

**For health care providers caring for palliative and end-of-life clients/patients.**

**What is palliative care?**

Hospice palliative care aims to relieve suffering and improve quality of living and dying.

CHPCA 2002 <sup>1</sup>

**Who benefits from palliative care?**

Hospice palliative care helps individuals and families who are living with, or at risk of developing, any life-limiting illness regardless of their age or prognosis. It also benefits people with unmet expectations and/or needs who are prepared to accept care.

<sup>1</sup> Canadian Hospice Palliative Care Association "A Model to Guide Hospice Palliative Care" 2002

**416-626-1400**  
Monday to Friday  
9 a.m. to 5 p.m.

**In partnership with:**

Toronto Palliative Care Network (TCPN), as the advisory group and The Dorothy Ley Hospice as the sponsor agency. Guided by the Ontario Ministry of Health and Long-Term Care policy.

**Communities Served:**

Toronto, Scarborough, York, North York, East York and Etobicoke.

A resource for Health Care Providers

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Palliative Pain & Symptom Management   
Consultation Service for Toronto

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## **What is the Palliative Pain & Symptom Management Consultation (PPSMC) Service?**

The PPSMC Service assists health care providers in the delivery of palliative care, the interpretation and application of the Canadian Hospice Palliative Care Association's "Model to Guide Hospice Palliative Care", using evidence-based, best practice guidelines.

The aim of the PPSMC is to ensure that anyone living with a life-limiting illness has access to pain and symptom management expertise.

### **The PPSMC Service is founded on the belief that:**

- ◆ Palliative care exists to affirm life.
- ◆ Clients have the right to effective pain and symptom control.
- ◆ Pain and distressing symptoms can be alleviated.
- ◆ People who are ill, along with their families, benefit from the assistance of a skilled multidisciplinary team.

### **The PPSMC Consultant:**

Consultants are nurses (RN or RN/EC) with palliative care expertise and training.

### **Palliative Pain & Symptom Management Consultants provide:**

Education, mentorship, and linkages to palliative care resources across the continuum of care; enhance the health care provider's ability to respond to the needs of clients and their families; and facilitate the integration of knowledge into clinical practice.

## Palliative Pain & Symptom Management



Consultation Service for Toronto

### **Our Services:**

#### **Education and Training**

- ◆ Staff training delivered through workshops and conferences (customized to the needs of an organization)
- ◆ Train the trainer
- ◆ Web-based training and video-conferencing.

#### **Palliative Pain & Symptom Management Mentoring**

Consultation and advice provided by telephone, email, and on-site.

#### **Palliative Case Consultations and Conferencing**

Case-based consultations and conferencing focuses on educating trainers within health care organizations but is available to other service providers as well.

#### **Referrals**

The PPSMC will help refer health care providers to collaborative palliative services and educational resources.

#### **Materials and Assessment Tools**

Printed materials available at cost. Web based materials are available to download free of charge.

### **Who is this service for?**

Any health care provider may contact the service.

- ◆ Long-term care homes
- ◆ Home Care Agencies (CCAC & contracted providers)
- ◆ Community Support Service Organizations
- ◆ Primary Care

### **What does this service cost?**

The service is free of charge. Funding for this service is provided by the Mississauga Halton Local Health-care Integrated Network (LHIN).

### **Does this service provide direct patient care?**

No. Our client is you, the health care provider. We do not provide direct patient assessment or care planning.

However, as part of an education or coaching activity with a health care provider, a client/ patient may be present.

The health care provider remains the one responsible for care.

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