)*

## **Valued Added Goals for Patients and Families**

- increase support for patient/families as illness progresses
- increase palliative care capacity in the area
- Improved communication and collaboration
- prevent non-essential ER visits and hospitalizations
- increase death in place of choice
- increase death in non-hospital environment (home or residential hospice)

## **Whom Do We Serve?**

- each situation is unique – we are learning
- person with chronic / acute illness with a disease trajectory that will lead to death within a few months.
- person who is palliative and struggling with pain and symptom issues
- wouldn't be surprised if the person died in the next year – “The Surprise Question”!
- palliative performance scale (PPS) is 50% or less and/or disease trajectory is 3 months or less
- frequent emergency room visits and hospital admissions
- person wishes to die at home or be at home before admission to hospice or hospital

## **How to Refer/Options:**

- Oxford Elgin Palliative Care Outreach Printable or Fillable Referral Form which can be uploaded to EMR and faxed through to **Oxford Elgin Outreach Fax Line: 1-844-265-4429**
- Palliative Care Consult requires physician signature and requesting physicians billing no.
- Or Call:
  - **Oxford Elgin 24/7 Outreach Line: 1-844-779-1833**
- LHIN Care Coordinator
- Community Visiting Nurse

*“I can do things you cannot, you can do things I cannot; Together we can do great things.” Mother Theresa*

*“The whole is greater than the sum of its parts.” Aristotle*



# Oxford Elgin Hospice Palliative Care Outreach Team



Dr. \_\_\_\_\_ (Family Physician/Most Responsible Physician - MRP)

You or a member of your patient's health care team have identified that your patient:  
Name: \_\_\_\_\_ HCN: \_\_\_\_\_

is someone who may benefit from the services of the Oxford Elgin Hospice Palliative Care Outreach Team.

The Outreach team includes care coordination, nursing/allied health, palliative physicians/nurse practitioners, personal support, spiritual care and bereavement/hospice supports.

## Three options to support family physicians/MRPs for a community palliative care patient:

Select ONE

I would like to work independently along with the community nursing agency to care for the patient. (*Provide contact info for daytime and afterhours nursing calls i.e. office back line, cell phone/alternate contact etc.*)

I would like a Nurse Practitioner trained in pain/symptom management/end of life care to follow the patient with me. (*Often patient PPS 50% or <, home bound - SWLHIN Nurse Practitioners work Mon- Fri 8:30am – 4:30pm.*)

I would like a Consultation with a Palliative Care Outreach Team Physician. (*Following the consultation the Palliative Physician will be in contact with you to see how we can best work together to meet the patients goals of care.*)

## Palliative Care Outreach Team physician after-hours on-call support:

Indicate if needed:

I would like after-hours on-call support from the Palliative Outreach Team physicians. (*If you choose to take calls 24/7 please provide your contact information below.*)

Please indicate if there are any specific concerns you would like addressed: **(Max 4 lines)**

You can access the 24/7 Palliative Care Outreach Team Support line for Health Professionals at 1-844-779-1833.

Kindly,

Donnabeth Sweetland  
Oxford Elgin Hospice Palliative Care Outreach Team Manager/Navigator  
519-421-5671

Physician Name (Printed):

Physician Signature:

Physician Billing Number:

After-hours number:

(if consultation requested)

Office back line number: