



A Letter of Thanks on Behalf of the Council

On behalf of the Regional Hospice Palliative Care Program (RHPCP) Council, sincere thanks to everyone who participated in the development of recommendations to improve regional palliative care, submitted to the Central Local Health Integration Network (LHIN) at the end of July 2014. The recommendations form the basis of an Action and Implementation Plan, approved at the Central LHIN's October board meeting (see sidebar below).

With the final recommendations submitted, and the Central LHIN moving ahead with implementation, the RHPCP Council's work has concluded. The resources on the RHPCP website will be transitioned to centralhealthline.ca. For more information, see "Next Steps" on page two of this Bulletin.

I would like to acknowledge my fellow council members for their dedication, insights and guidance. Thank you also to the Central Community Care Access Centre (CCAC) for its contributions as the back-office to the RHPCP Council.

We appreciate the commitment of every person who worked with the Council to collaborate on and inform this important work and encourage you to remain engaged and involved in improving palliative care in the Central LHIN region.

Joyce Bailey, Chair, RHPCP Council

Council members

The following individuals served on the RHPCP Council over the last 21 months:

- Rhona Abraham
- Yvonne Ashford
- Joyce Bailey
- Dr. Louis Balogh
- Donald Cousens
- Carol Hotchkiss
- Lisa Levin
- Dr. Nancy Merrow
- Lynne Penton
- Dr. Adam Rapoport
- Frank Taylor
- Dr. Natasha Zajc

The Action and Implementation Plan

Through a phased-in approach, six initiatives will be implemented based on the recommendations proposed by the RHPCP Council, in alignment with the system goals in the *Declaration of Partnership and Commitment to Action*:

1. **Central point of access** for hospice palliative care including system access and navigation, and a resource and bed registry
2. **Single number for crisis and related protocols**, including protocol development and implementation
3. **Strengthen generalist and specialist capacity** through education and standardized tools for providers in all care settings, including primary care
4. **Implement service delivery hubs** aligned with the Health Links regions
5. **Implement patient experience surveys** in all settings
6. **Strengthen long-term care capacity to deliver hospice palliative care** according to the Declaration through crisis support, education and linkage to the hubs



Together with our partners, the Central LHIN and Central CCAC are committed to expanding and strengthening palliative and end-of-life services for the people in our region

Next Steps...

A Message from the Central LHIN

The Central LHIN would like to acknowledge the work done by the Central CCAC and the RHPCP Council over the last 21 months, and thank everyone who participated for their commitment to and passion for palliative care.

Over the next year, as the Central LHIN moves forward on the action items and recommendations proposed by the Council, it will continue to engage its health service providers, including primary and palliative care physicians and other key stakeholders. Listening to the voices of the caregivers and family members who have lived experience in palliative and end of life care will be a priority.

A first focus will be on two recommendations from the Action and Implementation Plan – a centralized point of access for hospice palliative care in the Central LHIN region, and a single crisis telephone number to support patients and families.

Having a central point of access would simplify and streamline access to services, making it easier for people who need end-of-life care and support to get it. The crisis line would ensure a resource is available at all times for palliative patients and their caregivers.

These initiatives are currently in the early phases of detailed planning and implementation. If you would like to participate in this process, please contact Carol Edward, Senior Planner with the Central LHIN, carol.edward@lhins.on.ca

Please visit the [Central LHIN website](#) for further updates on our progress.

