



BY
 Pallium Canada

The Palliative Care ECHO Project

Semi-Annual Report

May 2022



Palliative Care ECHO Project: Semi-Annual Report May 2022

Welcome to the second semi-annual report on the Palliative Care ECHO Project.

About the Palliative Care ECHO Project

The Palliative Care ECHO Project is a 5-year national initiative, led by Pallium Canada and its hub partners from across Canada, that cultivates communities of practice and establishes continuous professional development among health care providers across Canada who care for patients with life-limiting illness.

We are thrilled to share that Pallium Canada has officially become a Superhub through the ECHO Institute. Superhubs are defined by the ECHO Institute as experienced ECHO partners that train and support new hubs while maintaining their own ECHO programs. We are one of 33 ECHO Superhubs across the globe. This is an exciting opportunity as it formalizes Pallium Canada's role in this initiative and has the potential to accelerate the spread of more palliative-care-focused ECHO hubs across Canada. Pallium Canada will be able to access learnings from other Superhubs across the world and will be able to provide tailored ECHO immersion training to support organizations to become official hubs under the ECHO Institute.

This semi-annual report comes on the heels of the Palliative Care ECHO Project's one year anniversary. The Palliative Care ECHO Project has succeeded in surpassing many of its initial goals for its first full year. Pallium Canada has delivered a wide range of national ECHO programs and has formed partnerships with seven organizations that are delivering their own ECHO programs that are meeting the unique educational needs of learners within their networks. Our hub partners include:





Hub partners are at the heart of the Palliative Care ECHO Project and are critical to the creation and delivery of ECHO programs that will meet local or regional needs. Through Pallium Canada and its hub partners, a diverse range of programs have been made available to health care providers and caregivers from across Canada.

National ECHO Programs

Over the past year, Pallium Canada has launched a variety of programs, including:

- Quality Improvement Series (e.g., CAPACITI, QI Collaborative)
 - These programs support health care providers in the early identification and assessment of individuals who would benefit from a palliative care approach in the primary care setting.
- Palliative Care Journal Watch
 - This ongoing series keeps health care providers, educators, policy makers etc. informed on the latest peer-reviewed palliative care literature. Led by palliative care experts from McMaster University and Queen's University, they explore key topics identified in the latest literature, with a focus on practice change and systems design.
 - This program is accessible in multiple formats, including as a live ECHO session, recordings, PowerPoint presentations, and a podcast.
- Communities of Practice
 - Four communities of practice (CoPs) have been launched to meet the needs of different health care professionals who work in a variety of care settings.
 - These CoPs include Community-Based Primary Palliative Care CoP, Heart Disease CoP, Long-Term Care CoP, and Personal Support Worker CoP.
 - Each CoP is made up of a series of sessions covering a variety of topics. These sessions also provide learners with the opportunity to bring forward their own cases for interactive, case-based discussions, and to share practice pearls with each other.
- Standalone sessions (e.g., health equity, cannabis, opioid use disorder, community engagement, etc.) in English and in French.

In the coming year, the Palliative Care ECHO Project will continue to focus on quality improvement programs as a cornerstone of its ECHO programming and continue the successful Palliative Care Journal Watch series. Several of the CoPs that have launched with great success will continue to add additional sessions covering new, in-demand topics and the Palliative Care ECHO Project will look to identify and launch new CoPs in priority areas.

To register for upcoming sessions or view recordings of past sessions, visit www.echopalliative.com



Hub Partner Programs

Over the past year, many exciting and successful ECHO programs have been launched by the Palliative Care ECHO Project's hub partners from across Canada that align with the learning needs of their communities.

BC Centre for Palliative Care

Programs Launched:

- Psychosocial Series made up of three cohorts—the first cohort is focused on grief and loss, the second on spirituality, and the third on ethical dilemmas
- Pediatric Series
- ECHO for those who have been trained in having Serious Illness Conversations
- Standalone sessions covering a variety of topics

Reflections and highlights:

- Developed a co-creation model when ideating new ECHO programs. BCCPC guides and supports interested groups in co-planning, co-designing, co-delivering, and co-evaluating a series. The result of this co-creation process is that ECHO sessions are created in a way that best serves the needs of, and taps into the existing strengths of, a community of practice.
- Have received excellent feedback on ECHO sessions to date. For example, 100% of participants who respond to the end of session surveys report that they are 1) relevant to their practice and 2) will be useful in their practice.
- BCCPC's partners have been developing sessions that support patient populations that are typically underserved. Sessions focused on supporting bereaved family members after a substance use-related death and utilizing a trauma-informed approach for structurally vulnerable and disenfranchised populations are just two examples.
- A big highlight has been a focus on building relationships and supporting communities of practice across British Columbia. Health care professionals working outside large urban areas (e.g., Greater Vancouver) have limited access to educational/professional development and even fewer opportunities to connect with other providers working with people affected by serious illness. The ECHO platform links content and context experts regardless of where they are working in the province.

[Learn more](#) about the BC Centre for Palliative Care's ECHO programs.

Canadian Association for Long Term Care

Program Launched:

- Long-Term Care Leadership Series



Reflections and highlights:

- Working with Pallium Canada to put together a series of ECHO sessions that focuses on the role of leaders in long-term care, and what the unique considerations are for them to advance palliative approaches to care within organizational culture, policy, budget, and board/leadership engagement.
- Sessions have been an excellent opportunity for long-term care leaders to discuss challenges and opportunities within homes and have served as an opportunity for knowledge sharing and collaboration on the universal themes that have surfaced in the sector during the pandemic.

[Learn more](#) about the Canadian Association for Long Term Care's ECHO programs.

Canadian Home Care Association

Program Launched September 2021:

- Pain and Symptom Management in the Home Series

Reflections and highlights:

- The Canadian Home Care Association (CHCA) has produced [microlearning modules](#) that feature core concepts from the ECHO Learning Sessions to enhance learners' application of new knowledge.
- Over 300 participants have joined [the CHCA ECHO Hub on-line Community](#) to access their self-directed microlearning, evidence informed practices and articles, and ECHO Learning session resources. They are looking forward to expanding their on-line Community to engage interested participants in sharing future session and content.
- Check out their 2022 ECHO Learning Session theme ["Be Prepared: Palliative Care Emergencies in the Home"](#)

[Learn more](#) about the Canadian Home Care Association's ECHO programs.

Montreal Institute for Palliative Care

Program Launched:

- Interactive Family Caregiver Series
- Standalone sessions (i.e., Advance Care Planning, Alzheimer talk: "Letting Yourself Feel-Understanding and Accepting Guilt as a Caregiver")

Reflections and highlights:

- The Family Caregiver Series was very successful and MIPC will run it again in the fall and winter. MIPC is incredibly proud that they have reached so many caregivers and provided them with information, support, and a safe forum where they can share their thoughts, feelings, fears, joys, and successes.

[Learn more](#) about the Montreal Institute for Palliative Care.



North Simcoe Muskoka Hospice Palliative Care Network

Program Launched:

- Tools in your Toolbox Series (e.g., PPS, ESAS, Frailty Scale, etc.)

Reflections and highlights:

- The four-part toolbox series targeted to personal support workers and nurses focused on sharing assessment and communication tools commonly used when providing a palliative care approach.
- They are most proud of being able to reach 40 registrants in each of their Toolbox Series sessions during one of the waves of the global pandemic when front line care provision was experiencing burnout out in all areas.
- This coming year, NSMHPCN will launch an eight-part series on Evidence-Based Palliative Assessment and Management.

[Learn more](#) about North Simcoe Muskoka Hospice Palliative Care Network's ECHO programs.

North West Regional Palliative Care Program

Program Launched:

- Six-part Palliative Care in Rural and Underserved Communities Series.

Reflections and highlights:

- NWRPCP worked in collaboration with the St. Joseph's Care Group Project ECHO and the Centre for Education and Research on Aging & Health (CERAH), Lakehead University to develop regionally relevant programming based on the area's vast geography and primarily rural/remote context.
- The complexity of the case submissions for the series and the difficulties in coming up with solutions truly reflected the palliative care challenges in rural and underserved areas. The linkages that the ECHO series catalyzed between other smaller communities with similar challenges, as well as the strategies and resources shared by NWRPCP's interprofessional hub and spoke participants, emphasized the importance of relationships: relationships not only within community and internal health care providers, but also external health care providers and linkages to tertiary expertise that may come from urban centres.
- The interdisciplinary sharing from participants in other areas that were not as rural and underserved was highly valued and validating to providers, contributing to the 'all teach all learn' philosophy of ECHO. This sharing also reminded NWRPCP that, at times, assumptions are made around roles and disciplines of health care providers, not only by health care providers themselves, but also by clients. A message highlighted during the series was the importance of knowing the roles of the interdisciplinary team and working to help clients also have a better understanding of the various disciplines that may be involved in providing a palliative care approach.



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- This coming year they are planning for an ECHO series targeted to health care professionals who care for Indigenous people.

[Learn more](#) about the North West Regional Palliative Care Program's ECHO programs.

Saskatchewan Hospice Palliative Care Association

- As the Palliative Care ECHO Project's newest hub partner, the Saskatchewan Hospice Palliative Care Association is in the early planning stages, including forming a steering committee and conducting a needs assessment to inform ECHO programming priorities.
- An ECHO palliative care summit is planned for early September 2022 as well as a caregiver series in the fall of 2022

[Learn more](#) about the Saskatchewan Hospice Palliative Care Association.

Results and Impact

Since launching the Palliative Care ECHO Project in March 2021, Pallium and its hub partners have:

- Held a total of 105 ECHO sessions
- Reached over 2,750 unique learners, who accounted for over 5,300 learner encounters
- Had over 5,600 views of session recordings

Learner Demographics:

The Palliative Care ECHO Project has continued to reach health care providers from almost every province and territory across Canada and providers from many different professions and settings of care (see Figures 1, 2, and 3).



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Figure 1

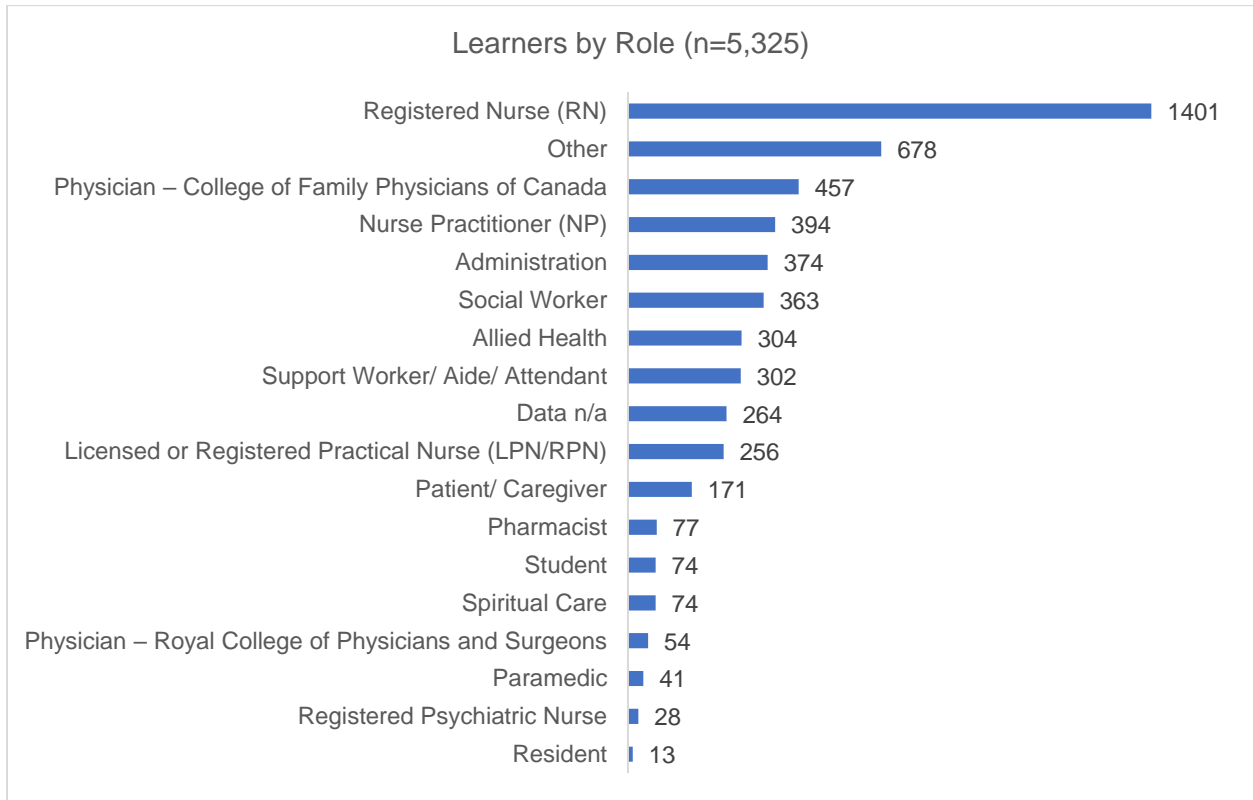


Figure 2

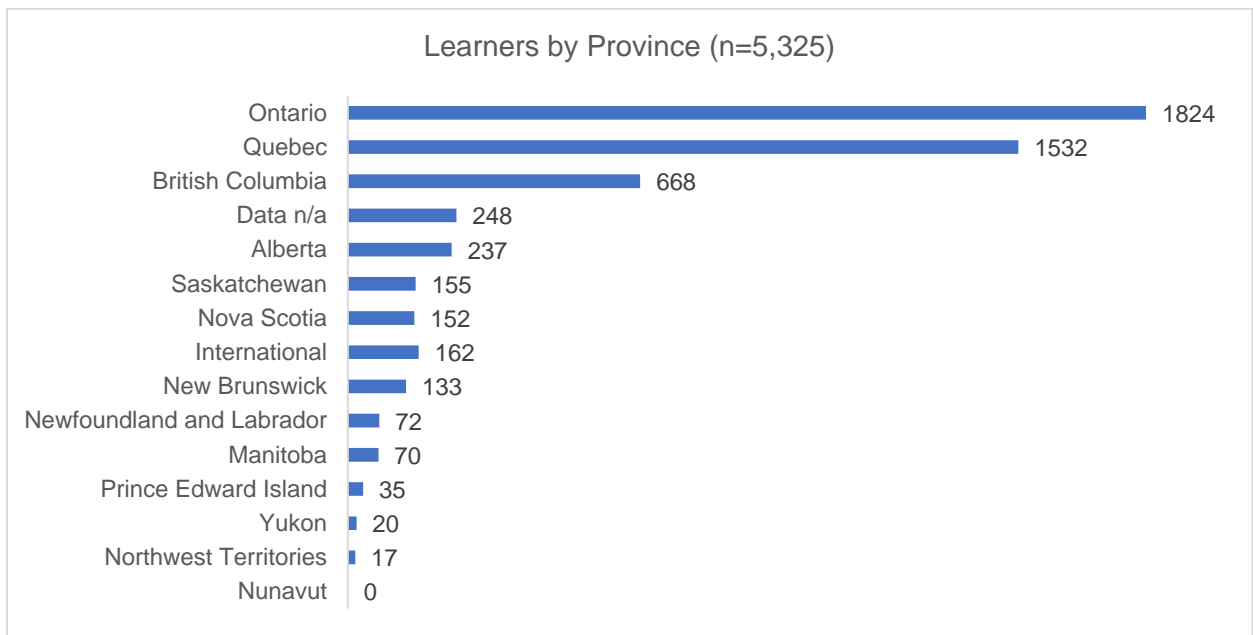
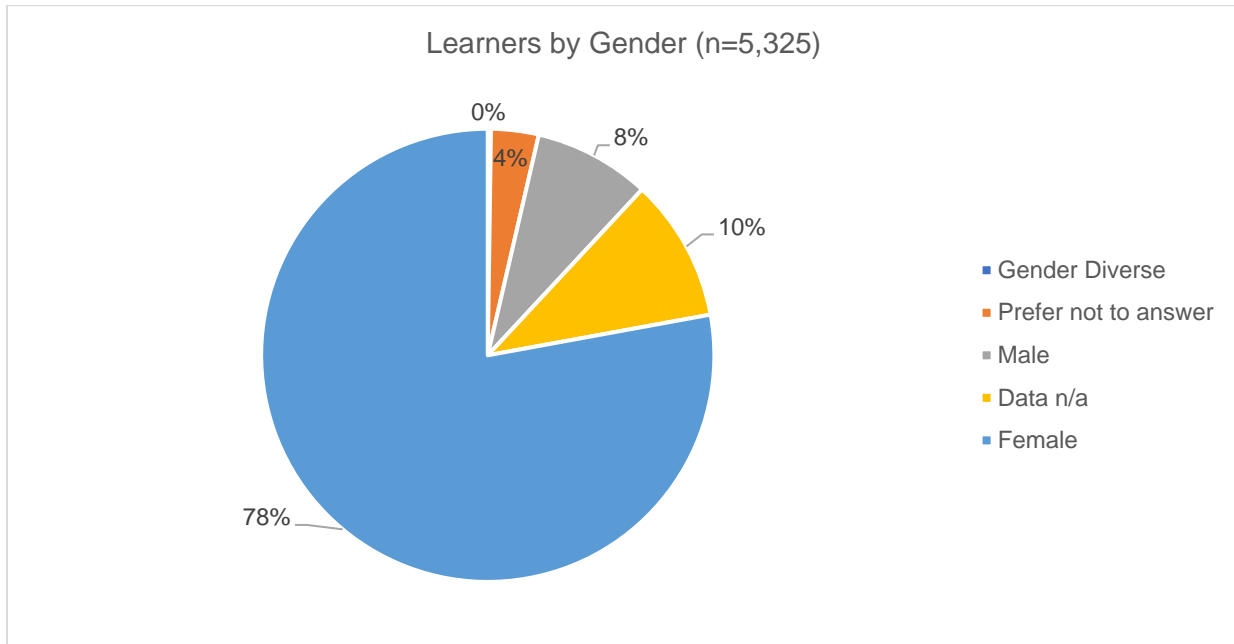


Figure 3



Learner Experience

The ECHO programs of the Palliative Care ECHO Project continue to be well received. Here's some feedback via post-session feedback surveys.

To what extent do you agree with the following statements:		
Statement	N*	% of respondents who agree/strongly agree
This session was relevant to my practice	986	95.3%
This session met my learning needs	1,005	93.6%
The overall format of this session was useful	977	96.3%
The presenters were knowledgeable	995	98.7%
There was ample opportunity for discussion	779	81.5%
I would recommend this session to colleagues	1,054	95.6%
Overall, this session was a good learning experience	783	96.6%

* These numbers are lower than our total number of learners as we don't have a 100% response rate; also some questions were implemented at a later stage.

Here's what some of our learners had to say about our ECHO programs over the past year:

"This webinar feels like end-of-life care poetry..."

"This was an excellent series. The more we can talk together and share ideas and discuss the hurdles in our field the better."

"I really enjoy this format, combining information and a case study. It really helps to apply the knowledge learned."

"Fantastic presentation, really appreciated presentation and dialogue among colleagues who were in different roles and areas of Canada."

"That was the most useful hour of education I have had in years...we are already bringing it to our team meeting and looking to incorporate aspects to our HUGE palliative volunteer team! Wow - just wow."

"ECHO sessions are really developing into very meaningful connection and learning."

Want to learn more?

Stay connected at www.echopalliative.com or contact us at echo@pallium.ca

Thank you

The Palliative Care ECHO Project is supported by a financial contribution from Health Canada. The views expressed herein do not necessarily represent the views of Health Canada.