



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"***

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

# Facilitators:



Paramedic Chiefs  
of Canada

Chefs Paramédics  
du Canada



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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

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

Questions/Comments?

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

Participants

Speaking:

Panelist: 1

Katelyn Gilligan (Host, me)

Attendee: 0

Chat

Send to: Host, Presenter & Panelists

Select a p...

Host  
Presenter  
Host & Presenter  
Host, Presenter & Panelists

Send

Full Screen 96% View

Cisco WebEx Session No. 801 291 332

FIRST WATCH

# Guest Speakers:



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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

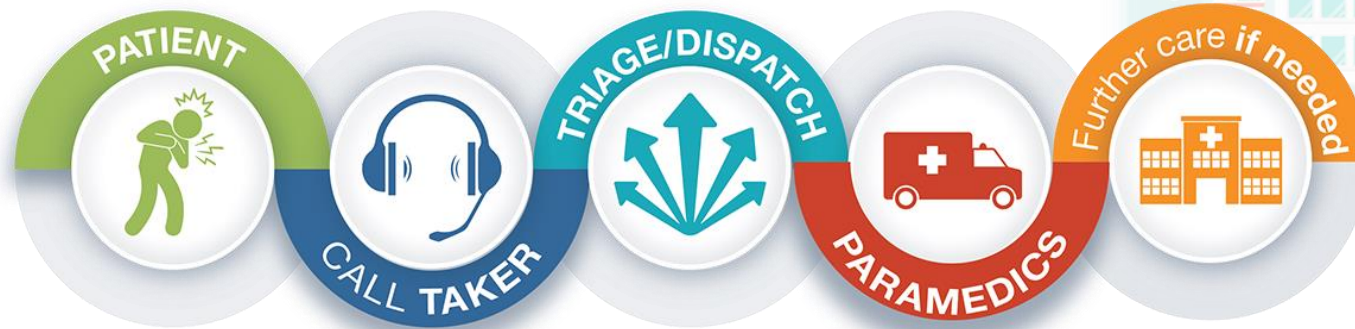








# BCEHS Action Plan



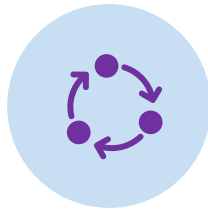
Ensure the right care, is provided  
to the right patient, with the right  
resource, at the right time



# 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

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Secondary Triage

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Clinical Practice Guidelines

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Standard Operating Guidelines

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Documentation Standards

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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)

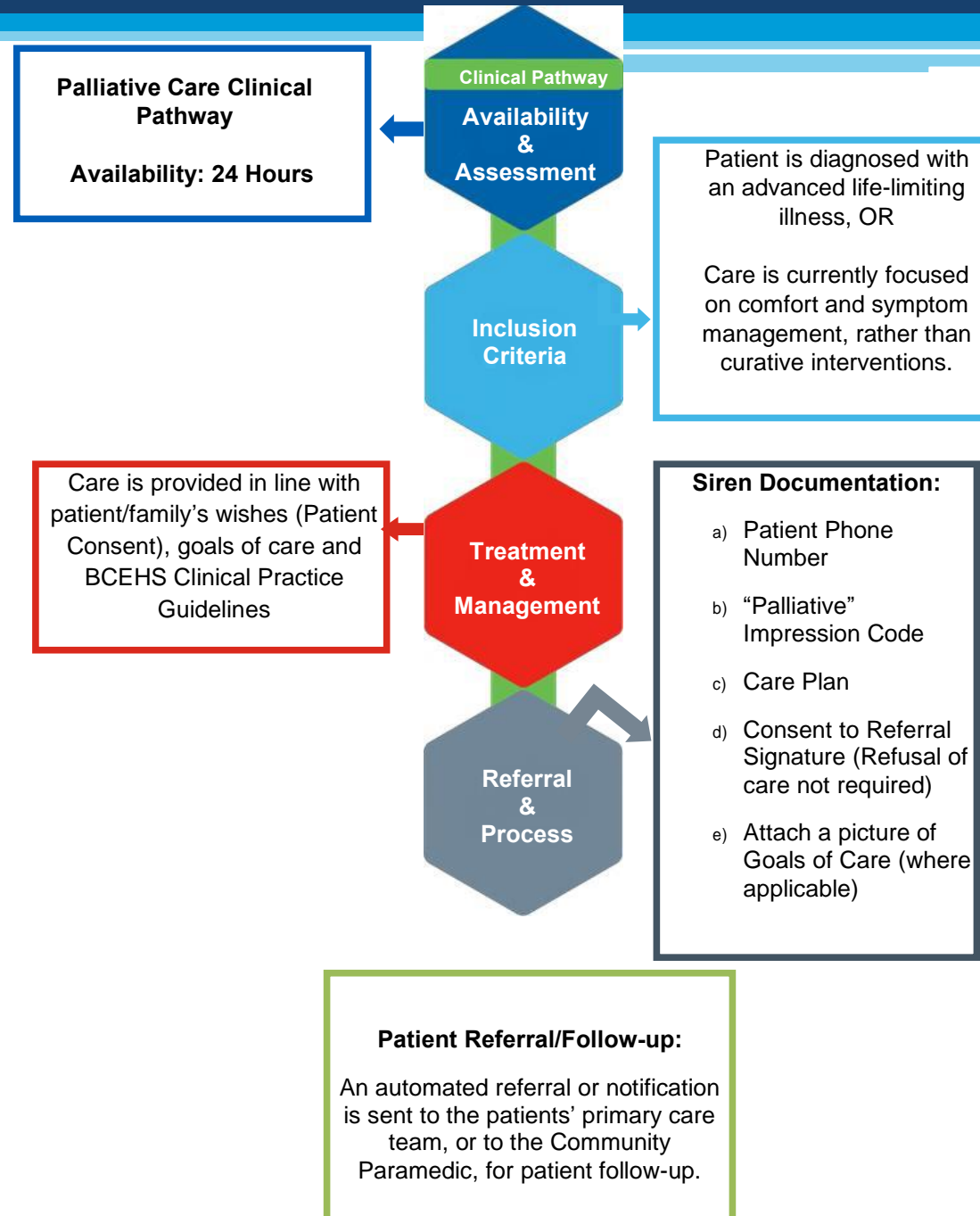


# Clinical Practice Guidelines

←	↑	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

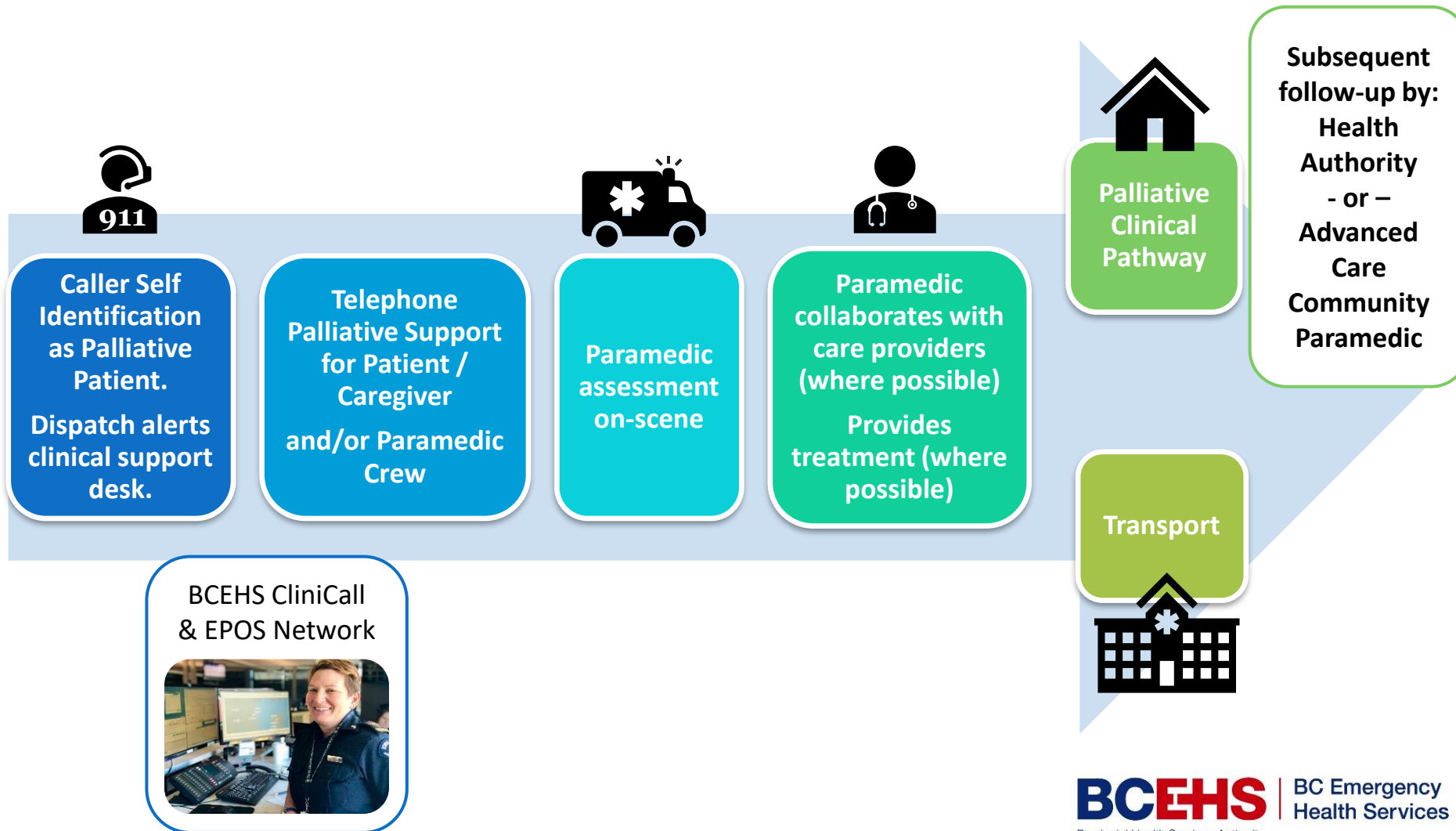
## SIREN

<b>Call Type</b>			
Patient Event	CliniCall	Community Paramedic	Secondary Triage
Special Operations	Fire Standby		
<b>Assessment</b>			
Assessed	Patient Refused Assessment		
<b>Treatment</b>			
Treated	No Treatment Required	Patient Refused Treatment	
<b>Transport</b>			
Transported by this BCEHS Unit	No Transport Req'd by this BCEHS Unit		
<b>Reason for No Transport</b>			
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			
<b>Health Authority (Fill this only if 'Clinical Pathway' or 'Patient Refused Transport' is selected above)</b>			
Interior Health	Northern Health	Fraser Health	Island Health
Vancouver Coastal Health			
<b>Clinical Pathway (Fill this only if 'Clinical Pathway' is selected above)</b>			
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
Collaboration with Pallium Canada (8 hours online)	<ul style="list-style-type: none"><li>ASTaR Orientation Training (30 mins)</li><li>ASTaR Webinar (30 min)</li><li>ASTaR “Music” Video (3 min)</li></ul>	Manager review of all ASTaR activations for 6 months and individual feedback provided to paramedics	<ul style="list-style-type: none"><li>Paramedic Survey</li><li>Key Performance Indicators:<ul style="list-style-type: none"><li>Data Quality Rules</li><li>Clinical Indicators</li></ul></li></ul>



# 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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# Thank You for Joining Us!

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Todd Stout – [tstout@firstwatch.net](mailto:tstout@firstwatch.net)

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Health Intelligence Resource  
[www.firstwatch.net/hi](http://www.firstwatch.net/hi)