

## Edmonton Zone Palliative Care Program: Admission and Referral Information

Palliative care is an approach that improves the quality of life of patients and their families facing the problems associated with life-limiting illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, including physical, psychological, social, and spiritual (World Health Organization, 2013). The Edmonton Zone Palliative Care Program (EZPCP) is a comprehensive, integrated palliative care service designed to facilitate and support access to high quality, cost effective palliative care services both in the community and acute care locations. The program addresses clinical, educational, research, and operational areas.

Patients and families have access to 1) primary, 2) secondary, and 3) tertiary levels of palliative and end of life care in the Edmonton Zone.

**Primary level care** is provided by primary interdisciplinary care teams for patients and families at home and in continuing care facilities.

**Secondary level care** is delivered in hospice palliative care units, as well as via palliative care consultation services delivered by specialist interdisciplinary care teams. Palliative care consultation is available through the Palliative Community Consult Team (PCCT), the palliative care programs at the Royal Alexandra Hospital (RAH) and the University of Alberta Hospital (UAH), and the Symptom Control and Palliative Care Team at the Cross Cancer Institute (CCI).

**Tertiary level care** is delivered by a specialist interdisciplinary care team at the Tertiary Palliative Care Unit at the Grey Nuns Hospital.

Regardless of level of care required, the patient and family remain the centre and focus of care. The EZPCP provides secondary and tertiary level care.

Patients under the age of 18 years requiring palliative care are supported by the Pediatric Palliative Care Program at the Stollery Children's Hospital (referral is made by the attending physician) and by pediatric home care. The Pediatric Palliative Care Program and the Edmonton Zone Palliative Care Program have a collaborative relationship.

Patients referred to palliative care services:

- Are experiencing a life-limiting illness
- May require active care to alleviate distressing symptoms related to physical, psychological, social, and spiritual needs

**Primary Level Care: Home Living Program – Palliative Home Care Services**

- Referral is made by the individual, family member, or health care professional by calling *Community Care Access* at (780) 496-1300
- Individual/family wishes to be cared for at home
- Expected length of stay is approximately 3-4 months
- Individual does not require acute/tertiary care
- No age restriction

**Secondary Level Care:****Hospice Palliative Care Units (PCU)**

- The attending physician or a nurse practitioner refers the patient for palliative care consultation (see below) for hospice assessment
- Diagnosis exists that is expected to cause eventual death; prognosis guideline is 3-4 months or less
- Patient or designated decision maker wishes for no further aggressive or invasive treatment that is intended to cure disease, and agrees to transfer to an appropriate care setting (e.g. facility, home) if condition stabilizes
- Goals of care are congruent with allowing a natural death. Goals of Care Designation is C1 or C2; a designation of M2 needs to be discussed with the Hospice Access Manager
- Primary care in hospice is provided by a Family Physician, who continues to have access to palliative care consultation if required
- Age 18+

**Palliative Care Consultation**

*Edmonton Zone Palliative Community Consult Team  
Royal Alexandra Hospital Palliative Care Program  
University of Alberta Hospital Palliative Care Program*

- Referral is made by the attending physician, or a nurse practitioner who also continues to provide primary care
- Reasons for referral include:
  - Symptom management
  - Assessment for admission to Hospice Palliative Care Unit
  - Assessment for admission to Tertiary Palliative Care Unit
- Age 18+

**Symptom Control and Palliative Care Team at Cross Cancer Institute (CCI)**

- Referral is made by the attending physician (oncologist, family physician or other specialist)
- For patients who are receiving treatment or follow up at the CCI on an outpatient or inpatient basis
- Reasons for referral include:
  - Symptom management (Pain and Symptom Control Program)

- Establishment of community supports for outpatients who are being discharged from the CCI (Community Liaison Program)
- Assessment for admission to hospice
- Assessment for admission to Tertiary Palliative Care Unit
- Primary care is provided by a Family Physician (outpatient) or Oncologist (inpatient)
- Age 18+

**Note:** Patients in the community who are considered No Further Recall at the CCI can be referred to the Palliative Community Consult Team if palliative care consultation required

**Referral Information for Palliative Care Consultation in the Edmonton Zone**

Patient Site	Team	Regular Office Hours Monday - Friday	After Hours Monday - Thursday	Friday After Hours, Weekends & STAT's
Cross Cancer Institute (CCI)	Dept. of Symptom Control and Palliative Care & Community Liaison	(780) 432-8318	(780) 432-8318 *Voicemail Message	Community Care Access (CCA) (780) 496-1300
Royal Alexandra Hospital (RAH)	RAH Palliative Care Program	(780) 735-4038	RAH Switchboard (780) 735-4111	
University of Alberta Hospital (UAH)	UAH Palliative Care Program	(780) 407-2840	Urgent: UAH Switchboard (780) 407-8822  Non Urgent: Fax consult request to (780) 407-1394	
Community hospitals * within the Zone, as well as Continuing Care sites ** and patients at home	Palliative Community Consult Team	<ol style="list-style-type: none"> <li><b>1. For patients in hospital:</b> Call CCA at (780) 496-1300 and fax the site-specific referral request form and the patient demographic sheet to (780) 496-8438</li> <li><b>2. For patients at home:</b> Call CCA at (780) 496-1300. CCA will send you a Request For Palliative Care Consultation form to complete</li> <li><b>3. Telephone Consult is available for all patients:</b> Call CCA at (780) 496-1300. CCA will then have triage physician provide consult</li> </ol>		
Outside the Edmonton Zone	<ol style="list-style-type: none"> <li>1. PCCT</li> <li>2. CCI</li> </ol>	<ol style="list-style-type: none"> <li><b>1. Telephone Consultation is available:</b> Call CCA at (780) 496-1300. CCA will then have triage physician provide consult</li> <li><b>2. In some areas, Telehealth Consultation by video conference is available:</b> Call CCI Pain and Symptom at (780) 432-8350</li> </ol>		

\*Devon General Hospital, Fort Saskatchewan Community Hospital, Grey Nuns Community Hospital, Leduc Community Hospital, Misericordia Community Hospital, Strathcona Community Hospital, Northeast Community Health Centre, Sturgeon Community Hospital, Westview Health Centre \*\* Supportive Living and Facility Living

**Tertiary Level Care:****Tertiary Palliative Care Unit (TPCU) at Grey Nuns Community Hospital**

- Referral for admission to TPCU is made by consult teams following a Palliative Care assessment (please see *Palliative Care Consultation*)
- Intensive, interdisciplinary intervention is required for severe symptom problems for which management has not been successful elsewhere
- Symptoms require ongoing monitoring/assessment
- Goals of care are congruent with allowing a natural death. Goals of Care Designation is M1, M2, C1, or C2
- When stable, patient will be discharged to the most appropriate care setting
- Average length of stay is 3-4 weeks, exceptions are expected
- Primary care is provided by the attending Palliative Care Physician
- Age 18+