24/7 On-Call Palliative Physician Phone Support for Adult and Pediatric Primary Care Physicians Across Alberta

Presenter:
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Faulty / Presenter Disclosure

• Presenter: Michelle Peterson Fraser
• Relationships with commercial interests:
  – Grants/Research Support: N/A
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  – Consulting Fees: N/A
  – Other: Employee of Alberta Health Services
In May 2014, the Provincial Palliative & End of Life Care (PEOLC) Practice and Development team drafted the **PEOLC Alberta Provincial Framework** which highlighted 36 key initiatives aimed towards improving the provincial PEOLC program for clinicians, patients and families through increasing education, support, and timely access to resources regardless of geographic location. This Framework document was approved at all senior leadership levels within AHS.

To address several issues currently facing PEOLC in Alberta, seven initiatives from the Framework were developed and implemented in FY2014/15 to help alleviate the inequity of PEOLC services provided within the province and meet the wishes of patients and families during the PEOLC journey:

1. Advance Care Planning /Goals of Care Designation (ACP/GCD)
2. PEOLC Website Development and Launch
3. **24/7 Palliative Physician on-call Across Alberta for both Pediatrics and Adult PEOLC Patients**
4. Best Practice Guidelines and Pathways Strategy Development
5. PEOLC Indicators Dashboard
6. Multiyear PEOLC Strategy & Business Plan
7. EMS PEOLC – Assess, Treat and Refer Project
Prior to April 1\textsuperscript{st} 2015 Palliative and End of Life Care (PEOLC) physician on-call support services were not formalized and standardized across Alberta.

- Rural/Remote geographies suffered.

- Many patients and families were required to relocate to urban centers.
As per the approved framework initiatives, 24/7 palliative physician on call services were on the list to become standardized across the province.

Goal:
- Increase support services for primary care providers.
- Meet the care wishes of patients and families by providing palliative services within the community.
Project Process of Development

• Identified the strong need to create on-call palliative support services for physicians across the province.
• Identified the services and models currently available across the province.
• Met with key parties to develop a physician remuneration model.
• Partnered with key stakeholders to develop a model which provides access to support services regardless of geographic location.
Statistics and Call Volumes

RAAPID
Referral, Access, Advice, Placement, Information & Destination
North: 1-800-282-9911 · 780-735-0811
South: 1-800-661-1700 · 403-944-4486

Launched April 1, 2015
24/7 On-Call Palliative Physician Support Algorithm for RAAPID

Physician Calls RAAPID number associated with their location

North Sector RAAPID
Phone: 1-780-735-9811
Toll free: 1-800-282-9911

North Sector

Pediatrics

Edmonton Zone

Refer to Edmonton Zone On-Call schedule and call physician on-call

Is a palliative physician available on-call?

Yes

Call Palliative on-call physician

No

Refer to Calgary Zone ROCA and call pediatric physician on-call (6 month trial)

North Zone

Central Zone

Call 403-302-5360 and connect physician with Triage Nurse

Does calling-in physician need a tertiary or rural zone physician?

Yes

Refer to Central Zone On-Call Physician Schedule and call physician on-call

No

Refer to Edmonton Zone On-Call schedule and call physician on-call

South Sector RAAPID
Phone: 1-403-944-4486
Toll free: 1-800-661-1700

South Sector

Pediatrics

Central Zone

Calling ROCA schedule

Central Zone

Call 403-302-5360 and connect physician with Triage Nurse

Central Zone

West

South Sector

(Palliser Region) or West Sector

Check South Zone ROCA and call physician on-call

South Zone

Call 403-944-2304

0800 - 1700 hours, Monday – Thursday, 0800 – 1600 hours, Friday, and non-Statutory holidays

Edmonton Zone

Refer to Edmonton Zone On-Call schedule and call physician on-call

Is patient in East Sector? (Palliser Region) or West Sector

Yes

Call 403-944-2304

No

Check Calgary Zone ROCA and call physician on-call

NOTE

RAAPID has the ability to do multi-way consults when needed.

Revised: March 30, 2015
• Centralised service, with ongoing marketing & advertising plan.
• Does not respond to patients and families; tailored towards supporting physicians in primary care and the PCN’s.
• Incoming calls are registered using the physicians PracID, and are recorded for reporting purposes.
• Hosted by qualified healthcare professionals who are on the call and facilitate and connect the callers directly without giving out the phone numbers.
• Collects statistics of call volumes across the province.
• (If requested) RAAPID has the ability to continue triaging to existing 24/7 support services for individual zones and speak to an RN prior to contacting a physician.
• (If directed) RAAPID has the ability to connect a physician to their choice of who they want to talk to for support.
## Total PEOLEC Calls Received according to Zone and other Provinces

<table>
<thead>
<tr>
<th>Zone</th>
<th>Count by Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>BC</td>
<td>1</td>
</tr>
<tr>
<td>Calgary</td>
<td>5</td>
</tr>
<tr>
<td>Central</td>
<td>2</td>
</tr>
<tr>
<td>Edmonton</td>
<td>9</td>
</tr>
<tr>
<td>North</td>
<td>6</td>
</tr>
<tr>
<td>NWT</td>
<td>2</td>
</tr>
<tr>
<td>Grand Total</td>
<td>25</td>
</tr>
</tbody>
</table>

## Total PEOLEC Calls Received according to Time

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Palliative Care</td>
<td>07:00-15:00</td>
</tr>
<tr>
<td></td>
<td>15:00-23:00</td>
</tr>
</tbody>
</table>

## Total PEOLEC Calls Received according to Category

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>Advice Provided</th>
<th>Direct Admit</th>
<th>Emergency</th>
<th>Emergency - Specialty to see</th>
<th>Other (see notes)</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Palliative Care</td>
<td>18</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>22</td>
</tr>
</tbody>
</table>

| Cancelled referrals | 1 |

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[www.albertahealthservices.ca](http://www.albertahealthservices.ca)
Access via Provincial PEOLC Website

https://myhealth.alberta.ca/palliative-care
Next steps

- We will be monitoring statistics to compare call volumes to 24/7 palliative physicians from present date to when phase 2 of the EMS PEOLC ATR program is implemented.
- Continue to promote communication and awareness to primary care physicians across Alberta.
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