

Presidents Message:

Thank you to everyone who has given tirelessly of themselves to support hospice palliative care in New Brunswick. This year has been a building year for the organization as we set to come up with a vision for our work in the province. As your board members, we have been working hard on increasing the educational opportunities in each region. This year marks our first ever two-day conference, and thanks to our education committee, headed by Kim Chapman, I know it will be a great success. We have also been working at communicating more with our members, and I know that our re-vamped webpage will help keep everyone up-to-date with what is happening in the various regions. We have also worked on a framework for delivering palliative care services in New Brunswick. There will be time at the conference and after on the website for you to share your ideas on the framework. We have also entered into partnership with the New Brunswick Cancer Network – it is great to have our voice heard at a government level.

We still have lots of work to do with advocacy in the province. We want to increase our membership this year so we can have a stronger voice. We need to continue to work hard at improving the care of patients at home and in hospital. We need to work on increasing the knowledge of the every day person on hospice palliative care.

I know together we can improve hospice palliative care in New Brunswick!

Region 7 Miramichi Region – Francine LeBlanc

This has brought a year of Change for our Palliative Care Team. Jane Trevors retired as palliative care coordinator in hospital and Anne Price accepted the position in September.

We miss Connie Doucet, Extra Mural Palliative Coordinator this year but she is recovering. Suzanne Matchett, Nurse Manager Extra Mural Program has really supported her team in Extra Mural and continues to support the program with her expertise.

Our zone team, Mary Hitchman- Nurse Manager, Heidi Donahue -Social Worker, Alice Johnston -Aboriginal Liaison, Gail Surette- Manager Pastoral Care and Volunteer Services, Anne Price -Hospital Palliative Care Coordinator, Suzanne Matchett –Nurse Manager Extra Mural / Palliative Care Coordinator , Joanne Sonier- Director of Extra Mural Program, Dr Jill Watts -Family Physician, Dr Carl Hudson -Palliative Care Physician, and Debbie McGraw – Director of Nursing Miramichi Senior citizens Nursing Home meets quarterly to identify gaps and improve quality service

We were successful in developing an order entry format to better communicate the Palliative patient referrals and therefore facilitate early notification of all the

team members at the same time for in hospital patients with an “admit to palliative care” physician order.

The Edmonton Symptom Assessment Scale was added to the nursing module in Meditec which gives us a better audit tool.

Our Team combined the Extra Mural Palliative Care information pamphlet and the Hospital Palliative Care information pamphlet to one pamphlet to be distributed to home and hospital patients/families.

The Grief support program was able to be offered in both official languages this year and is well attended. The seven memorial services were well attended.

Three Registered Nurses wrote the certification exams recently. The LEAP program is being considered to support our education for the Team
The FAMCARE questionnaire was introduced with good results on return.

We look forward to an exciting year of getting together as a regional team and supporting the association in the journey to apply our proposed framework for the province.

Regional 6 – Acadian Peninsula – Manon Goupil

It is two years now that the Caraquet hospital palliative care unit is fully functioning. The four beds are almost always occupied because it's the only palliative care unit on the Acadian Peninsula. The Bathurst region has had a palliative care unit in place for a few years now.

Dr Linda Dalpé is now working as a palliative care consulting doctor in her clinic at the Caraquet hospital and she also sees patients at home with the Caraquet E.M.P. We are working to have a consulting doctor in palliative care for home visits in the region of Lamèque and Tracadie

It's almost two years now that the 6 E.M.P units in the region are having palliative care rounds, with multidisciplinary participation. They are working on having a palliative medication kit for home patients.

Chaleur Palliatif, a community organization that provides volunteer services at home in the chaleur region is in force and working hard.

Region 1 - Greater Moncton Area – Patty McQuinn

The Tantramar Hospice Palliative Care Organization (THPCO) is a collaborative organization that advocates for and supports the provision of hospice palliative care in the Tantramar Region. The group has become more formalized over the years and continues to serve the region. Currently the organization is reviewing it's report titled 'Report and Inventory of Services Available to a Hospice Palliative Care Program in the Tantramar Region-2003' and comparing gaps in

the area with the Canadian wide document titled "A Progress Report on the *Blue Print for Action- 2000*" written by the Quality of End-of-Life Care Coalition of Canada (Dec 2009). Our website is <http://thpco.ca> or look for our Facebook site.

Also, the success of the organization is shared through regular publication of articles in the local newspaper that are relevant to Hospice Palliative Care activities. For example, during last year's National Hospice Palliative Care Week (May 3-9, 2009) a series of fictional journal/diary entries were published in the local paper to help illustrate what hospice palliative care might look like from the perspective of a fictional female patient looking after her dying mother at home, with support from VON volunteers, Extra-Mural nurses, minister, Red Cross, etc.

The Grief and Bereavement Group continues to provide organized sessions for the community. They are currently holding a seven session peer support group. This group meets weekly for about two hours and holds a potluck meal as a final meeting. It is open to anyone grieving the loss of a loved one. The newly bereaved (i.e. the death is within the last two months) are offered one-on-one support until they are ready for a group.

There is still much work to be accomplished. The THPCO aims to recognize that it is in working together as a community that will ultimately be the key to improve hospice palliative care services in the Tantramar region.

At the GDH, education in palliative care is continuing. Three nurses and one physician attended the two day LEAP course in Fredericton given by the CHPCA. Future plans are to continue the program in French - members of the palliative care team will take the "teach the teacher" session and will then be able to provide the sessions to others throughout the region. Health care workers from zone 1 of HHN also attended LEAP. Also other individuals were able to attend the "EPEC™-O Canada" Workshop sponsored by Cancer Journey Action Groups; Canadian Partnership Against Cancer. These representatives look forward to putting into practice these excellent inter-professional training programs.

Hospice Greater Moncton/du Grand Moncton has enjoyed a busy and productive year! One of their main goal continues to be to raise the awareness of the organization in the community and to establish relationships with key partners. Several fund raising activities have taken place - a Bayshore sponsored Book Sale, the sale of Johnny's 2 for 1 Coupon Books, our Annual Angels Remembered Campaign, as well as our 2nd Annual Valentine's Gala. We were fortunate to be one of 2 charities selected by the Metro Tones Pop Chorus to share the proceeds of their Annual Charity Concert, and will have our first "Hike for Hospice."

Hospice Greater Moncton continues to offer new Volunteer Training Course every Spring and Fall. Also, 7 Week Grief and Bereavement Sessions are held

twice per year as well as ongoing monthly meetings for peer support.

The Board of Directors are committed to the completion of a Business Plan as they prepare to launch a Capital Campaign to raise the necessary funds to establish a Residential Hospice in Greater Moncton within the next 2-4 years.

For more info on HGM, please check out the website at www.hospicegm.ca or find them on Facebook.

Region 4 – Edmundston- Pauline Michaud

The Extra Mural service is working hard to develop and improve the palliative services in our region. In the last year, 23 patients have died at home.

There is a regional (Edmundston, Grand Sault and Kedgwick) multidisciplinary advisory committee that meets regularly.

We have also had staff participate in the LEAP education, the Congrès des soins palliatifs du Québec, and Palliative Care Education Day in the Miramichi. We hosted a two day conference on child bereavement entitled « J'écoute ma toute petite voix » (I listened to my little voice) - which was organized by social work. 30 multidisciplinary staff attended.

In the next year the projects we are working on include finishing an orientation module on palliative care for new employees, adding a new physician and pharmacist, renovations to the existing palliative care unit, and training some of our staff to be able to teach the LEAP course.

The Université de Moncton Edmundston campus is offering a 45 hour accredited course on grief and bereavement which is run by Rinette Cote. 44 people have taken the course in person or via video conferencing.

I want to take to opportunity to thank everyone who have been involved with palliative care in our region and I know they will continue to do great work.

Region 5 – Restigouche Area - Jane Van Horne and Dr. Inez Yacoub

1) Restigouche Community Bereavement Program – Brenda Jones Connors, president of the RCBP was a guest at the November 12/09 NBHPCA board meeting by teleconference. Hospice contacts from other areas of the province were shared. The program is still faced with the challenge of attracting new members to the organization and would like to launch a palliative care volunteer training program. Unfortunately plans for the 2010 Hike for Hospice have not progressed due to recruitment issues.

2) Palliative Care Units at Campbellton Regional Hospital & Dalhousie – Gaetane Lagace is the new head nurse. Occupancy for the units are as follows:

Campbellton Regional Hospital – 6, Dalhousie satellite Unit – 3 with a capacity for 4. A meeting is planned for May to discuss the criteria for admission.

3) Dalhousie Nursing Home – Diane Leger is administrator and Claudine Arsenault assumed the position of director of nursing following the retirement of Nancy Dube. Thirty million dollars of government funding has been received to construct a new nursing home with 80% of the beds as private rooms. Though they have a palliative care room now, the administrator isn't certain if they will need a more elaborate suite in the future since most of the rooms in the new nursing home will be private rooms.

4) Campbellton Nursing Home – Ken Murray is administrator and Barbara Foley is Director of Nursing. The home completed their 2009 Accreditation Survey on November 8,9,10/09 and received a 3 year accreditation. Accreditation Canada has a set of 17 standards for Hospice, Palliative End-of-life care. The nursing home has a special care room which is, at times, used for residents in the acute palliative care phase, or for the temporary relocation of a room-mate in a semi private room who has a room-mate whose death is imminent and extra space for family is needed. The plan is to renovate the special care room into a palliative care suite at the time of renovation of an adjacent unit, but funding is still pending.

5) The Listuguj Home and Community Health Services are now under one roof and the nurses freely collaborate and share after hours palliative care responsibilities, when necessary, even though theirs is not a 24 hour service. In the recent past there have only been 2 cases in a one year period. Lynn LaBillois, coordinator, and two other nurses, Madeleine Morissette, and Leila Swasson will be in e-mail contact with the regional rep of NBHPCA and look forward to any local training opportunities and want to share information regarding palliative care.

6) EMP – Nancy Bastarache is supervisor for the Rehab Team at EMP and Serge Audet is supervisor for the nursing team. Francine Lanteigne, social worker, receives all (automatic referral) palliative care clients. Francine is the palliative care link with the regional rep of NBHPCA. Though there is no Palliative Care Team at present, the March 2010 statistics report 7 palliative care cases open with EMP in Dalhousie. In the 7 months previous to November 2009, 77 cases received palliative care at home.

7) Palliative medical care is provided by all attending physicians in this area. The physician responsible for the palliative care unit at Campbellton Regional Hospital is Dr. Roger Bashala and for the Dalhousie satellite unit, Dr. Louis Bujold and Dr. Bernard Quintal.

Region 3 – Greater Fredericton - Brenda Haslam Layden

We have had an exciting year with the launch of Hospice Fredericton services in September, 2009. Our patients are benefiting from this new and helpful community initiative.

We had a very successful conference in October ...” Daunting Questions in Palliative Care” with Sharon Baxter, the executive director of CHPCA, as our keynote speaker. Several interesting and thought-provoking topics were presented by others, such as “Why is God Allowing This to Happen to Me?” and “What Constitutes a Good Death?”

A Zone 3 Palliative Program is being developed and is beginning to take shape. We cover a large geographical area and are encouraged to see this co-ordination and expansion of services for our patients.

Workshops for nurses are being conducted using the LEAP model from CHPCA.

Region 2 - Greater Saint John – Brenda Greenslade and Janice Till

In Saint John our Hospice Palliative Care Network committee meets monthly and continues to evolve, involving membership from Family Medicine/Palliative Care, Oncology, Nephrology, Extra-Mural and Hospice. Our purpose is to bring palliative care stakeholders together to provide a forum for leadership in the delivery of evidence based care to patients and families. We have also formed a Hospice Palliative Care Triage sub-committee that is reviewing the criteria for admission to palliative care services available in our zone. The membership consists of representatives from Extra-Mural, Palliative Care Unit, Hospice Palliative Care Outreach and Residential Hospice. Currently we are looking at developing a process to assess and triage patients so they will receive timely service in the appropriate care environment i.e. at home, palliative care unit or the residential hospice, working towards minimizing unnecessary emergency room visits and/or admission to acute care hospital beds.

During the past year medical students from the Saint John Family Medicine Residency Training Program have been on the Palliative Care Unit. Five residents have spent a month each on the unit for education and as a result PCU has been able to recruit some of these physicians to sign on to provide unit coverage. Education has also been provided in the community to UNBSJ Nursing and NB Community college students in the LPN and PSW programs.

For Extra-Mural interdisciplinary professionals a palliative care orientation module was developed to encourage self-directed learning and assist with palliative care orientation. The learning module was designed using Microsoft Power Point software, and CD copies of the orientation program were distributed to the Extra-Mural units in the Saint John Zone, the three Palliative Care Coordinators in Horizon Health Network and Extra-Mural Program Directors. The module focuses on palliative care resource information that Extra-Mural team members would need to know when caring for palliative care patients and their families. It provides an overview of: What is Hospice Palliative Care?; Extra-Mural palliative home care and interdisciplinary team members roles; Relevant palliative care clinical assessment tools and resources, and the Palliative Care

services available within the Saint John Zone. The self-directed module may be completed all at once or the learner may prefer to complete one section at a time. The Horizon Health Network Palliative Care Coordinators have had some preliminary discussions regarding the pilot learning module and the potential of using it as a template to develop a generic palliative care orientation program that could be used in other zones as well. Since it is challenging to have educational opportunities easily accessible for frontline professional team members, having this type of learning module available at the unit level may be useful to assist with palliative care orientation for staff.

Opening of Atlantic Canada's First Residential Hospice

Our first patient will be admitted to the Residential Hospice in October 2010. This will begin a new chapter in our history as Hospice Greater Saint John, as we become a professional healthcare corporation that owns and operates a medical facility.

The Residential Hospice program will be the #1 priority for the organization and all staff, volunteer and financial resources will be dedicated to the RH first and foremost. The following are planned changes for our non-medical support services:

- Our community in-home palliative support services will continue as resources allow.
- The Hospice volunteer visiting program at the SJRH will be transferred to the RH. Hospice volunteers will work in three 4-hour shifts per day and work alongside the nursing staff to provide non-medical support services to patients and families at the RH. [A new training program begins in September. Register today by calling the office at 632-5593.](#)
- Hospice volunteers will only support palliative families at the SJRH if they have been involved in the person's home prior to admission to the hospital. New referrals for palliative support and/or volunteer visits from the SJRH will no longer be accepted.
- The Hospice Palliative Support Coordinator (Ruth Hill) will no longer attend weekly hospital PCU rounds. She will attend daily and weekly rounds at the RH and the new weekly community rounds that are currently in development. She will also oversee and manage food services in the RH.
- The following are NEW planned grief support services: Daytime 8-Week Grief Group; Bi-weekly Good Grief Coffee Club; Seasons of the Heart Luncheon Series.

Staffing Update

Hospice has hired two new part-time Food Services Coordinators and a Maintenance & Housekeeping Coordinator. A Nurse Manager will be hired shortly. The following positions are available at Hospice Greater Saint John:

Administrative Assistant – Hospice is seeking a full-time Administrative Assistant to work Monday to Friday from 8:00 am – 4:30 pm. If you know of someone who would be interested, please have them contact me.

RN's, LPN's, PSW's – This is our 24-hour care team. Please submit your resume and cover letter to Sandy Johnson, Executive Director @ sjohnson@hospicesj.ca

Greater Saint John Triage and Assessment Team

A new Triage and Assessment Team that includes the four area care delivery partners – PCU, EMP, Palliative Outreach and Hospice – are meeting regularly to further define admission criteria to the PCU and Residential Hospice. Our goal is the *“right patient in the right bed at the right time with the right care provider.”*

Residential Hospice Public Open House and Official Opening Ceremonies
Thursday, October 7, 2010
4:00 – 7:00 pm

NBHPCA Annual Financial Report- April 29, 2010 Submitted by Rinette Côté, treasurer

Annual Financial Summary May 29, 2009 to Dec 31, 2009

Cash as of May 29, 2009 - \$21,012.07

Revenue

Interests	\$1.35
Membership	\$480.00
Investment GIC	\$5935.37
Donation	\$200.00
AGM	\$1315.00

Total : \$7931.72

Expenditures

Donations PC Units	\$250.00
Donation Hospice Greater Moncton	\$50.00
Board Meeting (travel)	\$974.80
Board Meeting (lunch)	\$259.90
AGM 2009	\$9,616.98
Office supplies & checks	\$ 176.58
LEAP	\$455.30
Newsletter	\$186.10
Bursaries	\$1300.00
Bank fees	\$3.06
NBHPCA Website Update	\$220.80

CHPCA (Prov. Joint Ind. Membership) \$1860.00

Total : \$15353.52

Financial Summary December 31, 2009 to March 31, 2010

Cash as of December 31, 2009 - \$15,650.69

Revenue

Interests \$0.38

Membership \$70.00

Total : \$70.38

Expenditures

Donation Hospice Greater Moncton \$50.00

NBHPCA Website Update \$181.25

NBHPCA domain name registration \$39.55

CHPCA (Prov. Joint Ind. Membership) \$1860.00

Total : \$2,130.80

Cash as of March 31, 2010 - \$13,590.27