

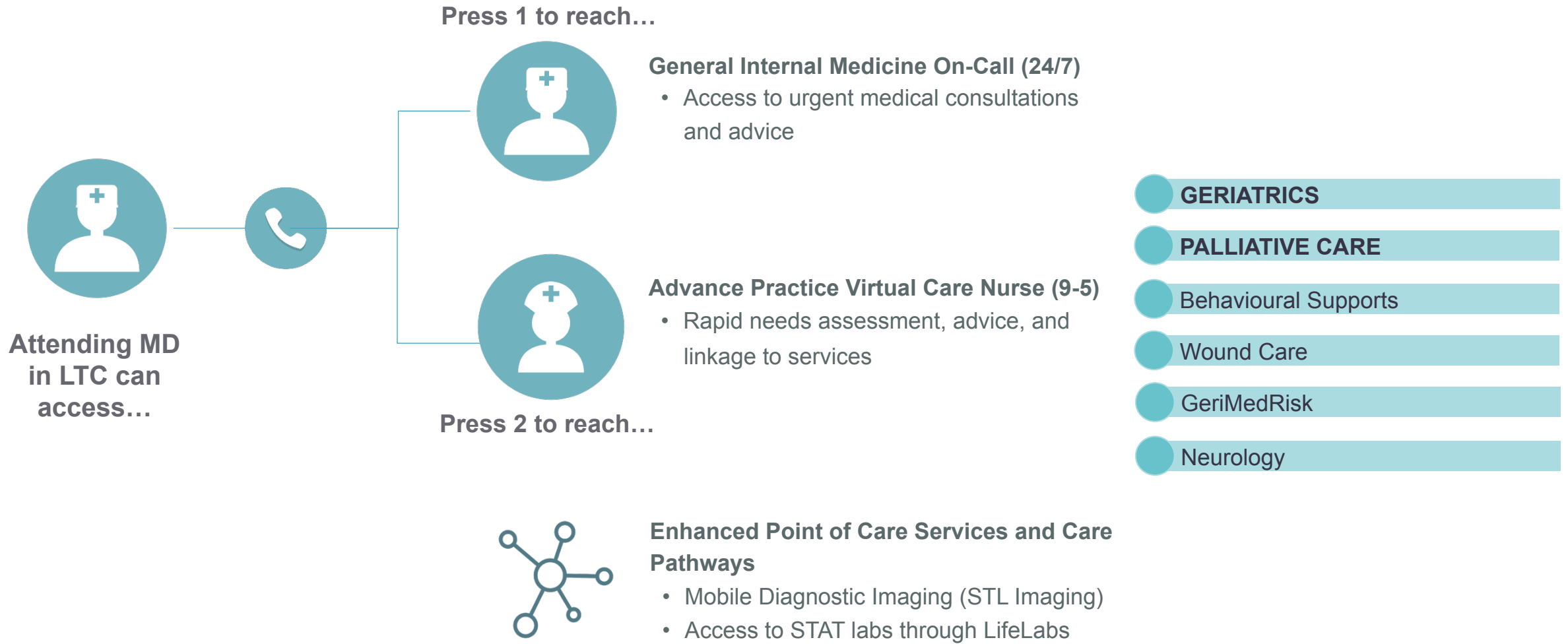
LTC+ Virtual Care Support for Long-Term Care Homes in Ontario

Facing Decline and Death in the Time of COVID: Conversations with Geriatric and Palliative Care

LTC+ is a collaboration between Women's Virtual at Women's College Hospital, GEMINI at Unity Health Toronto, the Ontario General Medicine Quality Improvement Network, the Centre for Quality Improvement and Patient Safety and the Department of Medicine at the University of Toronto

Agenda

- LTC+ Program Update
- Role of Advanced Practice Virtual Care Nurses
- When to Consult Geriatrics – Dr. Camilla Wong
- Palliative Care Integration During COVID-19 in LTC – Dr. Warren Lewin
- Q&A: Ask the Experts



LTC+ Program Overview

LTC+ Advanced Practice Virtual Care Nurse

Melanie Henry, RN, BScN, MPH, IIWCC

Women's College Hospital

Holly Rector, DNP, NP-Adult

Women's College Hospital

LTC+ Virtual Care Support for Long-Term Care Homes in Ontario



Melanie Henry

Holly Rector



LTC+ Virtual Care Support for Long-Term Care Homes in Ontario

In addition to connecting you with subspecialty consult services we can also provide:

1. Support nursing staff with virtual assessment, problem solving, and care planning for LTC residents
2. Connect LTC physicians and staff with community resources and coordinate services to promote safe and quality care for residents



Press 2 to reach...

Advance Practice Virtual Care Nurse (9-5)

- Rapid needs assessment, advice, and linkage to services

Geriatrics

Palliative Care

Behavioural Supports

Wound Care

GeriMedRisk

Neurology

When to Consult Geriatrics

Camilla Wong, MD, MHSc, FRCPC

Geriatrician, Unity Health Toronto

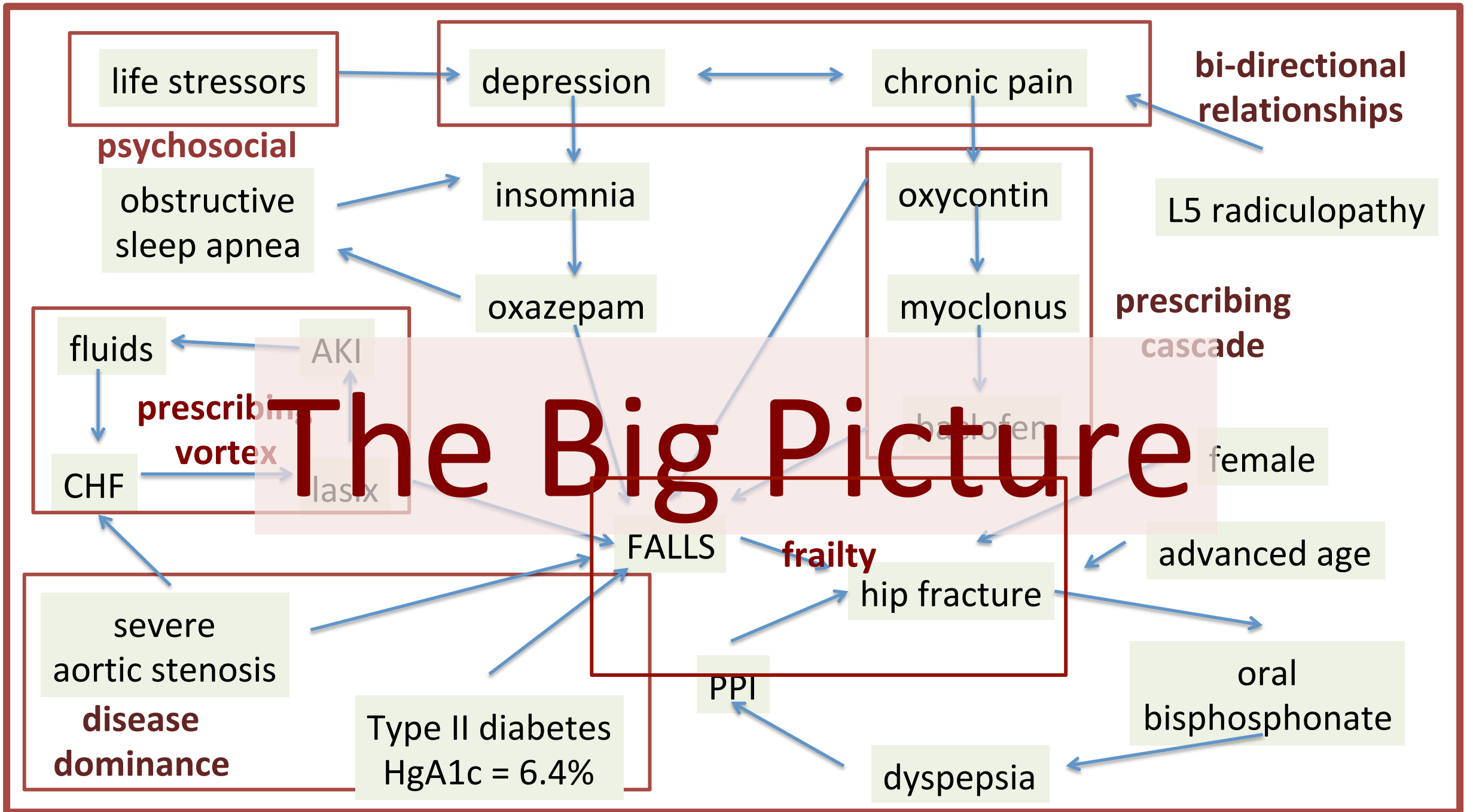
Associate Professor, Department of Medicine, University of Toronto

"I don't know where to begin."

"I have a bad feeling ..."

"I just need another set of eyes to make sure what we are doing makes sense."

"The usual medical management is not feasible."





CONCORDANT CONDITIONS

Similar pathophysiologic profile and disease management plans.



DISCORDANT CONDITIONS

Not directly related in either pathogenesis or management.

DOMINANT CONDITION

Identify and treat clinically dominant conditions that eclipse other less important conditions, which may be better left alone.

The background of the slide features a repeating pattern of 3D-rendered numbers (0-9) in a light beige color, creating a textured, isometric effect.

NNT

Number Needed to Treat
number of patients who need to be
treated to prevent one outcome

The background of the slide features a repeating pattern of 3D-rendered numbers (0-9) in a light beige color, scattered across the surface.

NNH

Number Needed to Harm

number of patients who need to be
exposed to incur one adverse event



TIME TO BENEFIT (TTB)

The time until a statistically significant benefit is observed in trials of people taking a therapy compared to a control group not taking the therapy.

A photograph of a forest with tall, slender trees. Sunlight filters through the canopy, creating long, dappled shadows on the forest floor. The ground is covered in green moss and fallen leaves. The overall atmosphere is peaceful and natural.

WHAT MATTERS TO YOU?

Moving from
“What is the
matter?”

THERAPEUTIC HARMONIZATION

Aligning goals and prognosis with care.



Medicine

Identification

Past Medical History

Medications

History of Present Illness

Review of Systems

Physical Examination

Investigations

Differential Diagnosis

Management

Medicine

Identification

Past Medical History

Medications

History of Present Illness

Review of Systems

Physical Examination

Investigations

Differential Diagnosis

Management

Geriatric Medicine

Identification *with Frailty Level*

Past Medical History

Medications

History of Present Illness

Geriatric Review of Systems *(cognition, mood, nutrition, mobility, skin, sensory, sleep, pain, abuse, continence)*

Functional History (Impact on ADLs, IADLs)

Social History

Mental Status Examination

Physical Examination

Investigations

Differential Diagnosis

Prioritization of Management

Medicine

Identification

Past Medical History

Medications

History of Present Illness

Review of Systems

Physical Examination

Investigations

Differential Diagnosis

Management

Geriatric Medicine

Identification **with Frailty Level**

Past Medical History

Medications

History of Present Illness

Geriatric Review of Systems (**cognition, mood, nutrition, mobility, skin, sensory, sleep, pain, continence, safety**)

Functional History (Impact on ADLs, IADLs)

Social History

Mental Status Examination

Physical Examination

Investigations

Differential Diagnosis

Prioritization of Management



LTC+ Program Overview

Triage to Geriatric Medicine for

- frailty
- delirium (acute change in cognition / mental status)
- falls
- transitions in care (recent discharge from acute care)
- polypharmacy
- multimorbidity
- functional decline
- weight loss
- constipation
- incontinence
- Parkinson's or parkinsonism
- caregiver stress
- elder abuse

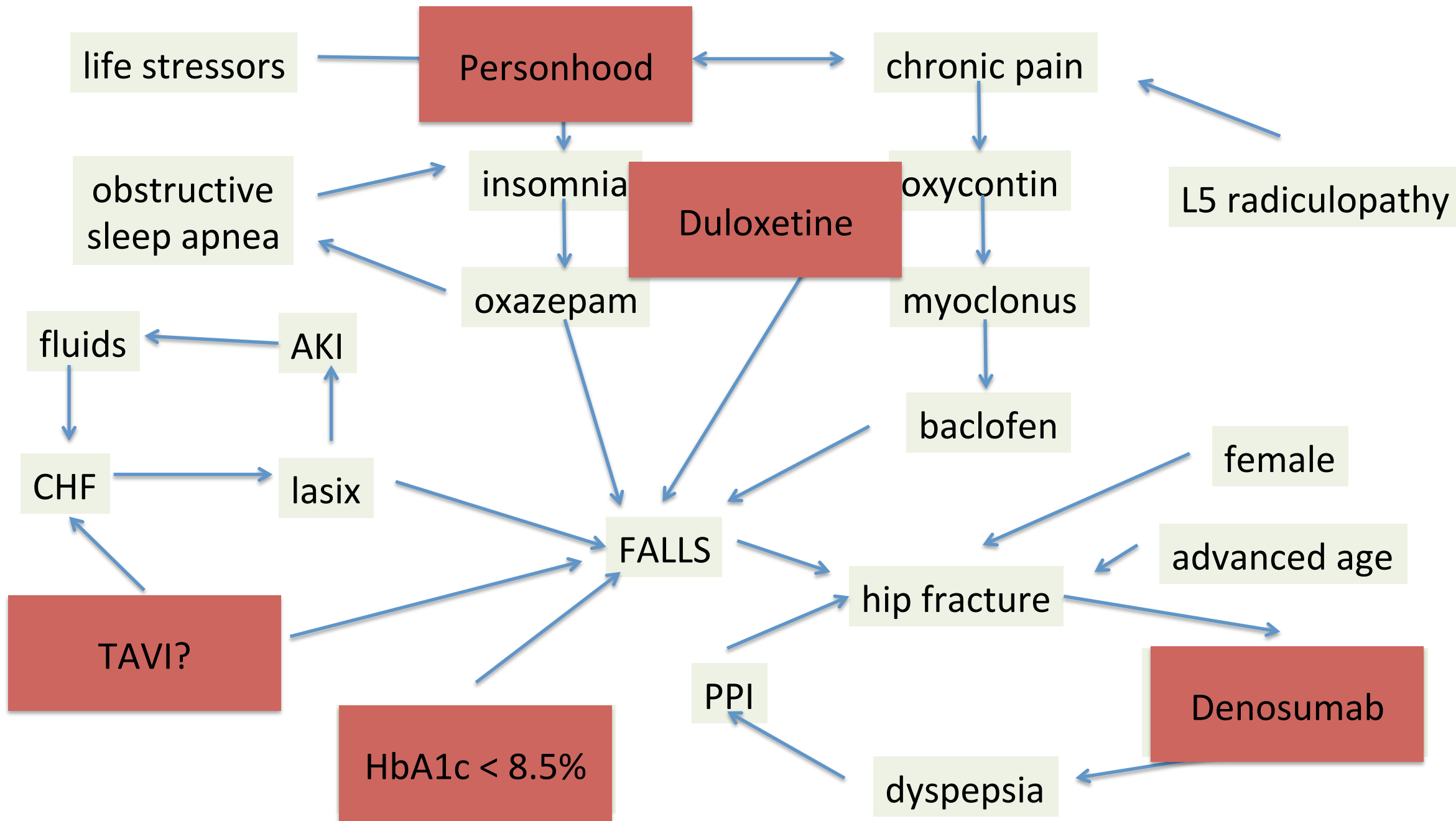
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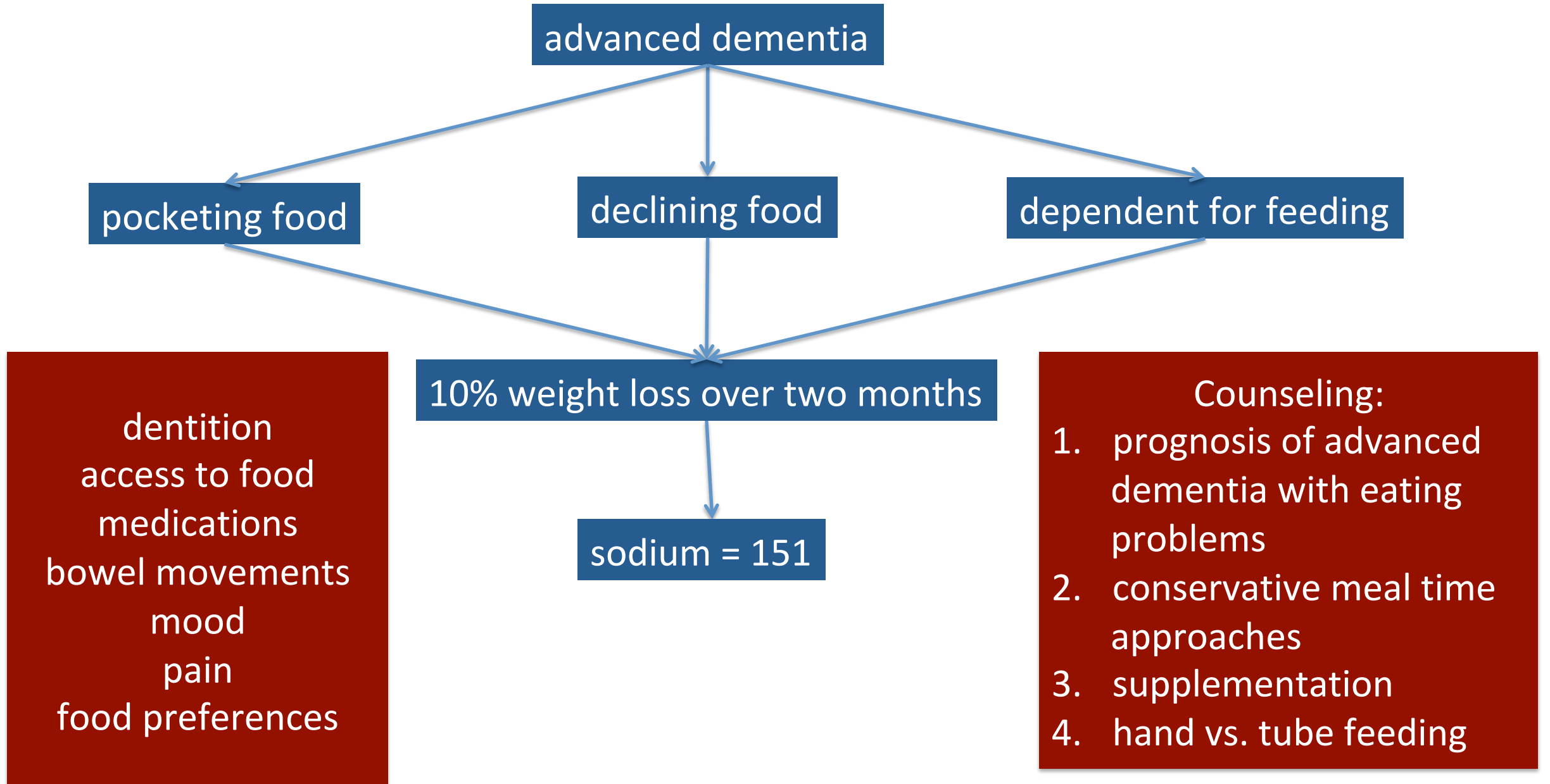
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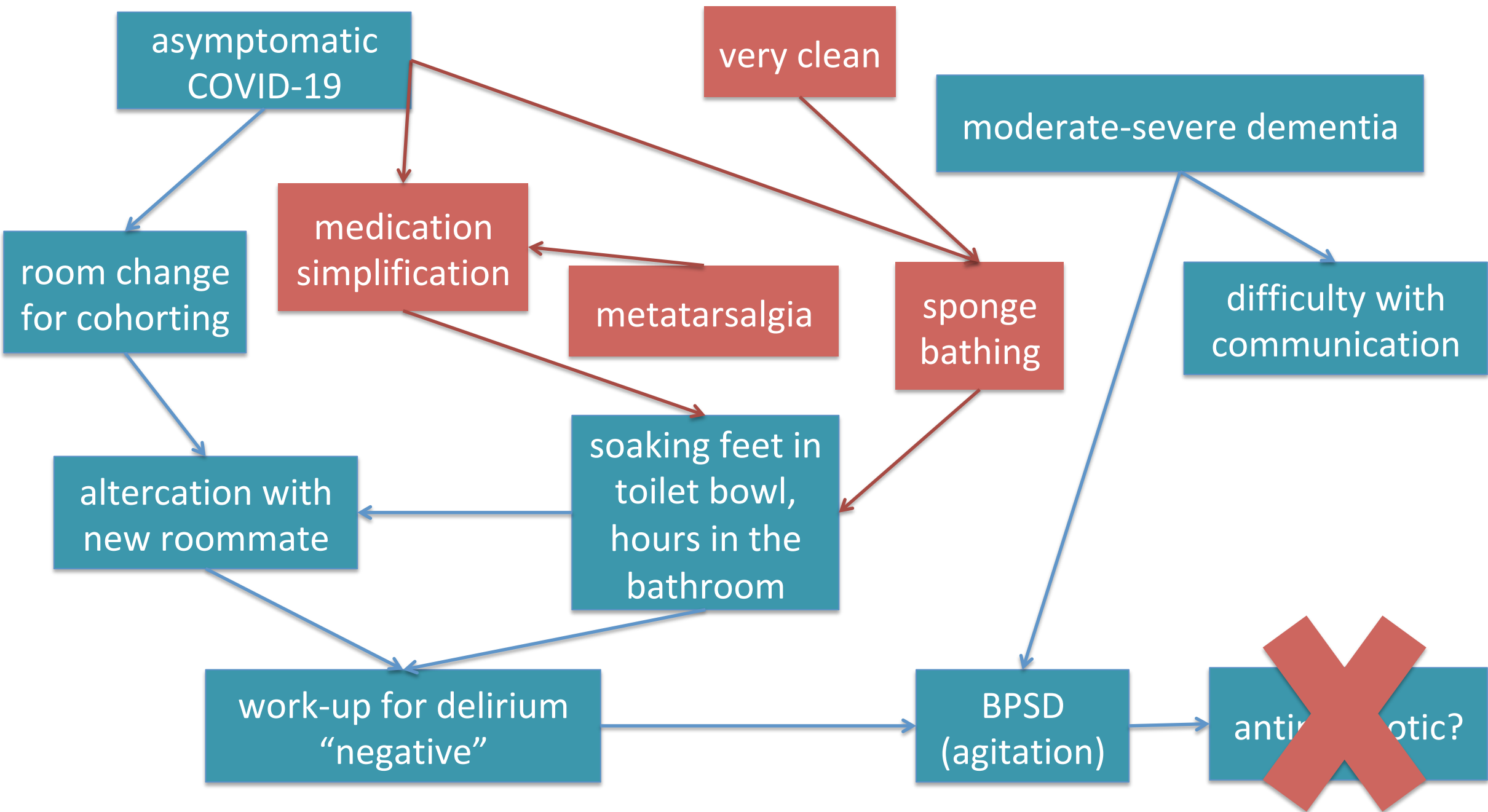
"I don't know where to begin."



"I have a bad feeling ..."



"I just need another set of eyes to make sure what we are doing makes sense."



*"The usual medical
management is not feasible."*

Parkinson's disease:
Sinemet 100/25 q3h

Add Entacapone

CHF:
Fluid restrict to 1.2 L

Chase the weight
by adjusting Lasix

Diabetes:
Basal-bolus insulin

Detemir, with
frailty-based goals

When and why a geriatrics referral is helpful

- frailty
- delirium
- falls
- transitions in care
- polypharmacy
- multimorbidity
- functional decline
- weight loss
- constipation
- incontinence
- Parkinson's or parkinsonism
- caregiver stress
- elder abuse

"I don't know where to begin."

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LTC+ Program Overview

Palliative Care Integration During COVID-19 in LTC

Warren Lewin, MD, CCFP

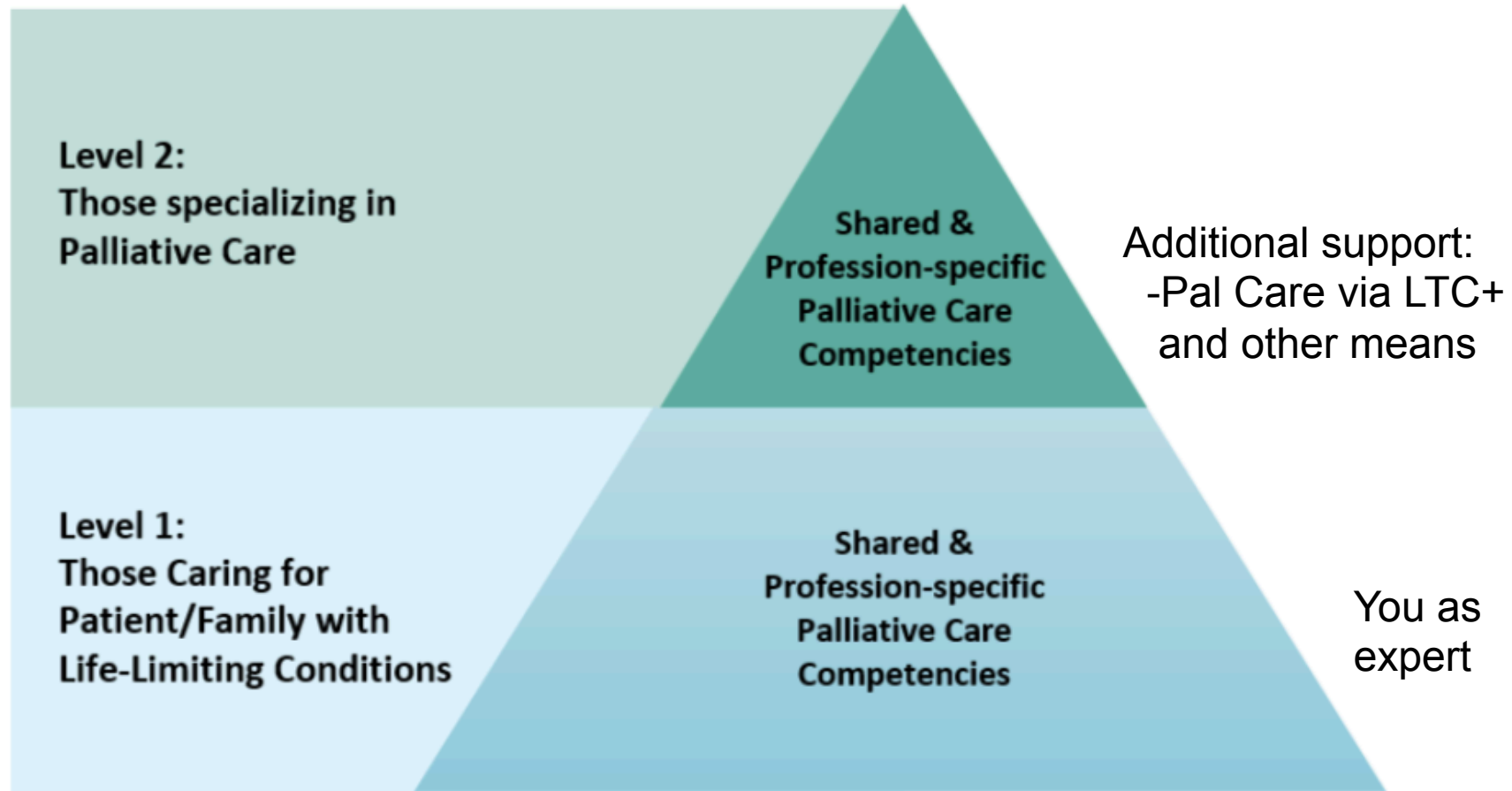
Toronto Western Hospital, University Health Network

Assistant Professor, Department of Family and Community Medicine, Division of Palliative Care, University of Toronto



Palliative Care Integration During COVID-19 in LTC

Bulk of Palliative Care Provided by You

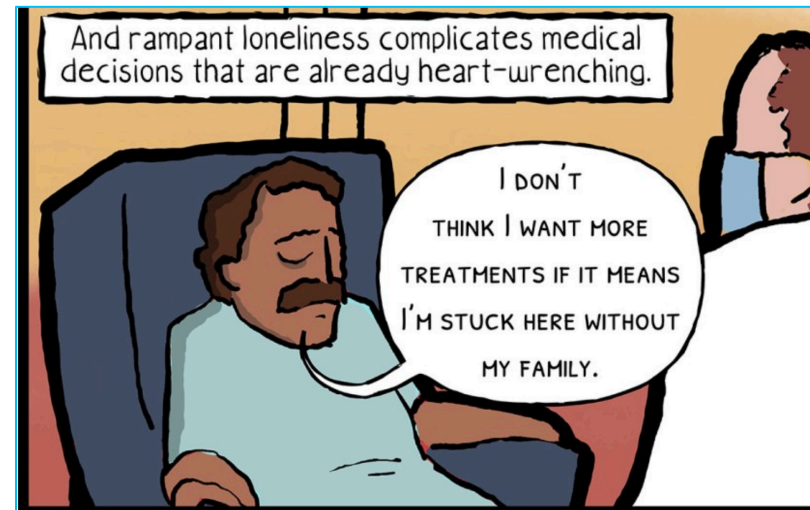


Needs of People in LTC with serious Illness

- Population:
 - Serious illness (LTC residents 65+, cognitively intact)
 - Toronto, ON
- Avoiding inappropriate prolongation of dying (#1)
- Strengthening relationships with loved ones
- Achieving a sense of control (e.g., GOC)
- Relief from pain and other symptoms
- Relief of burden onto family

Some Clinicians Have Referred For....

1. Complex symptom management
 - Refractory and Terminal Delirium
 - Refractory Dyspnea
2. Approach to discordant GOC between patient/family and clinical team



Cartoon credit: Nathan Gray, MD

Providing Palliative and End-of-Life Care for Residents in Long-Term Care During the COVID-19 Pandemic

RESOURCE TOOLKIT

Providing Palliative and End-of-Life Care for Residents in Long-Term Care

Long-term Care (LTC) homes typically provide palliative and end of life care for residents, unless a resident has complex needs that require intensive or complicated medical assistance. This toolkit was developed to complement existing processes and procedures, and provide additional support to LTC leaders and providers providing palliative and end-of-life care in the context of COVID-19. The included resources provide practical information to help with communication and care planning, symptom management and pre- and post-death support for families as well as health care professionals during the pandemic.

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Symptom Management at EOL

Symptom Management for Adult Patients with COVID-19
 Receiving END-OF-LIFE SUPPORTIVE CARE Outside of the ICU

YOU MUST HAVE A GOALS OF CARE DISCUSSION WITH PATIENT/SDM PRIOR TO INITIATING RECOMMENDATION
 These recommendations are consistent with comfort-focused supportive care
 Please refer to: <https://www.speakupontario.ca/> for resources to support Goals of Care Discussions

All below are STARTING doses. COVID-19 symptoms may advance quickly. Be prepared to escalate dosing.
Consider dose ranges to give frontline staff capacity for urgent clinical decision-making as needed.

Patient NOT already taking opioids ("opioid-naïve")	Patient already taking opioids
<div style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;"> Mild Dyspnea/Respiratory Distress Start with PRN dosing, but low threshold to change to scheduled q4h dosing </div> <div style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;"> Moderate to Severe Dyspnea/Respiratory Distress Start with scheduled q4h & PRN dosing or may consider continuous infusion if available <i>Morphine 1-2.5 mg SQ/IV q30min PRN</i> <i>Hydromorphone 0.25-0.5 mg SQ/IV q30min PRN</i> <i>If > 5 PRN in 24h, MD to review & consider scheduled dose or increase in already scheduled dose</i> <i>If changing to a scheduled q4h dose, CONTINUE PRN dose</i> </div> <div style="background-color: black; color: white; padding: 2px; text-align: center; margin-bottom: 5px;"> Titrate up as needed </div> <div style="background-color: #f0f0f0; padding: 5px;"> <i>Also Consider:</i> <i>Laxatives e.g. PEG/sennosides</i> <i>Antinauseants e.g. metoclopramide/haloperidol</i> <i>PO solution for cough e.g. dextromethorphan, hydrocodone</i> </div>	<div style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;"> Mild Dyspnea/Respiratory Distress Continue previous opioid, consider increasing by 25% </div> <div style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;"> Moderate to Severe Dyspnea/Respiratory Distress Continue previous opioid, consider increasing by 25-50% <i>*SC/IV dose is ½ PO dose*</i> </div> <div style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;"> To manage breakthrough symptoms: Start opioid PRN at 10% of new 24h opioid dose, q30min SQ PRN </div> <div style="background-color: black; color: white; padding: 2px; text-align: center; margin-bottom: 5px;"> For further assistance including telephone support please contact your local Palliative Care team </div> <div style="background-color: black; color: white; padding: 2px; text-align: center;"> Grief and bereavement support: Consider involving Social Work, and/or spiritual care. </div>
<div style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;"> For All Patients: Adjuvant Medications Associated anxiety: <i>Lorazepam 0.5-1 mg SL/SQ q2h PRN</i> <i>If > 3 PRN in 24h, MD to review & consider scheduled q6-12h & q2h PRN dosing</i> Agitation/Restlessness: <i>Haloperidol 0.5-1mg PO/SQ q2h PRN</i> <i>If >3 PRN in 24h, MD to review & consider regular dosing</i> <i>Methotrimeprazine 2.5-12.5 mg SQ/IV q2h</i> <i>If > 3 PRN in 24h, MD to review & consider scheduled q4h & q2h PRN dosing</i> Severe dyspnea/Anxiety: <i>Midazolam 1-5 mg SQ/IV q30min PRN (initial dosing)</i> <i>If > 3 PRN in 24h, MD to review & consider scheduled & PRN dosing or continuous infusion if available for symptom management (not sedation)</i> <i>For difficult or refractory symptoms, please consult Palliative Medicine.</i> <i>Rapid titration or Continuous Palliative Sedation Therapy (CPST) may be needed. Please refer to specific CPST guideline.</i> </div>	
<div style="background-color: #f0f0f0; padding: 5px;"> Respiratory secretions / Congestion near end-of-life <i>Advise family & bedside staff: not usually uncomfortable, just noisy, due to patient weakness / not able to clear secretions</i> Consider: <i>Glycopyrrolate 0.4mg SQ q2 - q4h PRN</i> <i>Scopolamine 0.4-0.6 mg SQ q4h PRN</i> <i>Atropine 1% (ophthalmic drops) 3-6 drops SL/buccal q4h PRN</i> <i>If fluid overload, consider furosemide 20mg SQ q2h PRN & monitor response. Consider inserting foley catheter</i> </div>	<div style="background-color: #f0f0f0; padding: 5px;"> WARNING Where possible, avoid use of the following as they may generate aerosolized COVID-19 virus particles and increase the risk of infecting healthcare providers, and family members. <ul style="list-style-type: none"> Oscillatory devices (Fans) Oxygen Flow greater than 6L/min High-flow nasal cannula oxygen Continuous positive airway pressure (CPAP) or bilevel positive airway pressure (BiPAP) All nebulized treatments (bronchodilators, epinephrine, saline solutions, etc) Deep airway suctioning (this does not include oral suctioning) Bronchoscopy and tracheostomy </div>




* These recommendations are for reference and do not supersede clinical judgment

* Evidence supports that symptom-guided opioid dosing does not hasten death in other conditions like advanced cancer or COPD

* Reassess dosing as patient's condition or level of intervention changes

Adapted with permission from the BC Centre for Palliative Care Guidelines.

Version: May 11, 2020



Anticipatory Prescribing in LTC

- DNR/I
- No transfer to hospital
- GOC comfort-focused (symptom management)

- Common end-of-life symptoms

- Dyspnea
- Delirium/agitation
- Secretions
- Pain



Recommend having 1st and 2nd line agents prescribed (SC route)

-Consider Midaz 2mg SC q1h PRN

Delirium

- Education for bedside nurses
 - r/o reversible cause (constipation, urinary retention, etc.)
 - Analgesic – always assume pain 1st
 - Refractory symptoms:
 - Antipsychotic – 1st line
 - Benzodiazepine – 2nd line

ACP / GOC

80%

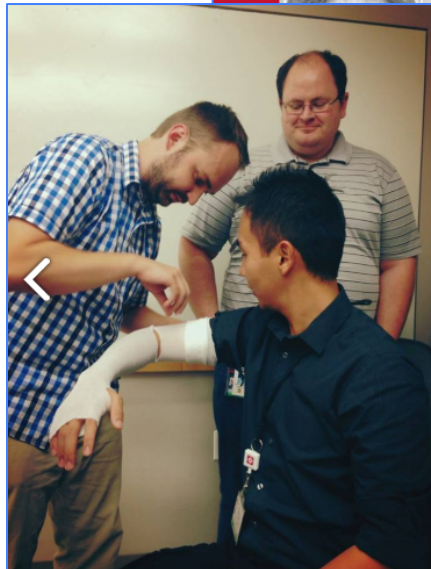
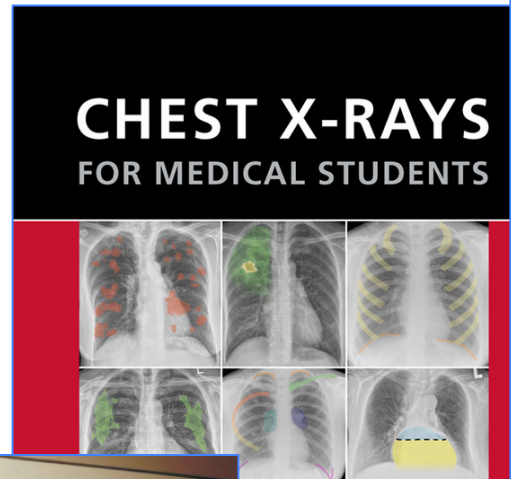
of Canadians say they are
comfortable talking about their
end of life care and related issues

Addressing Barriers to ACP/GOC

You're already doing a great job!



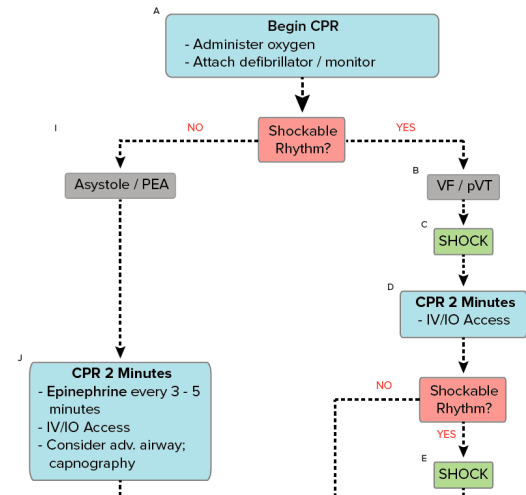
GOC Conversations as Procedures



LARKE & ANTHONY DUX



Adult Cardiac Arrest Algorithm



CPR Quality

- Push hard (> 2 in.) and fast (> 100 - 120 per min.)
- Allow complete chest recoil, and reduce interruptions between compressions
- Avoid over-ventilation
- If no advanced airway, 30:2 compression - to - ventilation ratio
- Quantitative Waveform Capnography
 - If PETCO₂ < 10 mm Hg, try to improve CPR Quality
 - Intra-Arterial Pressure
 - If diastolic pressure < 20 mm Hg, try to improve CPR quality

Advanced Airway

- Endotracheal intubation or Supraglottic Advanced Airway
- Waveform capnography to confirm / monitor ET Tube placement
- 10 breaths/min. with continuous chest compressions

Shock Energy

- Biphasic: Use manufacturer recommendation (i.e. 100 - 200J initial dose); if unknown, use max accessible. Second / subsequent doses should be equivalent, higher doses may be considered.
- Monophasic: 360J

CPR Drug Therapy

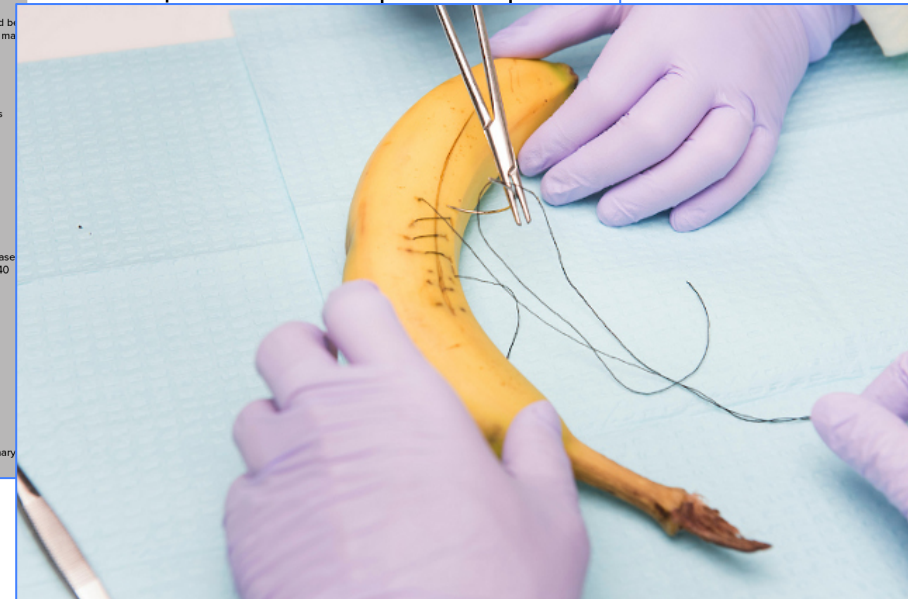
- Amiodarone IV/IO Dose:
 - First dose: 300 mg bolus
 - Second dose: 150 mg
- Epinephrine IV/IO Dose: 1 mg every 3 - 5 mins.

ROSC

- Blood pressure (BP) and pulse
- Spontaneous arterial pressure waves with intra-arterial monitoring
- Sudden continuous increase in PETCO₂ (commonly > 40 mm Hg)

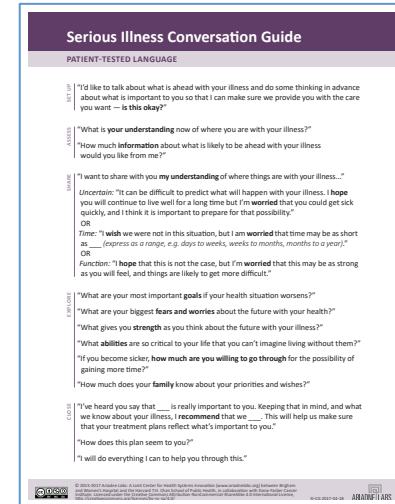
Reversible Causes

- Hypoxia
- Hypovolemia
- Hydrogen Ions (Acidosis)
- Hyper / Hypokalemia
- Hypothermia
- Tension Pneumothorax
- Tamponade
- Toxins
- Thrombosis (Pulmonary Embolus)
- Thrombosis (Acute Coronary Syndrome)



GOC Conversations as Procedures

- Communication **Guides**
 - Improves patient outcomes¹
 - “More, earlier, better quality” documented conversations²
 - Acceptable to patients and clinicians
- Communication **Skills**
 - Increased clinician empathy³
 - Increased patient trust in provider⁴
 - Decreased patient anxiety⁴



1. Bernacki et al, JAMA Int Med, 2019
2. Paladino et al, JAMA Onc, 2019
3. Tulsy 2011
4. Zwingmann et al. Cancer 2017

Conversation Guides

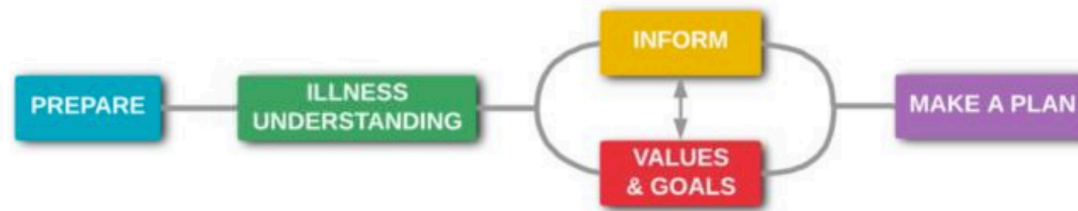


Guide for Clinicians COVID-19 Goals of Care Discussion



Target Population:

1. Frail/Elderly or Serious underlying comorbidities
2. Long Term Care or other institution or home (adapt to location)
3. Severe COVID-19 Illness



Goal: To have an initial goals of care conversation, identify a substitute decision maker, and explore values and wishes in the case the patient's condition deteriorates



Guide for Clinicians COVID-19 Goals of Care Discussion



This is to help you discuss the near future with *seriously ill, frail or elderly* people & substitute decision-makers (SDMs) in *community, long-term care, complex continuing care or hospital* settings.

Two Outcomes

1. In preparation for the coming weeks, *identify and document the wishes people have about future care* in the event of a possible clinical deterioration from an underlying condition or COVID-19 infection
2. *Prepare people and their SDMs* for the possibility that clinical deterioration may occur at a time of *surge protocol* i.e. critical care resources are scarce and care escalation (e.g. mechanical ventilation, transfer out) may not be possible.

Discussion Tips

- Discussion ideally occurs with both a person and their SDM
- If a person lacks capacity to participate, this discussion must occur with their SDM.
- Feel comfortable using this tool as a guided script. People are accepting if you explain you will be reading off the page: "I may refer to a Conversation Guide, just to make sure that I don't miss anything important."

Principles

- *You will not harm a person* by talking about their illness and the future
- *People want and need the truth* about what to expect as this enables making informed decisions

Practices

- Make a recommendation. In these distressing times, people need to hear your professional opinion.
- Allow silence as time permits and listen more than talking
- Acknowledge and explore emotion as it occurs. Do not just talk about facts and procedures
- Focus on person-centred goals and priorities, not medical procedures
- Do not offer a menu of interventions, especially those that are not clinically beneficial
- *Use the wish, worry, wonder framework* e.g. "I wish we weren't in this situation, but I worry what might happen if you got sick with COVID-19 or your other health problems were to worsen. I wonder if we can talk about this?"

Step 1: Prepare

Gather relevant information

- Know person's current clinical condition and ensure SDM is present in-person or virtually

Step 2: Introduce the conversation

Outline what will be discussed and gauge level of anxiety or worry

There is a lot of fear and uncertainty now. The situation in Ontario is changing quickly and we don't yet know the extent of what to expect.

Because of this, we are talking with as many people as possible who have (or have family who have) serious illness or who are at risk of becoming very sick if they were to become infected with coronavirus.

This is not to scare you, but to help you and your family be as prepared as possible. One way to prepare is to learn more about who you are and what's important to you as you think about the future.

What do you know about the situation with coronavirus and why our conversation today is important?

In the past, have you discussed with anyone your wishes about care in the future? This is called advance care planning.

Step 3: Explore understanding of underlying illness and COVID-19

Identify information requiring clarification e.g. serious illness being incurable or progressive in nature

What do you understand about your current health? What do you expect to happen over time?

E.g. Do you expect to get better, be cured, or is your illness expected to get worse over time?

Step 4: Give information about underlying illness

Ensure accurate understanding of the expected illness course and where the person is in their illness trajectory

© 2020 by Drs. Steinberg, Incardona & Myers. **Acknowledgement:** Ariadne Labs' Serious Illness Conversation Guide and VitaTalk were used in developing both the structure and content of this document.

Conversation Guides

Serious Illness Conversation Guide

PATIENT-TESTED LANGUAGE

SET UP "I'd like to talk about what is ahead with your illness and do some thinking in advance about what is important to you so that I can make sure we provide you with the care you want — **is this okay?**"

ASSESS "What is **your understanding** now of where you are with your illness?"
"How much **information** about what is likely to be ahead with your illness would you like from me?"

SHARE "I want to share with you **my understanding** of where things are with your illness..."
Uncertain: "It can be difficult to predict what will happen with your illness. I **hope** you will continue to live well for a long time but I'm **worried** that you could get sick quickly, and I think it is important to prepare for that possibility."
OR
Time: "I **wish** we were not in this situation, but I am **worried** that time may be as short as ____ (express as a range, e.g. days to weeks, weeks to months, months to a year)."
OR
Function: "I **hope** that this is not the case, but I'm **worried** that this may be as strong as you will feel, and things are likely to get more difficult."

EXPLORE "What are your most important **goals** if your health situation worsens?"
"What are your biggest **fears and worries** about the future with your health?"
"What gives you **strength** as you think about the future with your illness?"
"What **abilities** are so critical to your life that you can't imagine living without them?"
"If you become sicker, **how much are you willing to go through** for the possibility of gaining more time?"
"How much does your **family** know about your priorities and wishes?"

CLOSE "I've heard you say that ____ is really important to you. Keeping that in mind, and what we know about your illness, I **recommend** that we _____. This will help us make sure that your treatment plans reflect what's important to you."
"How does this plan seem to you?"
"I will do everything I can to help you through this."



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SI-CG 2017-04-18

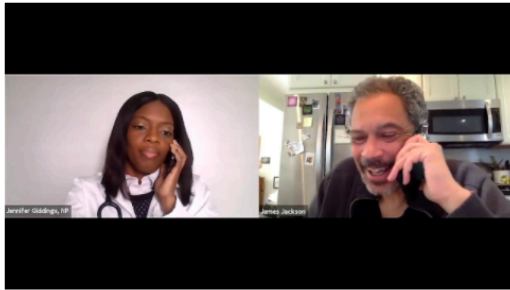


1. Evidence & Feasible
2. Adaptable
3. Top → Bottom
4. Build towards making a **recommendation** based on values
5. COVID-specific

Ariadnelabs.org (serious illness care)

Video Demo

<https://youtu.be/FMPjx9-bpBo>



Simulated Phone Call with a Family Member using the COVID-19 Conversation Guide for Long-Term Care

To support clinicians in having difficult conversations with family members of patients in long-term care facilities and may be high risk for serious complic...

youtu.be

Making a Recommendation

After a values-based conversation you may **recommend** shifting the focus of care to prioritize comfort in LTC

1. Ask for permission: *“Would it be okay if I make a recommendation?”**
2. Put into context of stated values: *“Based on what you’ve shared with me today I would recommend the following.....”*
3. First say what you **will** do: *“We will focus on prioritizing their comfort in the following ways.....”*
4. Second say what you **will not** do: *“We won’t send her to the hospital or include CPR, breathing tubes as part of her care plan because that will not help her to feel comfortable and will not help her to achieve her goals of [x,y,z].”*
5. Ask for their thoughts: *“I imagine this is difficult to discuss. How does this plan sound to you?”*

* Schedule follow-up or set up a ‘what if’/future scenario

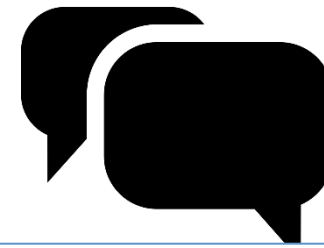


I. NURSE Statements

- Phrases that articulate empathy in response to emotion
- Builds rapport by aligning you and your patient/family and allows them to feel heard
- Helpful because emotions are processed faster than cognitive information

Skill		Examples
N	Name	It sounds like you are <u>upset</u> * to hear this news. (*worried, angry, surprised, relieved)
U	Understand	This helps me understand why this news is so unsettling. I can't imagine how difficult it must be to hear this information.
R	Respect	I admire your strength and courage during these uncertain times.
S	Support	Our team will do everything that is in our power to support and care for you.
E	Explore	What could I do to help support you today?

NURSE Statements in COVID



What they say	What you say	Type of NURSE Statement
Is my grandfather going to make it?	I imagine you are scared. Here's what I can say:	NAME
Are you saying that no one can visit me?	I imagine it is hard to not have visitors. The risk of spreading the virus is so high that I am sorry to say we cannot allow visitors. They will be in more danger if they come into the hospital. I wish things were different.	UNDERSTAND
How can you not let me in for a visit?	I can see you love your [x] so much.	RESPECT
How bad is this?	From the information I have now and from my exam, your situation is serious enough that you should be in the hospital. We will know more in the next day, and we will update you then. Your team is here 24/7 for you.	SUPPORT
Does this mean I have COVID19?	We will need to test you with a nasal swab, and we will know the result by tomorrow. It is normal to feel stressed when you are waiting for results. Tell me more about what concerns you most?	EXPLORE

Deciding

When things aren't going well, goals of care, code status

What they say	What you say
I want everything possible. I want to live.	We are doing everything we can. This is a tough situation. Could we step back for a moment so I can learn more about you? What do I need to know about you to do a better job taking care of you?
I don't think my spouse would have wanted this.	Well, let's pause and talk about what they would have wanted. Can you tell me what they considered most important in their life? What meant the most to them, gave their life meaning?
I don't want to end up being a vegetable or on a machine.	Thank you, it is very important for me to know that. Can you say more about what you mean?
I am not sure what my spouse wanted—we never spoke about it.	You know, many people find themselves in the same boat. This is a hard situation. To be honest, given their overall condition now, if we need to put them on a breathing machine or do CPR, they will not make it. The odds are just against us. My recommendation is that we accept that he will not live much longer and allow him to pass on peacefully. I suspect that may be hard to hear. What do you think?

II. “Wish/Worry” statements

- When patient or family has an unrealistic treatment goal/hope
- “**Wish/Worry**” statements:
 - “**I wish** the hospital had treatments that could make your dad stronger.”
 - “Unfortunately, **I worry** the hospital treatments may harm your dad without giving him a chance to be saved in the way you are hoping.”
- **Aligning yourself with patient/family goals:**
 - “**I wish** we could allow visitors. **I’m worried** if they were here they could get sick or make you sicker.”
- **Can be helpful if people are uncomfortable having a GOC discussion**
 - “**I wish** we didn’t have to have this conversation. **I’m worried** if we don’t, we won’t know how to provide your mom with the care that she’d want.”

Referring to Palliative Care

Language that patients/families prefer to hear:

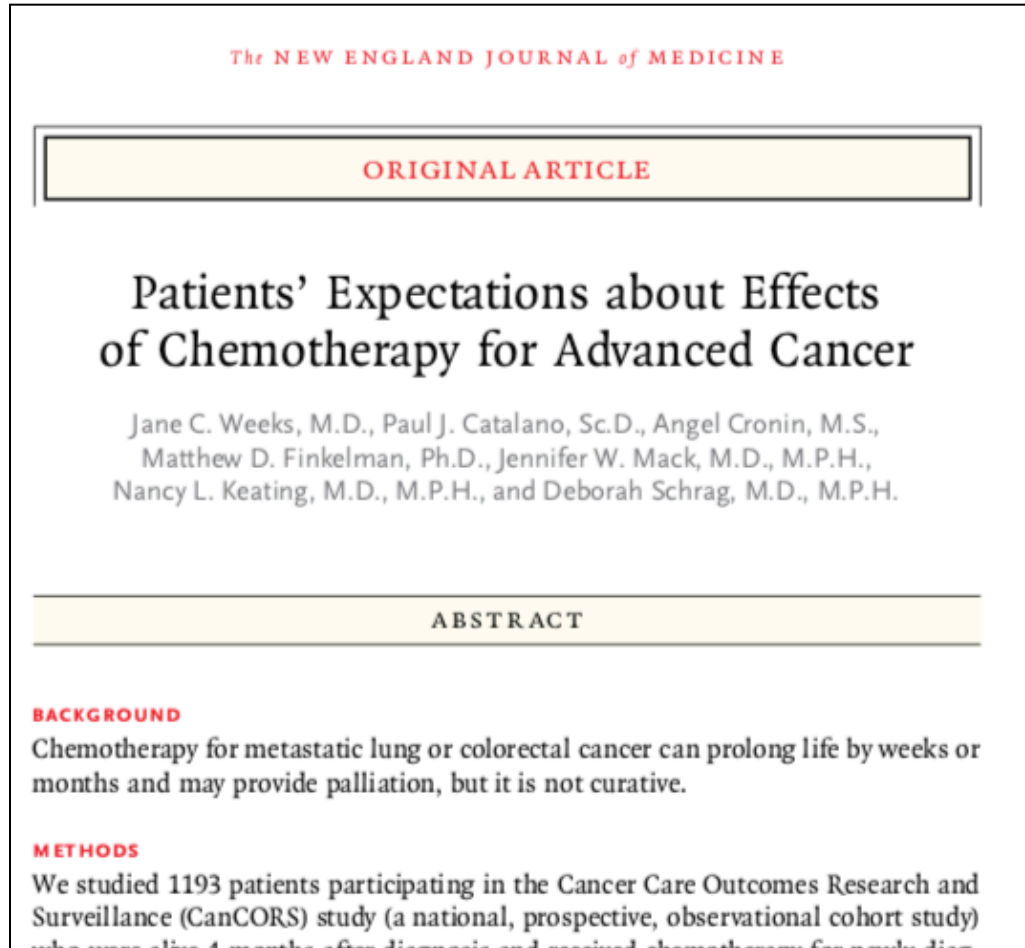
- *“I’d like to refer you to a team that can help us better manage the stress and symptoms associated with your illness. At our LTC home we can call a palliative care specialist that is expert in this area. I’m going to ask for them to help us ensure we’ve got everything you/your loved one needs to be comfortable.”*

Calling Palliative Care through LTC+:

- Recommendation for refractory symptoms
- Advice for challenging GOC discussions
- Recommendation for helpful online or print resources

THANK YOU.

Current State



- 69% of patients with incurable lung cancer and 81% of patients with incurable colorectal cancer did not report understanding that their chemotherapy was not for cure

Weeks et al., 2012 NEJM

Partners

