**Diagnostics and Early Tests of Change (November 2017- March 2019)**

**Scoping the project**
The focus and scope of the project emerged from our diagnostic work which included the use of quality improvement tools such as a fishbone (cause effect) diagram and 5 why’s as well as mapping of the palliative care journey. We also interviewed 9 caregivers and 12 health care providers to capture and analyze their experience in the system.

We learned that the transition from curative treatment to a palliative approach and recognition of end of life requires a shift in thinking for patients, caregivers and health care providers. Earlier identification of patients who would benefit from palliative care and timely conversations enable those involved to think ahead about the illness, consider what matters to the patient and plan for care based on patient choices.

**Our Aim**
By March 2019, we will identify patients in participating primary care practices who would benefit earlier from palliative care with a 10% increase in patients with non- cancer diagnoses being identified. We will introduce standardized tools and approaches to identify and engage patients and caregivers for important conversations in the last year of life. 80% caregivers will agree/strongly agree that they were engaged in timely conversations with consistent messages that prepared them for decisions related to care and for the patient’s end of life.

**Change Ideas**

* Testing Palliative Care Toolkit for Telus Practice Solutions (developed by eHealth Centre of Excellence Waterloo).  Toolbar is triggered by clinical indicator- surprise question and indicators of decline
* Tracker with list of identified patients to identify needs, inform huddles
* Identification of Substitute Decision Maker and serious illness conversations (Serious Illness Conversation Guide)

For the latest update on the project- see the [Project Master Deck](/Uploads/ContentDocuments/Master%20SC%20presentation_%20Coordination%20updated%20Dec%202018.pdf)

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