

# Building Compassionate Communities

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ACP AB Grant  
Covenant Health Palliative Institute

CORE AB Healthy Aging Regional Gathering  
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# Celebrating **INDIGENOUS HISTORY** Month

We acknowledge that we are located on Treaty 6, 7 and 8 territories; we respect the histories, languages, and cultures of First Nations, Metis, Inuit, and all First Peoples of Canada, whose presence continues to enrich our vibrant community.



**EVERY**

**ONE**

**IS**

**WELCOME**

**HERE.**



# Outline

1. Covenant Palliative Institute
2. Raising Awareness
  - Advanced Care Planning (ACP)
  - Palliative Care Public Awareness
  - Tools in Development
3. Compassionate Communities Approach
4. Generative Questions



# 1. Covenant Palliative Institute

The goals of the Palliative Institute are to:

1. Ensure timely access to high quality Palliative End of Life Care across Alberta.
2. Provide leadership and advocate for national robust palliative & end of life care system.



# Covenant Palliative Institute



## **POLICY**

Influencing the development of policies that will improve the quality of palliative care through research on best practices and education.



## **EDUCATION**

Promoting palliative and end-of-life care learning and education.



## **CLINICAL SUPPORT**

Influencing clinical practices based on leading practice and utilizing knowledge obtained through research to improve the quality and comprehensiveness of palliative and end-of-life services.



## **RESEARCH**

Developing knowledge through research.



## **COMMUNITY OUTREACH**

Developing and strengthening partnerships and engaging related communities in support of palliative and end-of-life care.

**Mission Strategy**

We will enhance our mission inspired culture by welcoming all to our ministry, and supporting the discovery of deeper connections between personal call and purpose to service.

**Catholic Leadership Strategy**

We will leverage the legacy and strength of Catholic healthcare nationally and internationally to be of greater service.

**Strategic Objectives**

**MISSION**

We are called to continue the healing ministry of Jesus by serving with compassion, upholding the sacredness of life in all stages, and caring for the whole person – body, mind and soul.

**Strategic Objectives**

**Seniors Strategy**

We will champion a future where seniors and their care givers live well, feel connected, and have a sense of fulfillment every day

**Palliative and End of Life Care Strategy**

We will be leaders and advocates for robust palliative and end of life care as an essential part of an integrated health system.

**Addiction and Mental Health Strategy**

We will transform care for those with addiction and mental illness to enable them to live with dignity and hope as connected members of their community.



**People Strategy**

We will attract, engage, develop and retain a mission-inspired workforce by fostering a work environment where our people can grow and be successful.

**Quality Strategy**

We will provide safe, high quality, person-centered care across the continuum of services.

**Resources Strategy**

We will utilize and enhance information, infrastructure and financial resources to their fullest benefit.

**Strategic Objectives**

**VALUES**

As a Catholic organization, we are committed to serving people of all faiths, cultures and circumstances, according to our Values: Compassion, Respect, Collaboration, Social Justice, Integrity, Stewardship.

**Strategic Objectives**



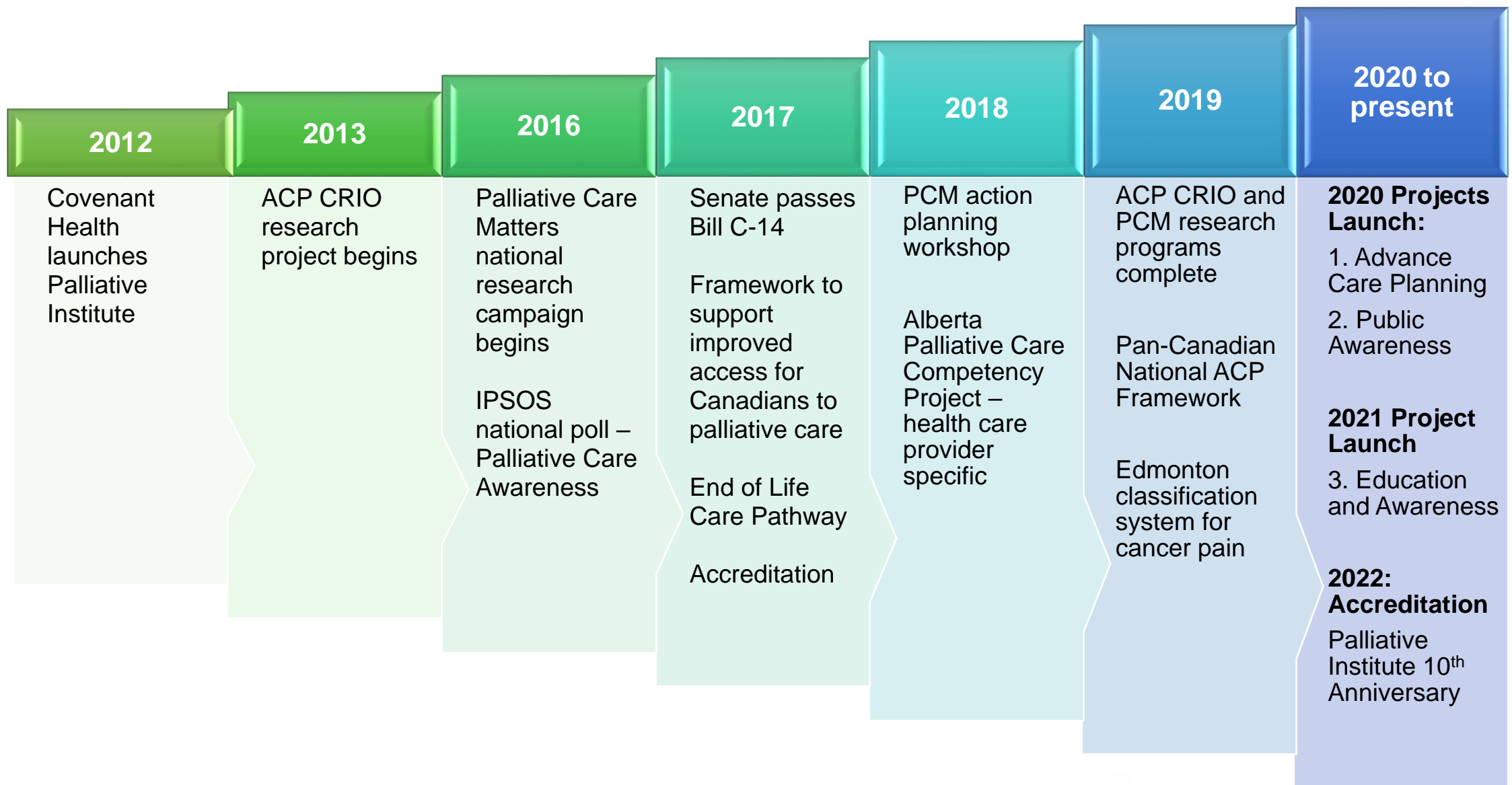
**Innovation Strategy**

We will be leaders and partners acting as catalysts for transformation in order to meet the needs of those we serve.

**Acute and Community Care Optimization Strategy**

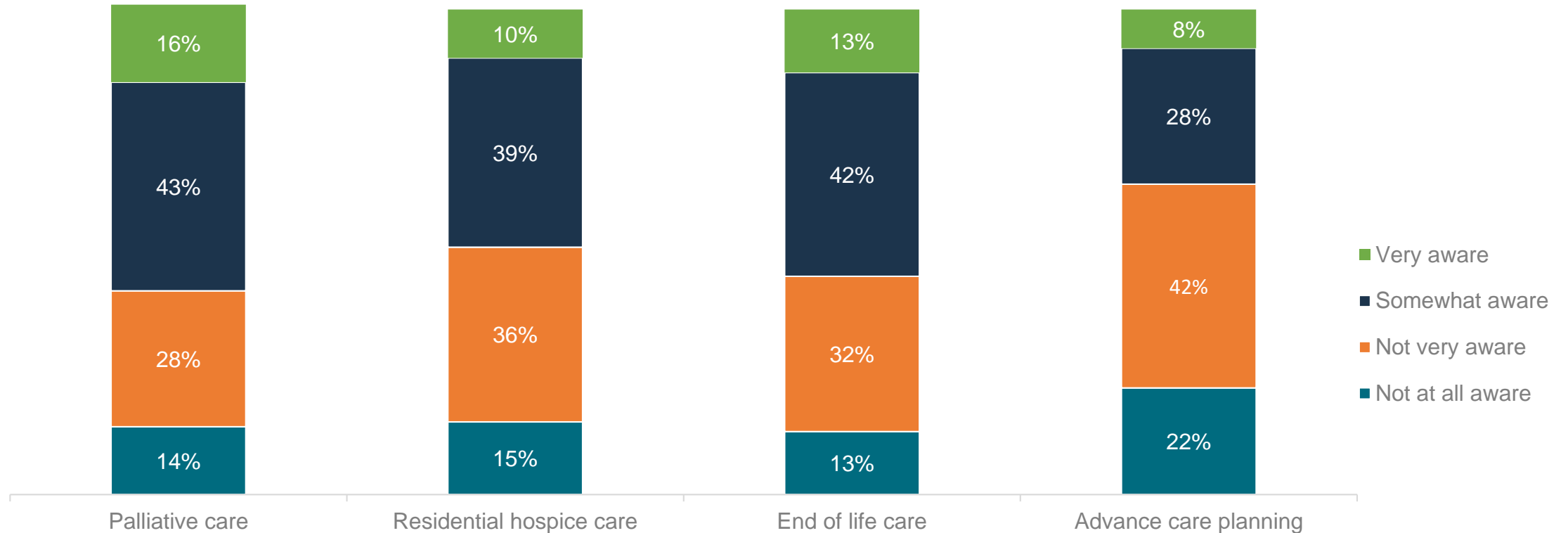
We will optimize care and service in acute care and community, responding to future needs and changing demographics.







## 2. Raising Awareness of Palliative Care & ACP



IPSOS. Canadians' Views of Palliative Care National Online Survey, 2016. (n=1,540)

# Key Messages

- Awareness of palliative care and advance care planning are health literacy gaps
- Through innovative community partnerships build and encourage community conversations
- This work contributes to healthy aging in Alberta by supporting physical and mental health as well as personal wellbeing
- This in turn leads to better access, care and outcomes



# ACP Alberta and Palliative Care Awareness

## Palliative Care Public Awareness

- To educate the public through innovative community partnerships, to provide **tools and resources that deliver important practical, physical, emotional, social and spiritual supports** to patients and families facing serious illness.

## Advance Care Planning

- Equipping every Albertan to carry out **health, legal and personal planning.**



## Focal Areas

## Tool in Development

## Tool Description

Increasing comfort talking about death and dying

### **Death Café**

A café-style event that provides a safe space for group conversations about death and dying with no agenda, objective or themes.

Improving understanding of palliative care

### **Introduction to Palliative Care**

A free self-directed online course aimed at helping members of the public better understand palliative care.

Building community support for palliative care

### **Pallilearn**

A series of short educational courses aimed at building community knowledge and capacity.

Encouraging advance care planning

### **Coming Full Circle Workbook**

An interactive advance care planning workbook to prompt reflection and conversation.

### **Advance Care Planning Alberta Toolkit**

Comprehensive Albertaspecific resource that ties advance care planning with legal and financial concepts.



### 3. Compassionate Communities Approach

“I live in a community where everybody recognizes that we all have a role to play in supporting each other in times of crisis and loss. People are ready, willing and confident to have conversations about living and dying well and to support each other in emotional and practical ways.”

UK Framework, Ambition 6 p. 22, Ambitions for Palliative and End of Life Care: A National Framework for Local Action 2015-2020 (National Palliative and End of Life Care Partnership UK)



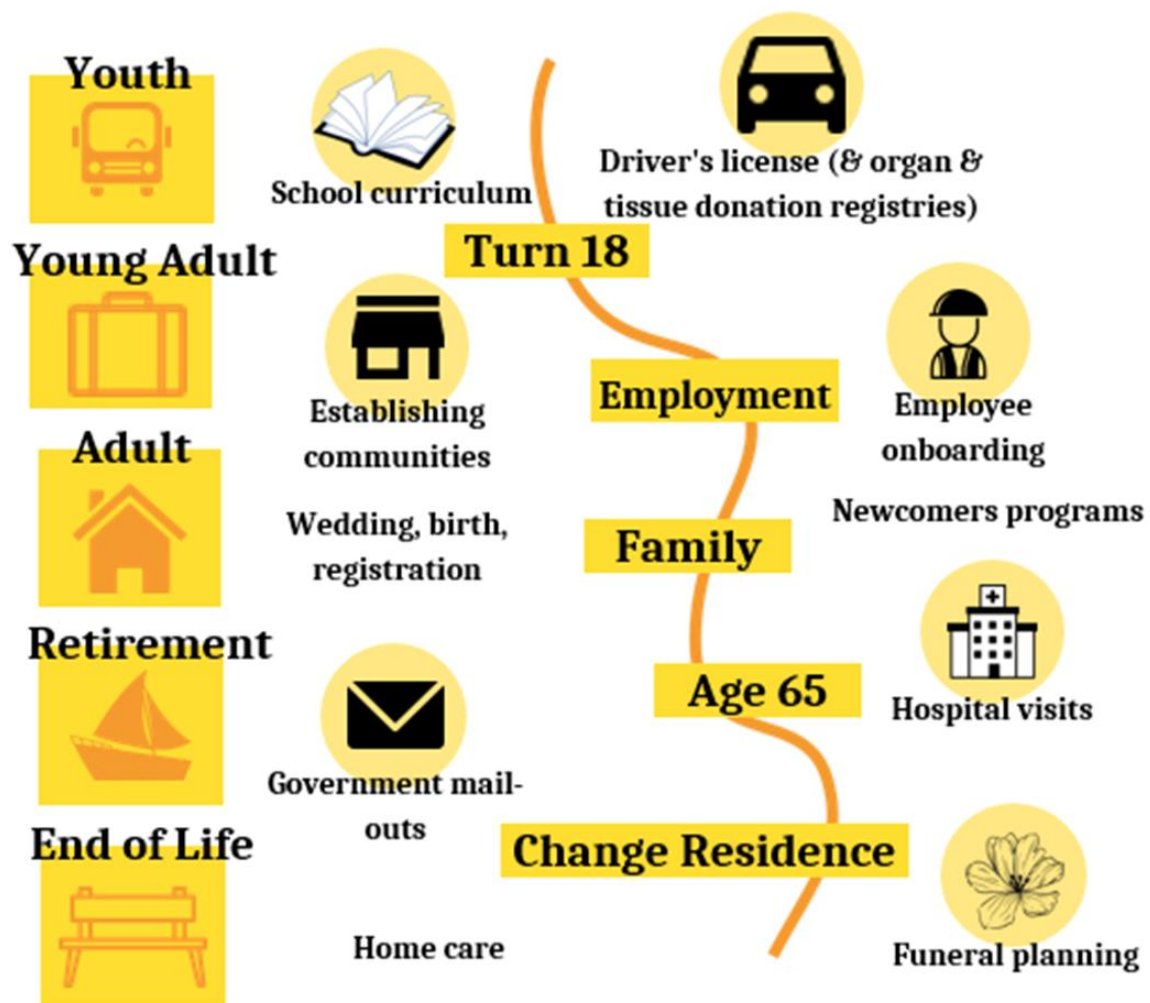
# Compassionate Communities

Continuum of compassionate palliative care



Tompkins B. Compassionate Communities in Canada: it is everyone's responsibility.  
Annals of Palliative Medicine. 2018:S118-S29.

# Life Journey Approach



The Palliative Institute has conceived a life journey model that prompts individuals to consider advance care planning at different times and in different settings with the goal of improving health literacy.

# Approach: Stakeholder Analysis

**Three-phase approach to identifying and engaging stakeholders** with an interest in raising public awareness of advance care planning in Alberta:

Phase I: Identification (April 2021 – May 2021)	Phase II: Understanding (June 2021 – September 2021)	Phase III: Engagement (October 2021 – Onward)
<ul style="list-style-type: none"><li>• Identified potential stakeholders via:<ul style="list-style-type: none"><li>○ Review of online inventories and databases</li><li>○ Exhaustive search engine analysis</li><li>○ Successive snowball exercises</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Launched media campaign to introduce potential stakeholders to project, gauge early interest</li><li>• Designed and administered stakeholder survey</li><li>• Conducting factor, cluster and qualitative analysis to inform best practices for engagement</li></ul>	<ul style="list-style-type: none"><li>• Proposing use of the <b>Collective Impact Framework</b> as model for stakeholder engagement and action planning focused on:<ul style="list-style-type: none"><li>○ A ‘common agenda’ for all participants</li><li>○ Mutually reinforcing stakeholder activities</li><li>○ “Backbone” partner(s) for ongoing sustainability</li></ul></li></ul>





# Collective impact efforts tend to transpire over five phases

## Collective Impact Framework

Components for Success	Phase I Assess Readiness	Phase II Initiate Action	Phase III Organize for Impact	Phase IV Begin Implementation	Phase V Sustain Action and Impact
<b>Governance and Infrastructure</b>	Convene community leaders	Identify champions and form cross-sector Steering Committee "SC" to guide the effort	Determine initial workgroups and plan backbone organization	Launch work groups "WGs" and select backbone organization	Building out the backbone organization; evolve WGs to meet emergent strategy
<b>Strategic Planning</b>	Hold dialogue about issue, community context, and available resources	Map the landscape and use data to make case	Create common agenda, clear problem definition, population level goal	Develop Blueprint for Implementation; identify quick wins	Refine strategies; mobilize for quick wins
<b>Community Engagement</b>	Determine community readiness; Create a community engagement plan	Begin outreach to community leaders	Incorporate community voice - gain community perspective and input around issue	Engage community more broadly and build public will	Continue engagement and conduct advocacy
<b>Evaluation And Improvement</b>	Determine if there is consensus/urgency to move forward	Analyze baseline data to ID key issues and gaps	Develop high level shared metrics and/or strategies at SC level	Establish shared measures (indicators and approach) at SC and WG levels	Collect, track, and report progress (process to learn and improve)

From FSG.org

# Government Initiatives

Activity	Ministry
Introduce ACP content to libraries	Municipal Affairs
Introduce ACP content to seniors resources	Seniors and Housing
Embed ACP into Alberta Emergency Management Agency's resources	Municipal Affairs
Persuade employers to roll out ACP messaging to employees	Public Service Commission
ACP content in Government of Alberta's public-facing websites	Health/Service Alberta/Digital Innovations Office
Incorporate ACP into continuing care legislation and standards	Health
Incorporate ACP into elder abuse legislation	Seniors and Housing
ACP messaging in birth, marriage and drivers registries	Service Alberta
ACP in programs and services for vulnerable groups	Community and Social Services
Develop ACP resources to support career and life management (CALM) curriculum	Education



# Compassionate Communities Action Planning Forum

**Timing:** Saturday March 19, 2022

**Format:** Virtual (Zoom)

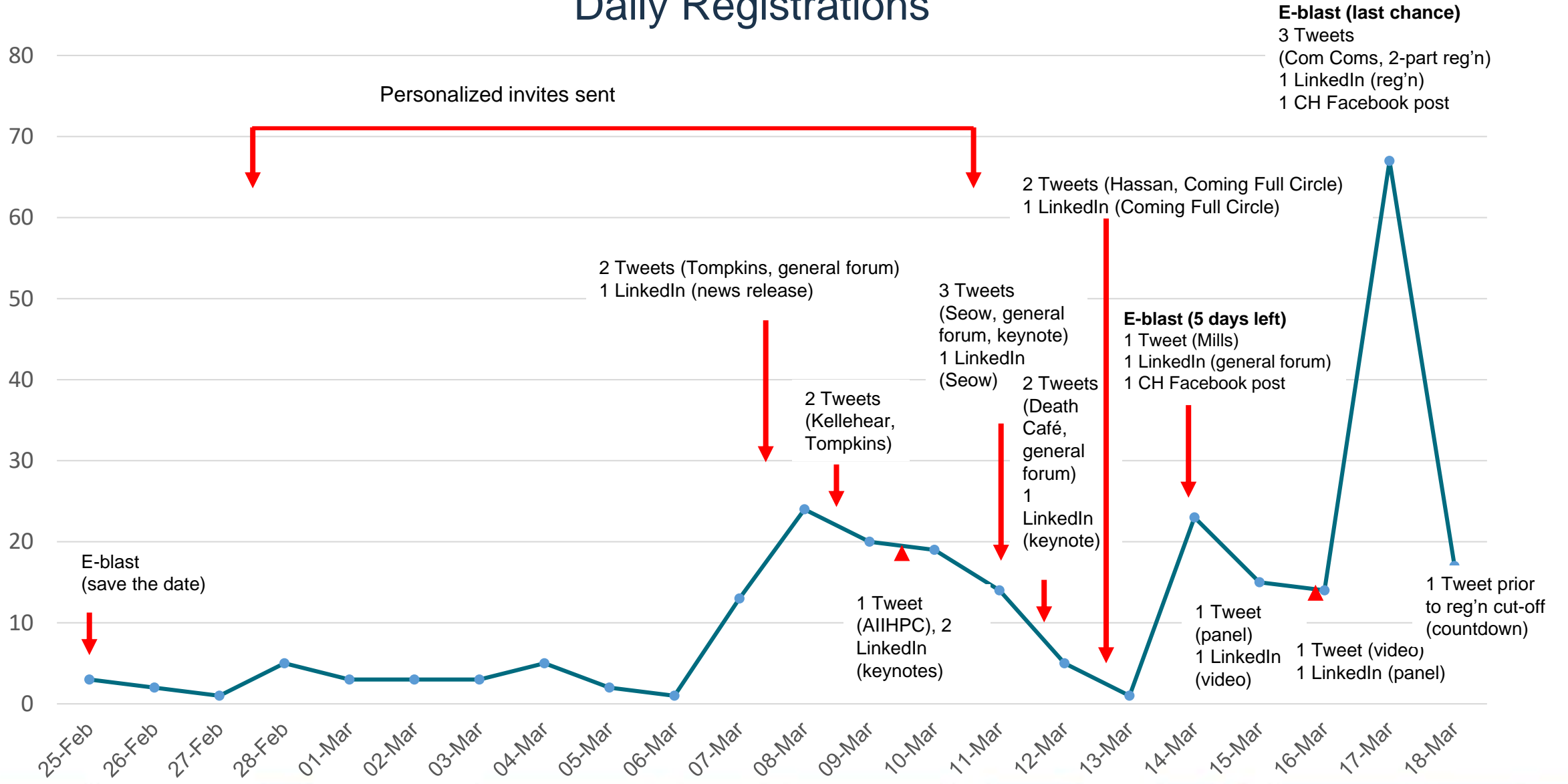
**Audiences:**

- Community-based organizations
- Community leaders, volunteers & the general public
- Government agency & public service representatives
- Legal, finance, insurance & estate planning professionals

**Purpose:** To engage community-based partners and stakeholders on a common agenda and in action planning strategy sessions strategies to improve public understanding and access to palliative care and advance care planning resources in Alberta

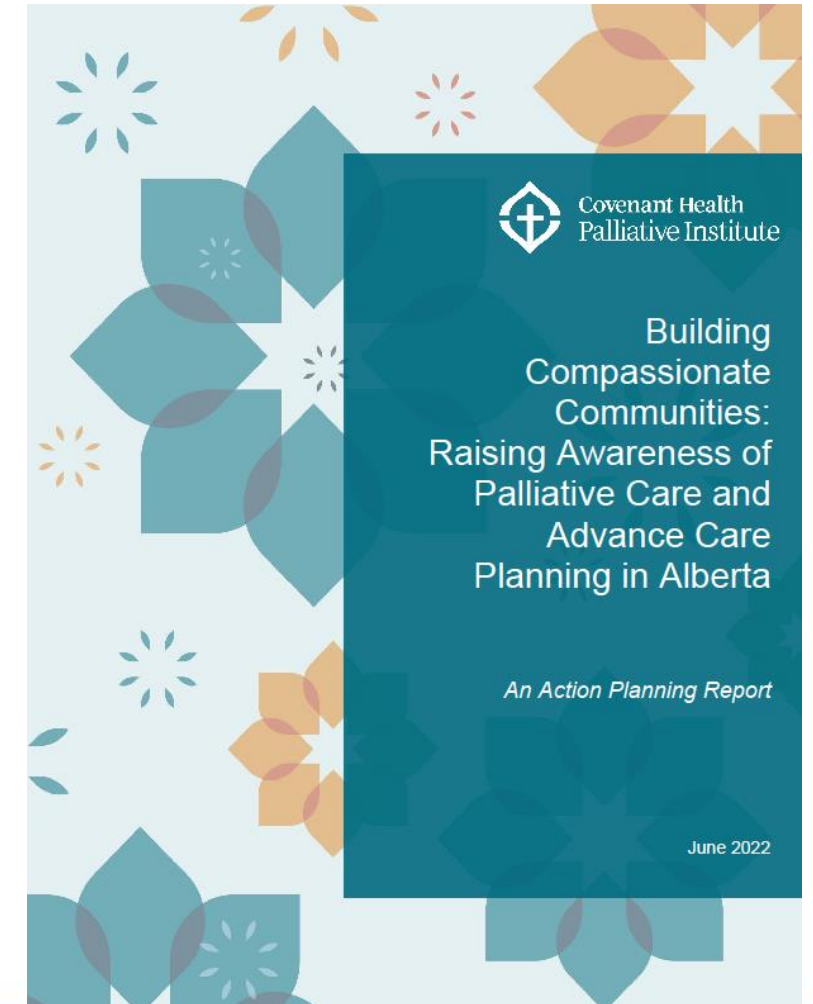


# Daily Registrations



# Compassionate Communities Forum: Report

- Draft Action Planning Report
  - Total of 11 recommendations focusing on five key communities
    - Legal, finance & insurance professionals
    - Hospices & palliative care societies
    - Libraries
    - Senior-serving organizations
    - Faith & cultural communities
- Timeline
  - Distributed to registrants & attendees: **June 3**
  - Deadline to provide review: **June 17**
  - Final report: **June 24**



## 4. Discussion at Tables

1. What initiatives are already happening within your sector or community that contribute to the building of compassionate communities?
2. What opportunities from today's learnings could help enable or amplify the work of your sector or community in building compassionate communities?
3. Do you see an opportunity for any of the tools discussed today to support or otherwise complement the work you are doing?



# Thank you!

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