



Paramedic Chiefs
of Canada

Chefs Paramédics
du Canada

Paramedics and Palliative Care

We're taking a virtual role call today for those on the WebEx.
If you're viewing this in a group, please use the "Chat" window
on the right to enter your:

Name, Agency Name, and # of people joining from your location.

Please send chat messages to "All Panelists"

In association with



This session will be recorded, and a
link sent out to attendees.

Facilitators:



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In association with





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Save the Date for Upcoming Webinar

Thursday, May 20 – 10:30am PT (1:30pm ET)

“Covid-19 Update”

Speakers: Pam Farber, RN, EMT-P; Silvia Verdugo, MD, MPH; Mike Taigman

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Please mute your phone

- All attendees are automatically muted by WebEx, but **we recommend muting your phone on your end**, as sometimes we unmute everyone on the WebEx side to anyone who wants to speak, and if you have background noise it will limit everyone's ability to share.

Thank You!

Asking Questions



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Cisco WebEx Training Center - How to ask a question using the WebEx system

File Edit Share View Audio Participant Session Breakout Help

Quick Start Session Info Questions

01: Questions/Comm

Questions/Comments?

FIRST WATCH.

Participants

Speaking:

- Panelist: 1
- Katelyn Gilligan (Host, me)
- Attendee: 0

Chat

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Click the hand icon to virtually "raise" your hand and ask a question.

You can also use the chat box to send your questions to any of the groups provided in the dropdown list.

Guest Speakers:



Leon Baranowski

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Assess, See, Treat and Refer Palliative Clinical Pathway

Paramedic Chiefs of Canada

(April 2021)

Leon Baranowski ACP, MSc, MEd

I|Director Clinical and Professional Practice, BCEHS

Michelle Brittain

Project Manager, Strategic and Process Initiatives, BCEHS

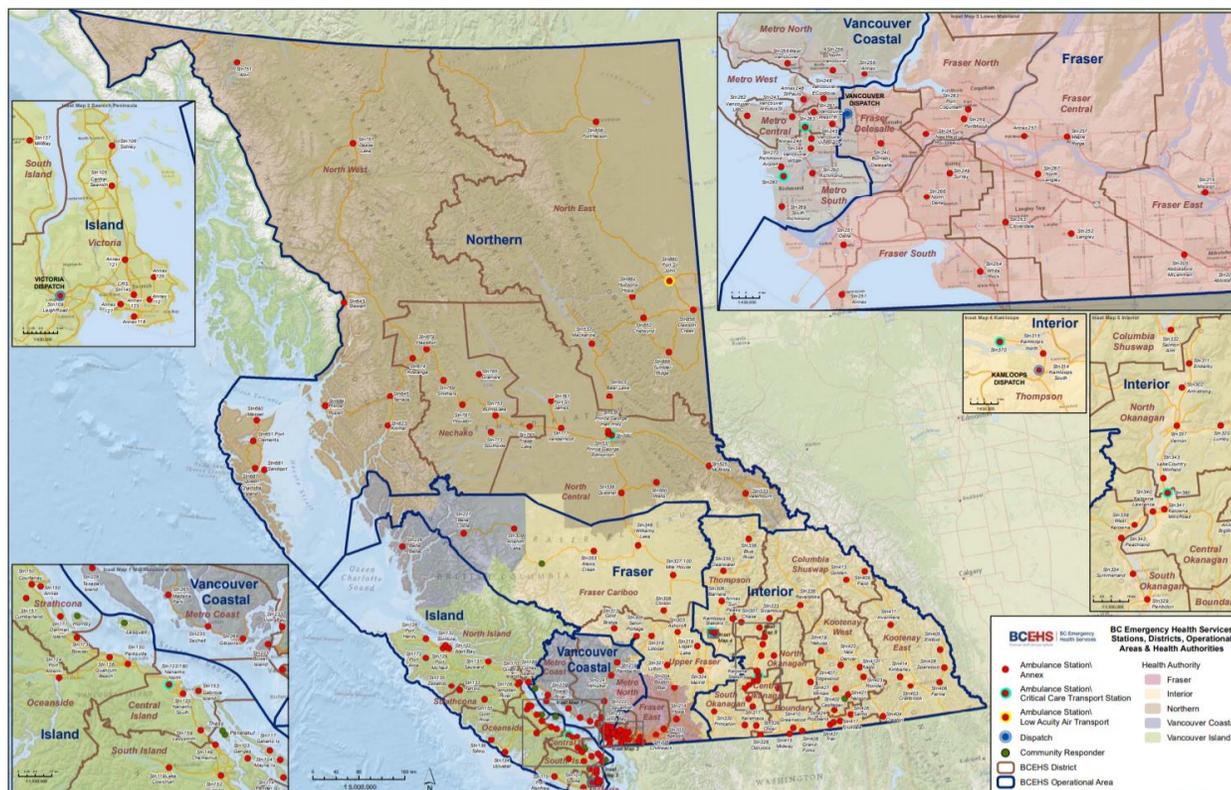
Jennie Helmer ACP, MEd.

Paramedic Practice Leader & Research Lead, BCEHS



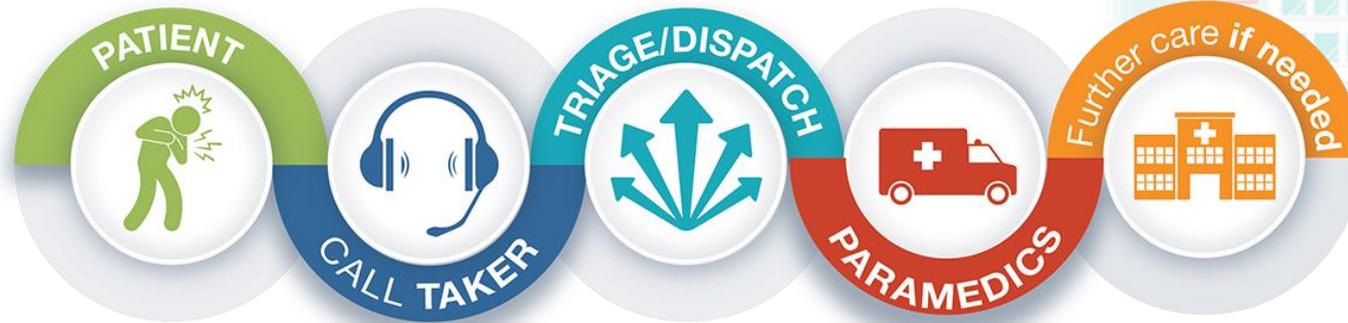
BCEHS | BC Emergency Health Services

Provincial Health Services Authority



- British Columbia's Population: > 5 million including >900,000 seniors
- 4,000 paramedics
- >700,000 911 calls/year
- 5 regional health authorities

BCEHS Action Plan



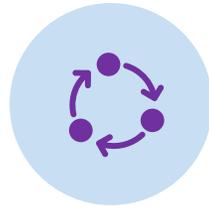
Ensure the right care, is provided
to the right patient, with the right
resource, at the right time



Today's Objectives



CLINICAL
STRATEGY



ASTAR PROCESS
& PATHWAY



PARAMEDIC
PALLIATIVE
EDUCATION



ASTAR
EVALUATION



DESCRIBE KEY
TAKEAWAYS



BCEHS Clinical Strategy

Implement clinical pathways regarding 911 calls and the possible avoidance of unnecessary ambulance conveyances to emergency departments



What Are Clinical Pathways?

Clinical pathways promote organised and efficient patient care based on evidence-based medicine, and safely **optimise patient outcomes**.

Medical Clinical Pathways

Trauma Clinical Pathways

Alternative Destination Pathways

Assess See Treat and Refer Clinical Pathways



Legislative Changes



MO146 and MO147 (2017) introduced the legal concept and support of non-conveyance.

Results:

- Safe non-conveyance of select 911 patients
- Follow-up system of care and safety netting for non-conveyed patients



ASTaR Process & Pathway

Secondary Triage

Clinical Practice Guidelines

Standard Operating Guidelines

Documentation Standards

Palliative Clinical Pathway



Secondary Triage

“Palliative/EOL” CAD timestamp results in automatic notification to **CliniCall** desk for secondary triage:

- Call review
- Patient call back
- Family/Patient support
- Goals of care and patient wishes
- Alert/update to Paramedics



(Above while Paramedics enroute to call)

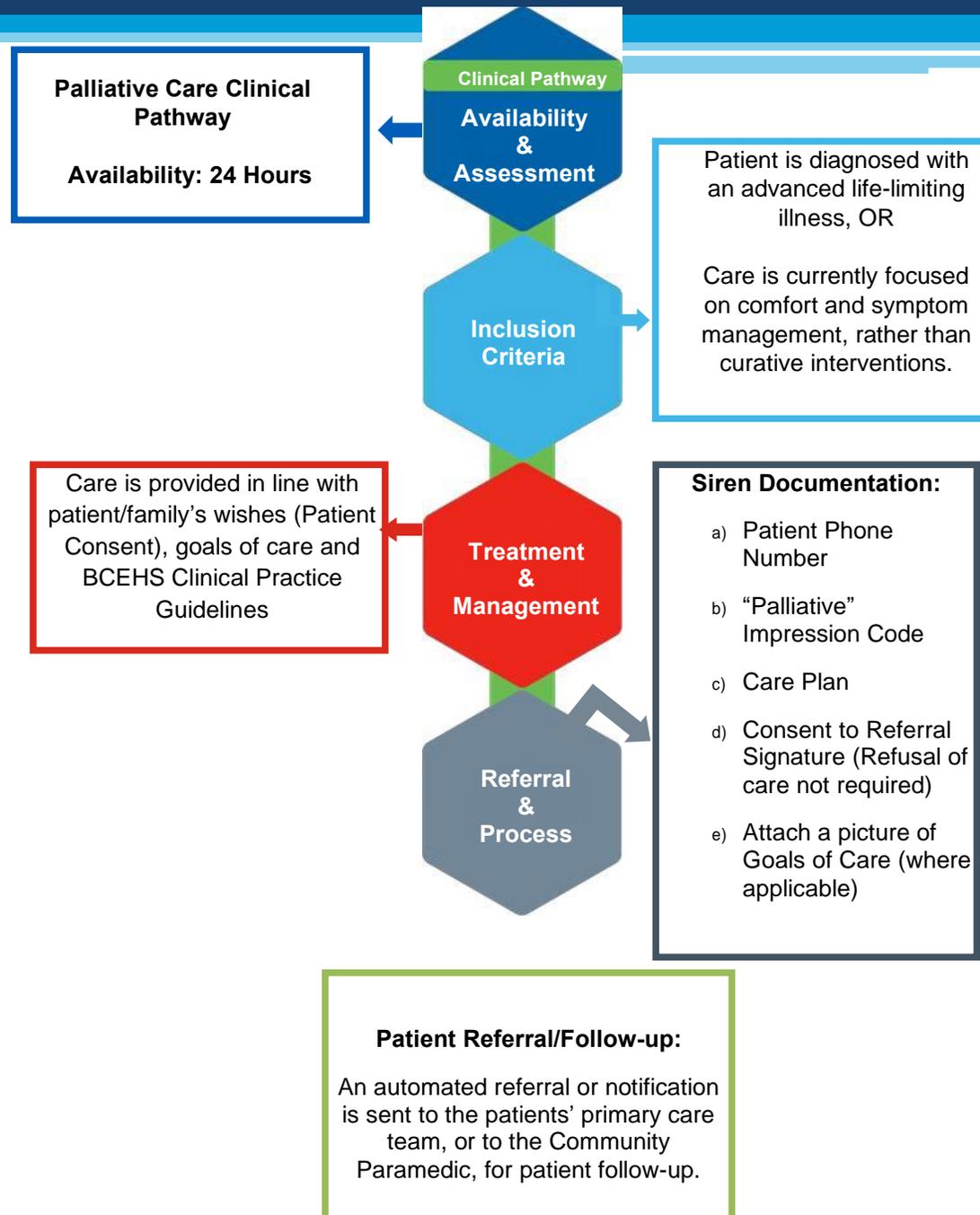


Clinical Practice Guidelines

←	↑	Palliative & End of Life Care
Advanced Directives & MOST Forms		
P00 Palliative Care - General		
P01 Palliative Care - Delirium		
P02 Palliative Care - Pain Relief		
P03 Palliative Care - Dyspnea & Breathlessness		
P04 Palliative Care - Nausea & Vomiting		
P05 Palliative Care - Secretions		
P06 Palliative Care - End of Life		
P07 Palliative Care - MAID		
iPal Palliative Care Tool		
BCEHS Palliative/End-of-Life Care Standard Operating Guideline		
Palliative Opioid Conversion Resources		



Standard Operating Procedures





ASTaR Referral Safety Netting



- Health Authority home and community care teams, as well as Community Paramedics, conduct follow-up using virtual assessments
- Includes advice, self-care, or referral to another healthcare service.



Documentation Standards

SIREN

Call Type

Patient Event

CliniCall

Community Paramedic

Secondary Triage

Special Operations

Fire Standby

Assessment

Assessed

Patient Refused
Assessment

Treatment

Treated

No Treatment
Required

Patient Refused
Treatment

Transport

Transported by this
BCEHS Unit

No Transport Req'd
by this BCEHS Unit

Reason for No Transport

Clinical Pathway

Handover to
Another Crew

Dead at Scene

Patient Refused
Transport

Transported by Other
Agency

Transported by
Private Vehicle

Transported by Police

CP Service Delivered

Offload Delay

Health Authority (Fill this only if 'Clinical Pathway' or 'Patient Refused Transport' is selected above)

Interior Health

Northern Health

Fraser Health

Island Health

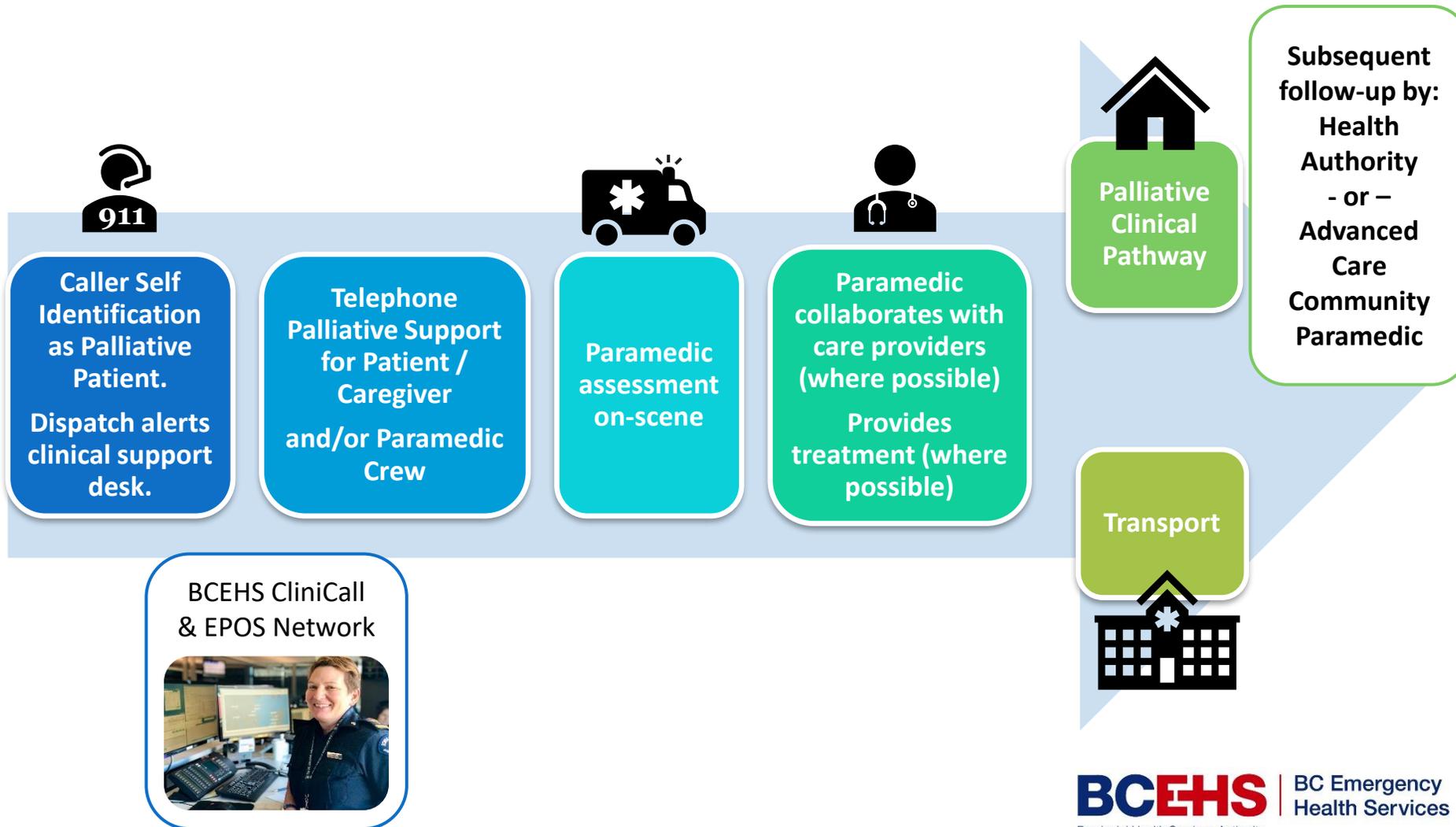
Vancouver Coastal
Health

Clinical Pathway (Fill this only if 'Clinical Pathway' is selected above)

Palliative



Palliative Clinical Pathway





ASTaR Palliative Education



Gap analysis



Collaboration with
experts



Online delivery



ASTaR Education

External Education Provider	Internal Education	Feedback to Paramedics	Evaluation
<p>Collaboration with Pallium Canada (8 hours online)</p>	<ul style="list-style-type: none"> ▪ ASTaR Orientation Training (30 mins) ▪ ASTaR Webinar (30 min) ▪ ASTaR “Music” Video (3 min) 	<p>Manager review of all ASTaR activations for 6 months and individual feedback provided to paramedics</p>	<ul style="list-style-type: none"> ▪ Paramedic Survey ▪ Key Performance Indicators: <ul style="list-style-type: none"> ▪ Data Quality Rules ▪ Clinical Indicators



Education (Internal) Initiatives



ASTaR Orientation Training

Set expectations (standards of care & documentation)



ASTaR Webinar

Exploration of ASTaR impact & culture change



ASTaR Music Video

High-level overview of best practice



Manager Feedback Report

Personalized assessment



Education (External) Initiatives

Collaboration with Pallium Canada:

- 8-hour self-paced, online course
- Primary Care Paramedic & Advanced Care Paramedic deliverables

Impact: International best practice and approach to care



Impact of Data Quality Rules

Electronic Patient Care Record:

- Scoring system to ensure appropriate fields and paramedic care appropriate
- “Gamification” of education

Impact: Too early to share results, but beta testing positive



ASTAR Evaluation - Indicators

BCEHS: April 1, 2020 – December 31, 2020



18% vs 8%

Patients with advance directive doc in home
YTD 2020/21 vs 2019/20



67%

Interventions led to a positive change in presenting complaint



44%

Non-Transport Rate



<1%

911 Re-contact Rate (48hr)



Crew Time on Task

70 min (non-transport)

88 min (transport)



ASTAR Evaluation: Key Change Recommendations





Key Takeaways



Paramedic Culture Change



Standards of Care



Collaboration

Thank You

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Health Intelligence Resource

www.firstwatch.net/hi