

**24/7 On-Call Palliative Physician Phone Support for Adult and
Pediatric Primary Care Physicians Across Alberta**



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Faulty / Presenter Disclosure

- Presenter: Michelle Peterson Fraser
- Relationships with commercial interests:
 - Grants/Research Support: N/A
 - Speakers Bureau / Honoraria: N/A
 - Consulting Fees: N/A
 - Other: Employee of Alberta Health Services



PEOLC - Background

In May 2014, the Provincial Palliative & End of Life Care (PEOLC) Practice and Development team drafted the **PEOLC Alberta Provincial Framework** which highlighted 36 key initiatives aimed towards **improving the provincial PEOLC program for clinicians, patients and families** through increasing education, support, and timely access to resources regardless of geographic location. This Framework document was approved at all senior leadership levels within AHS.

To address several issues currently facing PEOLC in Alberta, seven initiatives from the Framework were developed and implemented in FY2014/15 to help alleviate the inequity of PEOLC services provided within the province and meet the wishes of patients and families during the PEOLC journey:

1. Advance Care Planning /Goals of Care Designation (ACP/GCD)
2. PEOLC Website Development and Launch
3. **24/7 Palliative Physician on-call Across Alberta for both Pediatrics and Adult PEOLC Patients**
4. Best Practice Guidelines and Pathways Strategy Development
5. PEOLC Indicators Dashboard
6. Multiyear PEOLC Strategy & Business Plan
7. EMS PEOLC – Assess, Treat and Refer Project



- Prior to April 1st 2015 Palliative and End of Life Care (PEOLC) physician on-call support services were not formalized and standardized across Alberta.
- Rural/Remote geographies suffered.
- Many patients and families were required to relocate to urban centers.



Project Plan

- As per the approved framework initiatives, 24/7 palliative physician on call services were on the list to become standardized across the province.
- Goal:
 - Increase support services for primary care providers.
 - Meet the care wishes of patients and families by providing palliative services within the community.



Project Process of Development

- Identified the strong need to create on-call palliative support services for physicians across the province.
- Identified the services and models currently available across the province.
- Met with key parties to develop a physician remuneration model.
- Partnered with key stakeholders to develop a model which provides access to support services regardless of geographic location.



Statistics and Call Volumes

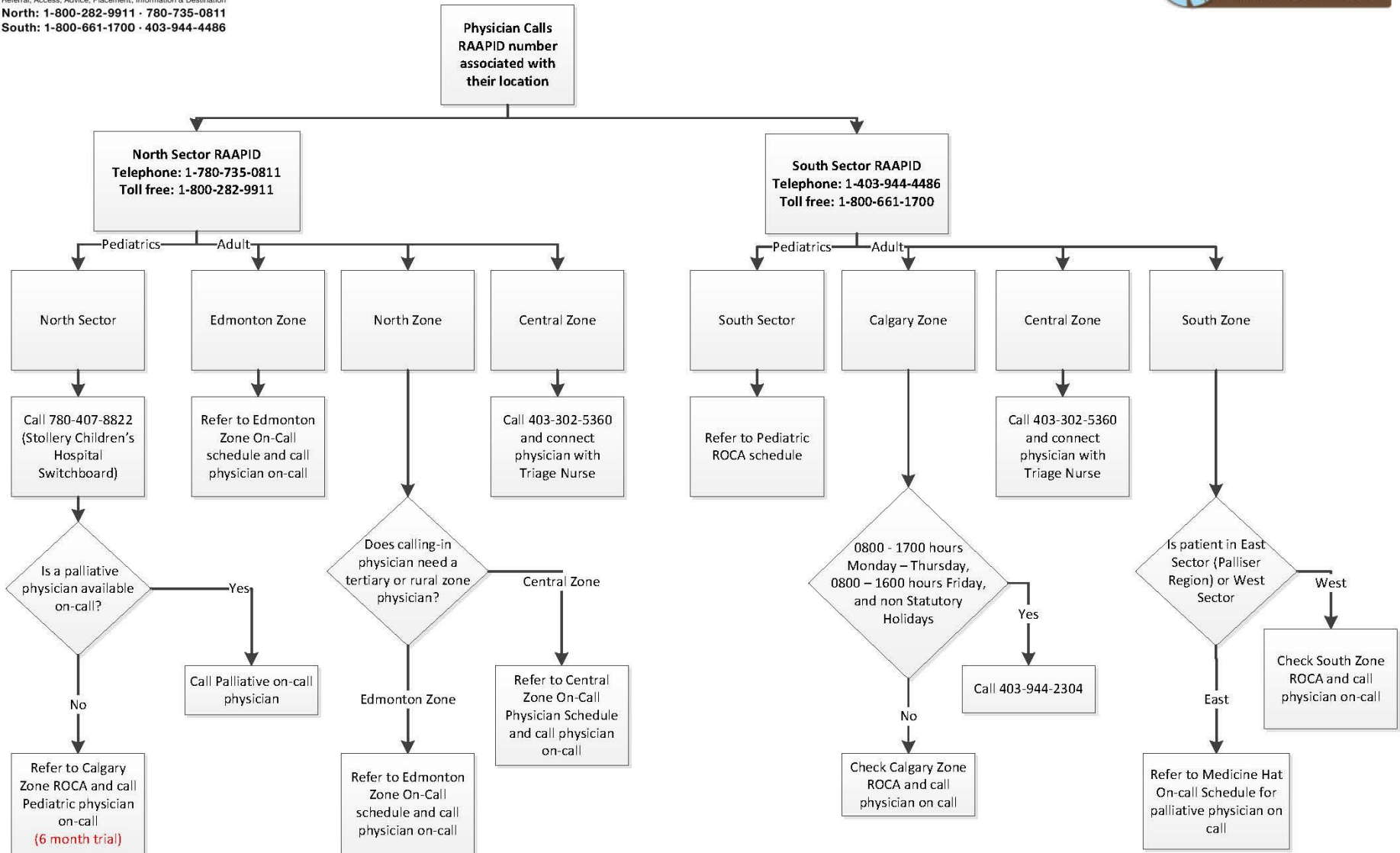


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Launched April 1, 2015





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- Centralised service, with ongoing marketing & advertising plan.
- Does not respond to patients and families; tailored towards supporting physicians in primary care and the PCN's.
- Incoming calls are registered using the physicians PraeID , and are recorded for reporting purposes.
- Hosted by qualified healthcare professionals who are on the call and facilitate and connect the callers directly without giving out the phone numbers.
- Collects statistics of call volumes across the province.
- (If requested) RAAPID has the ability to continue triaging to existing 24/7 support services for individual zones and speak to an RN prior to contacting a physician.
- (If directed) RAAPID has the ability to connect a physician to their choice of who they want to talk to for support.



RAAPID Statistics

April 1, 2015 – January 31, 2016

Total PEOLC Calls Received according to Zone and other Provinces

Zone	Count by Zone
BC	1
Calgary	5
Central	2
Edmonton	9
North	6
NWT	2
Grand Total	25

Total PEOLC Calls Received according to Time

SERVICE	TIME	
	07:00-15:00	15:00-23:00
Palliative Care	12	11

Total PEOLC Calls Received according to Category

SERVICE	Advice Provided	Direct Admit	Emergency	Emergency - Specialty to see	Other (see notes)	Grand Total
Palliative Care	18	1	1	1	1	22

Cancelled referrals
1



Palliative and End of Life Care

ADVANCE CARE PLANNING | GOALS OF CARE
**CONVERSATIONS
MATTER**
A GUIDE FOR MAKING HEALTHCARE DECISIONS

Access via Provincial PEOLC Website

<https://myhealth.alberta.ca/palliative-care>

Health Information & Tools > Palliative and End of Life Care




Palliative and End of Life Care

About Us Contact Us What's New

EMS Initiative

Through teamwork, the EMS Assess, Treat, and Refer program brings emergency care to palliative and end of life care patients in their own homes.

[More Information](#)

Find Services



What is Palliative and End of Life Care?

Learn about this type of care, who it's for, and if it's right for you.

Learn More



Helpful Resources

Get links to government programs and other useful information for people who need care and their caregivers.

Learn More



Newborn, Child & Youth

Find out how care teams give an extra layer of support to children with life-limiting illness and their families.

Learn More



For Health Care Professionals

Access assessment tools and symptom management information, and learn about Alberta's latest palliative and end of life care initiatives.

Learn More



Palliative and End of Life Care

Advance Care Planning

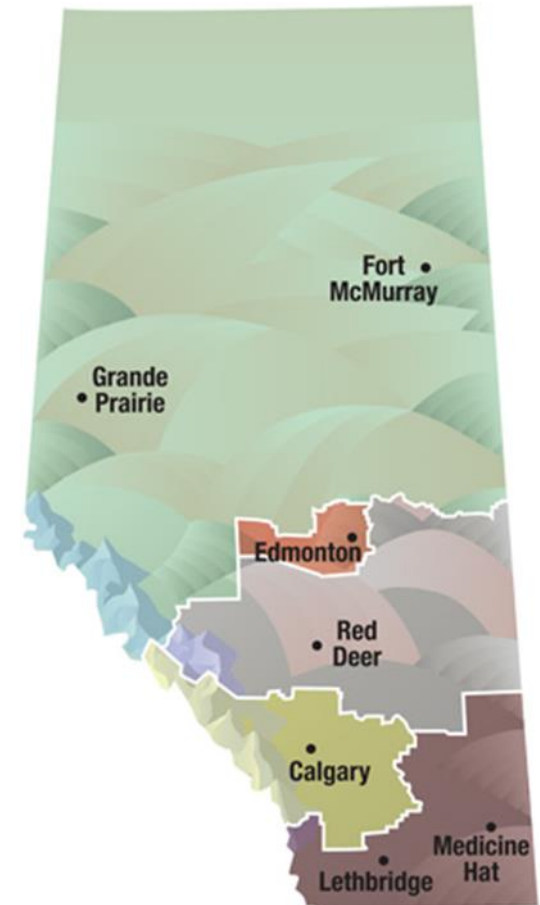
Interactive guide about decisions and how we care for each other

[Start the conversation](#)



Next steps

- We will be monitoring statistics to compare call volumes to 24/7 palliative physicians from present date to when phase 2 of the EMS PEOLC ATR program is implemented.
- Continue to promote communication and awareness to primary care physicians across Alberta.





Questions / Comments





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