

**Palliative Pain and Symptom Management Consultation Program (PPSMCP)**  
**Consultant Role Components and Expected Outcomes**

Role Component	Role Description	Expected Outcomes
<p><b>Palliative Care Education</b></p>	<p>Within the Erie St. Clair and the South West Local Health Integration Networks (LHINs), the Palliative Pain and Symptom Management Consultant:</p> <ul style="list-style-type: none"> <li>• Participates in the development, planning, implementation and evaluation of education programs [The Fundamentals of Hospice Palliative Care, Advanced Hospice Palliative Care Education (AHPCE) and Comprehensive Advanced Palliative Care Education (CAPCE)] designed to build capacity in the field of hospice palliative care.</li> <li>• Participates in the future development of educational programs based on the Principles and Norms of Practice as outlined in the Model to Guide Hospice Palliative Care and discipline specific standards.</li> <li>• Provides coaching/mentoring in palliative pain and symptom management and end-of-life care to CAPCE Nurses within designated local communities (i.e., city or county).</li> <li>• Co-ordinates and oversees the delivery of Fundamentals, AHPCE and CAPCE locally.</li> <li>• Shares information on regional educational activities and developments at local, regional, provincial and national levels.</li> <li>• Gathers feedback from local, regional and provincial partners using the Fundamentals, AHPCE and CAPCE Programs.</li> <li>• Addresses the concerns and information needs of those utilizing the education programs both within the region and across the province by providing telephone, email and on-site support.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>3 Fundamentals</b> courses in each respective county and city (Windsor and London) will be offered annually.</li> <li>• <b>2 Advanced Hospice Palliative Care Education (AHPCE)</b> courses will be offered in each respective county and city (Windsor and London) will be offered annually.</li> <li>• <b>1 Comprehensive Advanced Palliative Care Education (CAPCE)</b> program with a maximum of 10 learners per county and city (Windsor and London) will be offered annually.</li> <li>• The resource guides and the facilitation manuals for the Fundamentals, AHPCE and CAPCE will be updated to incorporate new evidence based practice and new adult learning principles.</li> </ul>

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Role Component	Role Description	Expected Outcomes
<b>Consultation</b>	<p>The Palliative Pain and Symptom Management Consultation service supports service providers in home care agencies (CCACs and contracted providers), long-term care homes, community support services and primary care by providing access to Palliative Pain and Symptom Management Consultants. These positions provide consultation, education, mentorship and linkages to palliative care resources across the continuum of care.</p> <p>Palliative Pain and Symptom Management Consultants:</p> <ul style="list-style-type: none"> <li>• Assist service providers in the application of the Model to Guide Hospice Palliative Care<sup>1</sup>, assessment tools and best practice guidelines</li> <li>• Offer consultation to service providers in person, by telephone, by videoconference or through e-mail regarding care (e.g., assessment and management of pain and other symptoms)</li> <li>• Help build capacity amongst front line service providers in the delivery of palliative care</li> <li>• Link with specialized hospice palliative care resources.</li> </ul> <p>This service does not provide direct client/patient assessment or care planning. As part of an education/coaching activity with a service provider, a client/patient may be present; however, the service provider remains the one responsible for the care. The service does not include responding to inquiries or education activities for the general public.</p>	<ul style="list-style-type: none"> <li>• Build capacity and advocate enabling transfer of consultation service to local providers with no gaps in service. This will be achieved through mentoring CAPCE nurses, mentoring nurses in all sectors, advocating for system development to utilize other resources.</li> <li>• Consultation service is for palliative care. Note: Prior to providing consultation, consultants will require a pain assessment to be completed by the requesting health care provider.</li> <li>• Participate in palliative care and pain and symptom management rounds.</li> <li>• Provide <b>case-based education</b> for service providers. Respond to local need through the delivery of presentations/workshops/local education events to target group (as defined by the Ontario Ministry of Health and Long-Term Care <u>Planning, Funding and Accountability Policies &amp; Procedures Manual for Long-Term Care Community Services</u>).</li> </ul>

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<p align="center"><b>Palliative Care System Development</b></p>	<ul style="list-style-type: none"> <li>• Provide a system view of palliative care, locally, regionally and provincially.</li> <li>• Advocate for education and the use of best practices for health care providers for improvement in service of hospice palliative care.</li> <li>• Provide a neutral voice (i.e., not representative of a service provider).</li> <li>• Assist with development of hospice palliative care system locally, regionally and provincially.</li> <li>• Actively participate in End-of-Life (EOL) Care Networks and EOL service delivery committees/forums.</li> <li>• Build partnerships with other networks and initiatives (e.g., geriatric, stroke, Alzheimer).</li> <li>• Participate in strategic planning.</li> <li>• Facilitate local education planning and communication committees as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend EOL Care LHIN Network meetings.</li> <li>• Attend local palliative care committee meetings.</li> <li>• Attend and actively participate (i.e., leadership or advocacy role) in Provincial meetings / teleconferences / initiatives.</li> <li>• Take on a leadership role in facilitating local committees relevant to the role.</li> </ul>

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