



 Pallium Canada



2017-2018
ANNUAL REPORT



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A Letter to Canadians

2017-2018 was a pivotal year for Pallium.

With an expanded team and renewed 3-year funding from Health Canada, Pallium is building on strong momentum and accelerating work towards its vision. Transformative change in palliative care requires transformative thinking, integration, teamwork and action. In this annual report, you'll find examples of how we are working together, turning knowledge into action, and transforming the lives of Canadians.

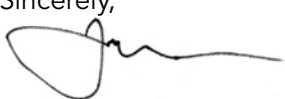
Pallium is building a common understanding and language related to palliative care, broadening community involvement, and providing empowering solutions across sectors, professions and care settings. We are committed to our partners and working collaboratively to strengthen the palliative care community.

Through 56 partnerships, Pallium trained over 5,200 health professionals in the palliative care approach this year; 6,660 people accessed our award-winning palliative care tools; and we have almost 700 facilitators providing LEAP training. We brought together experts and community leaders for a second symposium titled "Mobilize Your Compassionate Community: Take 2", to celebrate, share and learn about different Compassionate Community initiatives happening across Canada. These strategic partnerships and initiatives demonstrate the incredible power that can come from having both health and non-health communities help people with life-limiting illness live their best in the time remaining.

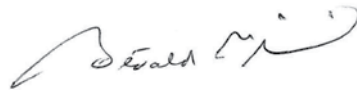
This year also saw the successful passage of Bill C-277 which Pallium Canada along with its sector partners unanimously supported, marking a major step forward in the creation of a national framework for palliative care in Canada. Pallium will continue to play an active role in ensuring palliative care remains a national priority.

We are proud of what we have accomplished together so far and are excited about future opportunities to generate even more impact. Thank you for believing in Pallium and we look forward to continuing our life-changing work together.

Sincerely,



Jeffrey B. Moat
Chief Executive Officer



Gérald R. Savoie
Chair



Jeffrey B. Moat
Chief Executive Officer



Gérald R. Savoie
Chair



A Message from Our Scientific Officer



Dr. José Pereira
Scientific Officer

“Are LEAP courses making a difference?” This question is one that guides our work and is justifiably asked by stakeholders and funders. I wish we had, over the years, recorded the many stories and experiences that give witness to the positive impact of LEAP courses.

So, I am especially pleased to report on a major scientific highlight of this year—the largest research study to date evaluating the impact of LEAP courses. All learners who participated in LEAP Core, Mini, Long-term care and Renal courses across Canada over a two-year period (April 2015 to March 2017) including those from the Cancer Care Ontario INTEGRATE Project, the Ontario Renal Network Study and the Nova Scotia/PEI Paramedics Project were part of the research. The study involved 389 courses and 7,222 learners, including nurses, physicians, pharmacists, social workers and other professions, making it one of the largest studies of its kind internationally.

The results are strong with significant improvements in knowledge, attitudes and comfort related to providing a palliative care approach demonstrated across different professions and courses. Of special note is that four months after each course, learners report implementing about 65% to 75% of the commitments to change they had made. Hundreds of examples of how patient care was directly impacted were provided.

This important study adds to the growing body of evidence that shows positive courseware impact on patient care. Conducting additional research on the impact of the courses at a population and systems level and continuing to enhance the LEAP course experience will be our next priorities.

I would like to give special kudos to all LEAP course organizers and facilitators. Learners reported excellent learning experiences with facilitation, case examples, real life stories and learner engagement identified as course strengths.

Finally, I would like to thank everyone who has contributed to the development of LEAP Online, LEAP Emergency Department, LEAP Hospital, LEAP Pediatrics, LEAP Onco, LEAP Liver and LEAP Heart. We look forward to their successful launches this coming year.

Thank you for being part of the palliative care community.

Regards,

Dr. José Pereira
Scientific Officer



Our Vision

Pallium is helping to transform palliative care in Canada.

Pallium Canada's vision is to ensure that every person who requires palliative care receives it early, effectively and compassionately.

Our goal is to strengthen Canada's ability to provide home and community-based palliative care through education and support to healthcare professionals, policymakers and administrators and family/neighbour carers.

- * We have built, and continue to build, a large community of individuals and organizations dedicated to improving access to palliative care. This Pallium community includes clinicians from many different professions, educators, researchers, administrators, volunteers, and community leaders and members.
- * We enable and empower more people to provide palliative care across different professions, disease groups and settings, including home, community, hospitals, care facilities and clinics.
- * We create partnerships across society—including various health professionals, organizations and sectors—to accelerate the integration of palliative care into community and health care systems.
- * We promote interprofessional and interdisciplinary learning and work to enhance care and meet the needs of patients and carers.



The Year at a Glance

Celebrating a remarkable year of new solutions and opportunities.

2017-2018 was marked by several new services and enhanced features making it easier for people to teach, share and learn about the palliative care approach. Pallium also excelled at creating opportunities for new partnerships, collaboration and thought leadership. Here are some of the highlights:

Introducing Pallium Central

This enhanced learning management system launched in January 2018 and improved the user experience and offered increased flexibility and customization. New users increased 27% and completion rates for pre-course work rose 15%.

LEAP, more now available in French

Pallium completed the French translation of three of our most popular LEAP courses as well as an online module, making palliative care education available to more Canadians.

Launch of a new support desk

Using a centralized and technology-supported approach, a new support desk was created to effectively support and engage learners, facilitators and partners. A live chat function was also introduced to improve access to help and guidance. Overall customer satisfaction ratings increased to 88%.



Mobilizing Compassionate Communities

Pallium hosted its 2nd symposium to highlight different Compassionate Community initiatives across Canada. With 120 participants and 950 online viewers, the event was well-attended and included a keynote from Professor Allan Kellehear, whose Compassionate City Charter approach is used internationally.



Palliative 4 Canadians

Initiated in December 2017, Palliative 4 Canadians is a coalition of four national organizations, including Pallium Canada, Canadian Virtual Hospice, Canadian Hospice and Palliative Care Association, and the Canadian Society of Palliative Care Physicians. This group works with the Federal, Provincial and Territorial Governments to review and implement strategies to improve palliative care in Canada.



Getting on the national agenda

Working together with other stakeholders, Pallium presented to the Standing Committee, Social Affairs, Science and Technology of the Senate of Canada in October 2017. Bill C-277, an Act providing for the development of a framework on palliative care in Canada, also received Royal Assent in December 2017, a major milestone for the sector.



Funding to accelerate work

Finally, Pallium received renewed 3-year funding from Health Canada, enabling the organization to build upon its solid foundation, and grow and broaden the palliative care community.





Together We Are Improving Quality of Life

Meet the people and organizations that helped make it happen.

Pallium is powered by many who live and breathe our shared vision every day. It is their passion and dedication to the palliative care approach that is transforming the way we care for Canadians facing life-limiting illness.

Working collaboratively is at the core of Pallium. We partner in many different ways with groups and organizations of all types—government, associations, non-profits, businesses, educational institutions, community organizations—to strengthen palliative care across Canada.



56 partners

REGIONAL

Arch Hospice
Baycrest Health Sciences
Brock University
Central West Palliative Care Network
Children's Hospital of Eastern Ontario
Colchester East-Hants Hospice
Compassionate Kingston
Compassionate Ottawa
County of Simcoe
Carpenter Hospice
Drumheller Health Centre
Halton Health Care
Heart House Hospice
Hospice Fredericton
Hospice Waterloo Region
Lakehead University
Matthews House Hospice
McNally House Hospice
North Simcoe Muskoka Hospice Palliative Care Network
Palliative Care Society of the Bow Valley
Renfrew Victoria Hospital
Sinai Health System
Sunnybrook Health Sciences Centre
Windsor Essex Compassion Care Community
UHN

PROVINCIAL

Alberta Health Services
British Columbia Centre for Palliative Care
Cancer Care Ontario
Central Health
Emergency Health Services in Nova Scotia and PEI
Health PEI
Hospice Palliative Care Ontario-Community of Practice
Ontario Renal Network
NWT Health and Social Services Authority
Nova Scotia Health Authority

NATIONAL

Bayshore Health Care
Bayshore Home Health
Brain Tumour Foundation of Canada
Canadian Conference of Catholic Bishops
Canadian Foundation for Healthcare Improvement
Canadian Frailty Network
Canadian Hospice Palliative Care Association
Canadian Medical Association
Canadian Partnership Against Cancer
Canadian Society of Palliative Care Physicians
Canadian Virtual Hospice
The College of Family Physicians of Canada
Family Medicine Forum
Health Canada
Life and Death Matters
The Movement to End Brain Tumours Conference
Palliative 4 Canadians
Palliative Care Matters
Quality End of Life Care Coalition of Canada
The Royal College of Physicians and Surgeons of Canada
The Way Forward

28 contributors

These experts, from different professions and across the country, spend a considerable amount of time developing and reviewing content for our LEAP courses and Compassionate Community Toolkits and share their feedback and ideas. They ensure that the content is current, practical and based on evidence and best practices.

697 facilitators

LEAP facilitators are the face of Pallium and an integral part of the team. They bring their experience, knowledge and passion to effectively lead LEAP course training and advocate for better palliative care in their communities.

Our Work

Mobilizing the Broader Community

Pallium is helping to build competencies and equip people beyond health and social services to play a role in supporting those dealing with caregiving, death, dying and grieving.

This year, we hosted our second symposium called “Mobilize Your Compassionate Community: Take 2”, which brought experts, community leaders and stakeholders together to share knowledge, learning and experiences from different Compassionate Community initiatives across Canada.

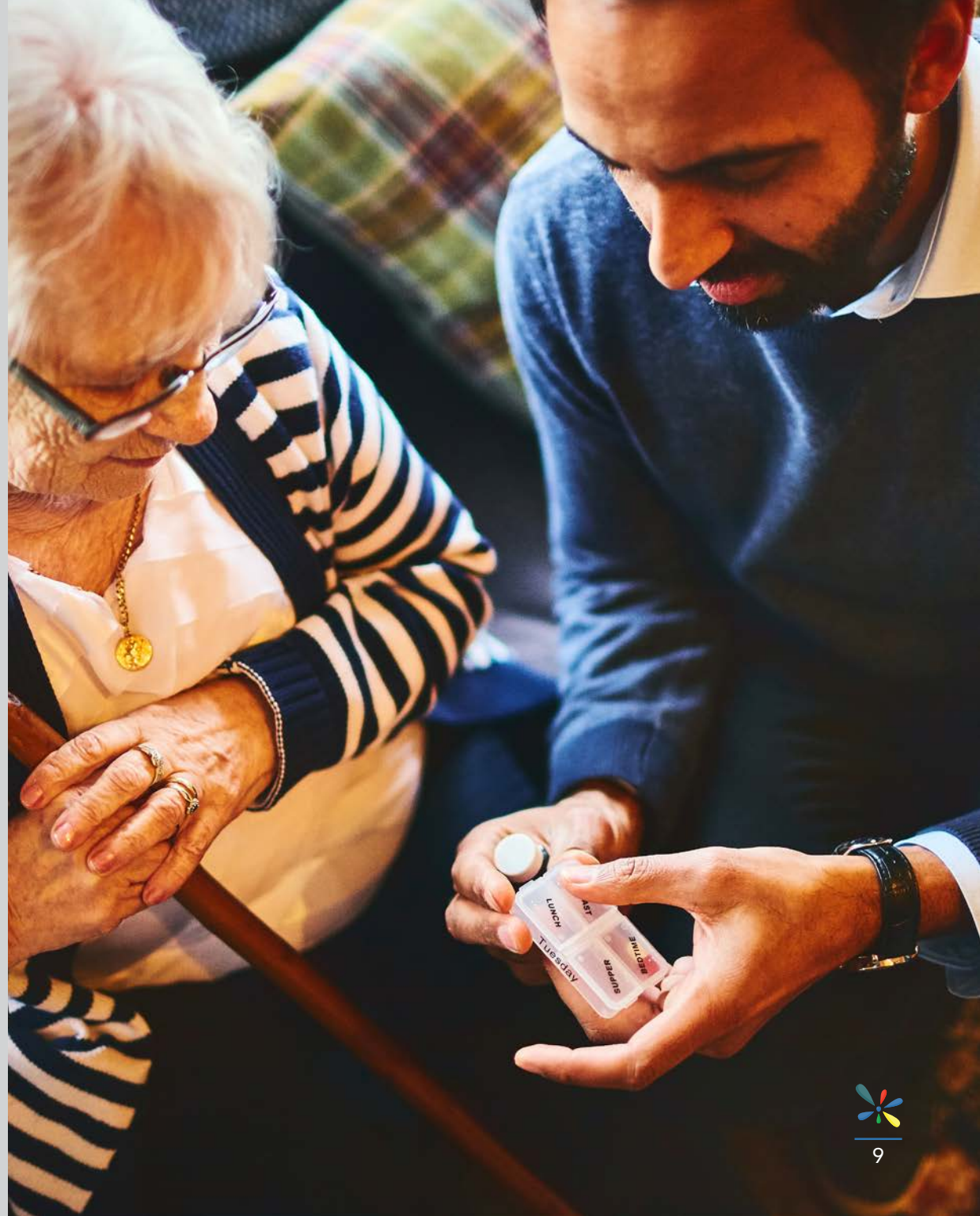
The event featured thirteen speaker experts and included a keynote from Professor Allan Kellehear, whose Compassionate City Charter approach is used internationally. The symposium was well-attended with 120 participants and 950 online viewers of the live-streamed event on Facebook.



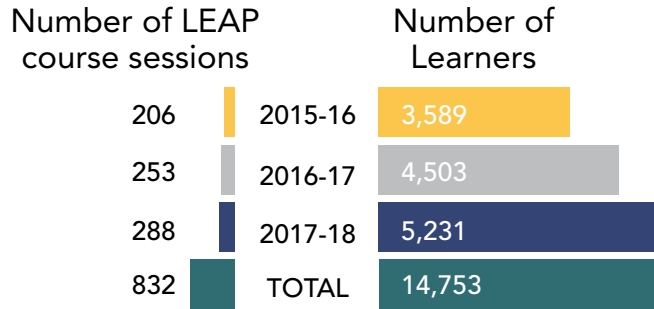
Empowering People With Education and Practical Tools

Through Learning Essential Approaches to Palliative and End-of-Life Care (LEAP) courses and practical resources and tools, Pallium empowers people to provide the palliative care approach across different professions and care settings, including home, communities, hospitals, care facilities and clinics, resulting in improved access and quality of care.

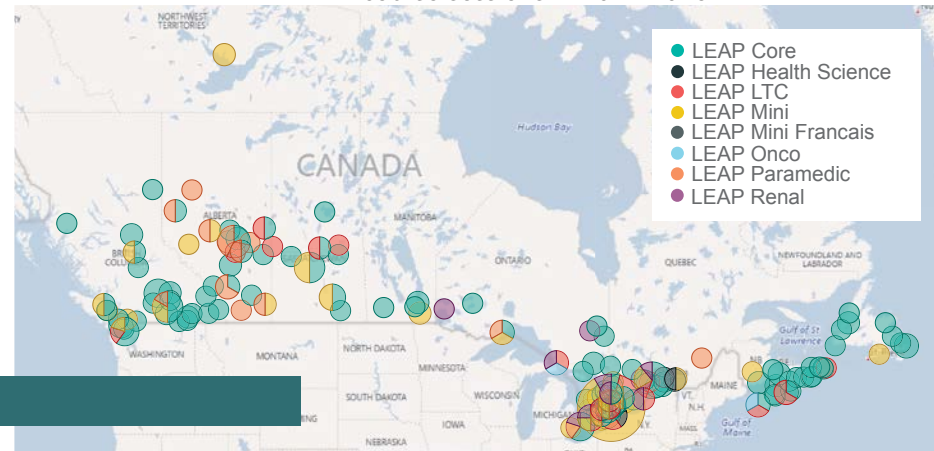
Pallium's educational training, tools and resources are nationally standardized and evidence-based; they undergo continuous evaluation and improvement. The variety of LEAP courses include Core, Mini, Paramedic, Long-term care, Onco, Renal and Facilitator Training with most accredited by the College of Family Physicians of Canada or The Royal College of Physicians and Surgeons of Canada.



Learning Essential Approaches to Palliative and End-of-Life Care (LEAP) courses



LEAP course sessions in 2017-2018

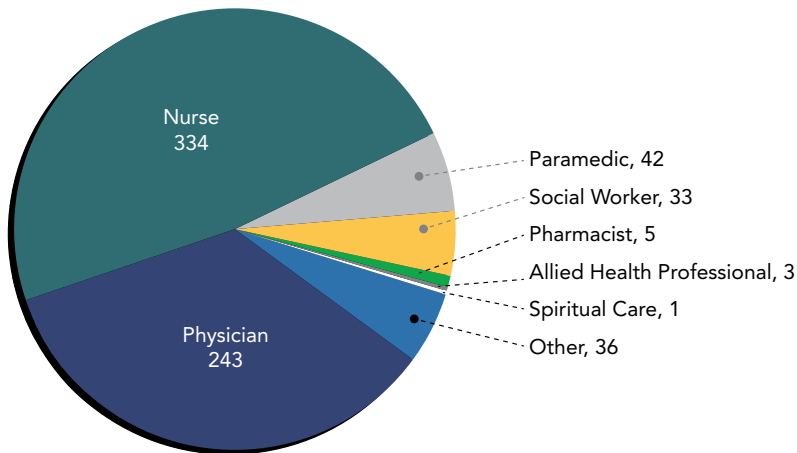


(excluding facilitator workshops)

Facilitators

To date, Pallium has run **30 workshops** to train LEAP course facilitators, building a team of **697 facilitators** from a variety of professions and settings.

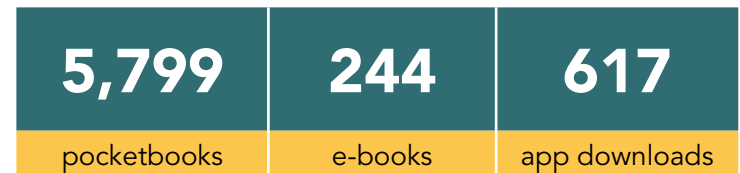
Total number of LEAP Facilitators by Profession



Tools and Resources

Tools include the Pallium Palliative Pocketbook which is a practical, peer-reviewed, fully-referenced one-stop resource for health professionals that is intended to support safe, ethical, effective and accountable palliative clinical service. Pallium also uses innovative educational approaches such as the Pallium app, videos and other online resources to enhance learning.

Total Tools/Resources Sold or Downloaded in 2017-2018



Seeing an Impact

The largest research study to date evaluating Pallium Canada's LEAP courses shows that the courses are effecting change in palliative care in Canada.

Significant improvements to knowledge, attitudes and comfort levels related to providing a palliative care approach was evident across learners from a number of professions, including physicians, nurses, pharmacists and social workers.



Over 89%

of learners say that the courses met their learning needs.

72.5%

of learner identified commitments-to-change (CTC) were reported as implemented into practice at 4-months post course.*

*At the end of each LEAP course, learners are asked to commit to four things they will change in their practice (CTC Statements). Four months post-course, they are asked if their CTC Statement was implemented and to provide examples of impact. All learners who participated in LEAP Core sessions from April 2015 to March 2017 and completed Commitment to Change (CTC) Statements and CTC Reflections were included. Study included 1,063 learners and 4,250 CTC statements.

Working Collaboratively and Displaying Thought Leadership

Pallium Canada was created by and is fueled by experts and passionate advocates for better palliative and end-of-life care.

Pallium brings together internationally recognized content experts, including a large network of stakeholders and palliative care educators and experts from across the country, to develop, update and refresh its LEAP courseware and to develop the most advanced palliative care tools and resources.

The Pallium Canada team is strongly involved in conducting research, sharing research findings and best practices, and contributing to and collaborating with other key stakeholders at events/conferences and strategic meetings. In 2017-2018, we actively participated in **11 events/conferences** and gave **12 poster and academic workshops and presentations**.

Finally, Pallium has experienced the incredible momentum and power that can come by working together towards a shared purpose. Over the years we have developed many strong partnerships to advance palliative care in Canada including a recent coalition called Palliative 4 Canadians. This coalition consisting of Pallium Canada, Canadian Virtual Hospice, Canadian Hospice and Palliative Care Association, and the Canadian Society of Palliative Care Physicians is working with Federal, Provincial and Territorial Governments to review and implement strategies to improve palliative care in Canada.



What's Ahead



Amazing work has been done to improve palliative care in Canada. Over the years, Pallium has grown and evolved to meet the needs of the individuals and organizations we serve.

But we are far from done. Most Canadians are still not able to access quality palliative care and it is often provided too late.

With the strong foundation we have built and renewed funding from Health Canada, we are ready to amplify our efforts and deepen our impact. Transforming palliative care in Canada will require a collective effort. Over the next three years, Pallium plans to do its part in the following five ways:

- 1) **Being a transformational leader**—promote and support quality improvement initiatives at different levels of health services delivery and accelerate a culture change that accepts palliative care as a positive approach early in the illness trajectory.
- 2) **Building capacity**—train and support more LEAP facilitators, modify facilitator criteria to reduce barriers and ensure a high-quality experience, and significantly expand the number of new learners across different settings. This will include targeting learning opportunities in key sectors and environments and providing ongoing learning and development opportunities for LEAP learners.
- 3) **Accelerating integration**—leverage existing processes, people, organizations, technology, and information to better integrate the palliative care approach in Canadian health and social systems.
- 4) **Providing thought leadership**—gather and connect information and people to catalyze ideas and action to advance palliative care.
- 5) **Ensuring sustainability**—ensure that Pallium continues to meet the needs of the communities it serves in the long-term and in an efficient and sustainable manner.

We are excited by what's ahead and look forward to working closely with our valued partners and supporters to ensure that every Canadian who requires palliative care receives it early, effectively and compassionately.



Thank You to Our Contributors

Government of Canada Contribution Agreement

Federal funding has enabled Pallium Canada to design, develop, disseminate, update and support multiple interprofessional educational resources and tools, for health care providers, in order to improve the quality of palliative and end-of-life care for Canadians through knowledge translation, implementation and capacity building. It should be noted that this annual report reflects the views of Pallium Canada and does not necessarily reflect the official views or policies of Health Canada.



Former Gift from the Estate of the Late Patrick Gillin

The funding received from the Patrick Gillin Memorial Gift was integral to building the foundation of Pallium Canada and supported the development of LEAP curriculum projects and other resource tools to assist healthcare providers and professionals in palliative care.



Financials

Statement of Financial Position

ASSETS

	2018	2017
Current		
Cash	\$ 657,188	\$ 364,567
Short-term Investments	250,000	503,923
Accounts Receivable	200,431	206,933
Prepaid Expenses	25,832	7,895
Government Remittances Receivable	33,339	
Health Canada Receivable	238,846	40,926
Inventory	34,829	40,622
	<u>1,440,465</u>	<u>1,164,866</u>
Capital Assets	30,767	1,706
Other Assets	117,506	7,464
Total Assets	\$1,588,738	\$1,174,035

LIABILITIES and NET ASSETS

Current Liabilities		
Accounts Payable and Accrued Charges	365,671	84,447
Government Remittance Payable		20,031
Deferred Revenue	27,494	23,975
Total Liabilities	393,165	128,453

NET ASSETS	1,195,574	1,045,582
Total Liabilities and Net Assets	\$1,588,738	\$1,174,035

Statement of Operations and Changes in Net Assets

REVENUE

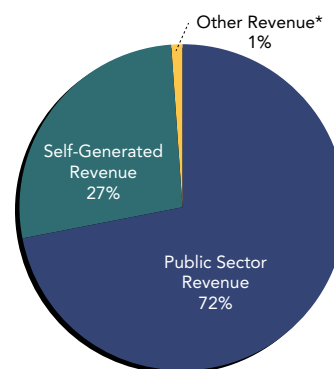
	2018	2017
Public Sector Revenue	\$ 1,804,390	\$ 788,676
Self-Generated Revenue	680,898	554,965
Other Revenue*	20,319	6,967
Total Revenue	2,505,607	1,350,607

EXPENSES

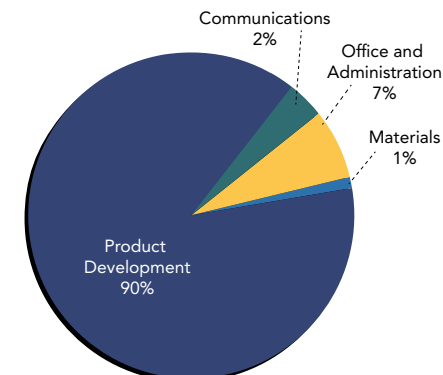
Product Development	2,116,305	1,035,160
Communications	44,600	7,324
Office and Administration	173,932	102,271
Materials	20,779	40,126
Total Expense	2,355,616	1,184,881

Excess of revenue over expenses	\$ 149,991	\$ 165,726
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2018 REVENUE



2018 EXPENSES



*Sponsorship and investment income.

Leadership



Jeffrey B. Moat



Dr. José Pereira



Jonathan Faulkner



Gérald R. Savoie



Rabbi Reuven Bulka



Deborah L. Weinstein



Beverley Lepine



Dr. Srin Chary



Paul Labbé

Management Team

Jeffrey B. Moat, Chief Executive Officer

Dr. José Pereira, Scientific Officer

Jonathan Faulkner, Vice-President Operations

Board of Directors

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2nd Vice-Chair: Deborah L. Weinstein, LL.B.

Treasurer: Beverley Lepine, BBA, CA, ICD.D

Honourary Chair: Dr. Srin Chary, MBBS, MRCS, LRCP, CCFP(PC), DA, FRCS Ed

Paul Labbé, BSc, BCL, ISMP

Dr. José Pereira, MBChB, DA, CCFP, MSc



Step Up for Better Palliative Care

Together we can do so much more. Whether you are a community leader, expert, researcher, a health care professional or a carer, you can play an important role in the palliative community.

LEARN more through our free online learning module available at www.pallium.ca/equip-yourself.

HOST a course and train your team in the palliative care approach.

CONTRIBUTE to course and/or toolkit development and lend your expertise and knowledge.

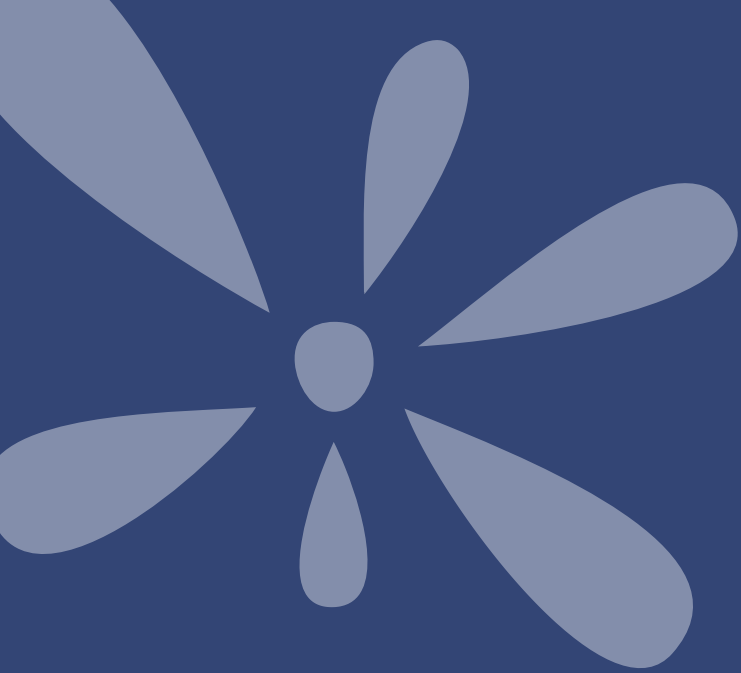
START your own compassionate community using our tools and resources.

LIKE us on Facebook ([/palliumcompassionatecommunities](https://www.facebook.com/palliumcompassionatecommunities)) or follow us on Twitter [@palliumcanada](https://twitter.com/palliumcanada).

STAY INFORMED by signing up for our enewsletter at www.pallium.ca/work-with-us.

For more ways to get involved, contact the Pallium team at info@pallium.ca or call us at 613.562.6262 ext. 1784. We look forward to hearing from you.





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