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# Paramedics Providing Palliative Care at Home in New Brunswick

INTERNATIONAL ROUNDTABLE ON COMMUNITY PARAMEDICINE

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June 2019



# About me....



- Started as a volunteer in 1987
- 1993 EMT-1 Instructor
- 1995 NB EMT-1 Program Coordinator
- 2001 NBCC PCP / Program Developer
- Primary Care Paramedic
- 2007 ANB Training & QA at ANB
- 2014 ANB Operations Manager
- 2018 EM/ANB Palliative Care Project





# Acknowledgements



## Conflicts of Interest

- No conflicts of interest to declare.

## Funding

- This Project was made possible through financial support from the Canadian Partnership Against Cancer, the Canadian Foundation for Healthcare Improvement and Health Canada.

## Disclaimer

The views expressed herein belong to the author and do not necessarily represent the views of CPAC, CFHI or Health Canada.

# Project Partners



CANADIAN PARTNERSHIP  
AGAINST CANCER



PARTENARIAT CANADIEN  
CONTRE LE CANCER



Canadian Foundation for  
**Healthcare  
Improvement**



Fondation canadienne pour  
**l'amélioration des  
services de santé**



SERVICES DE SANTÉ **NB**  
**MEDAVIE**  
HEALTH SERVICES **NB**

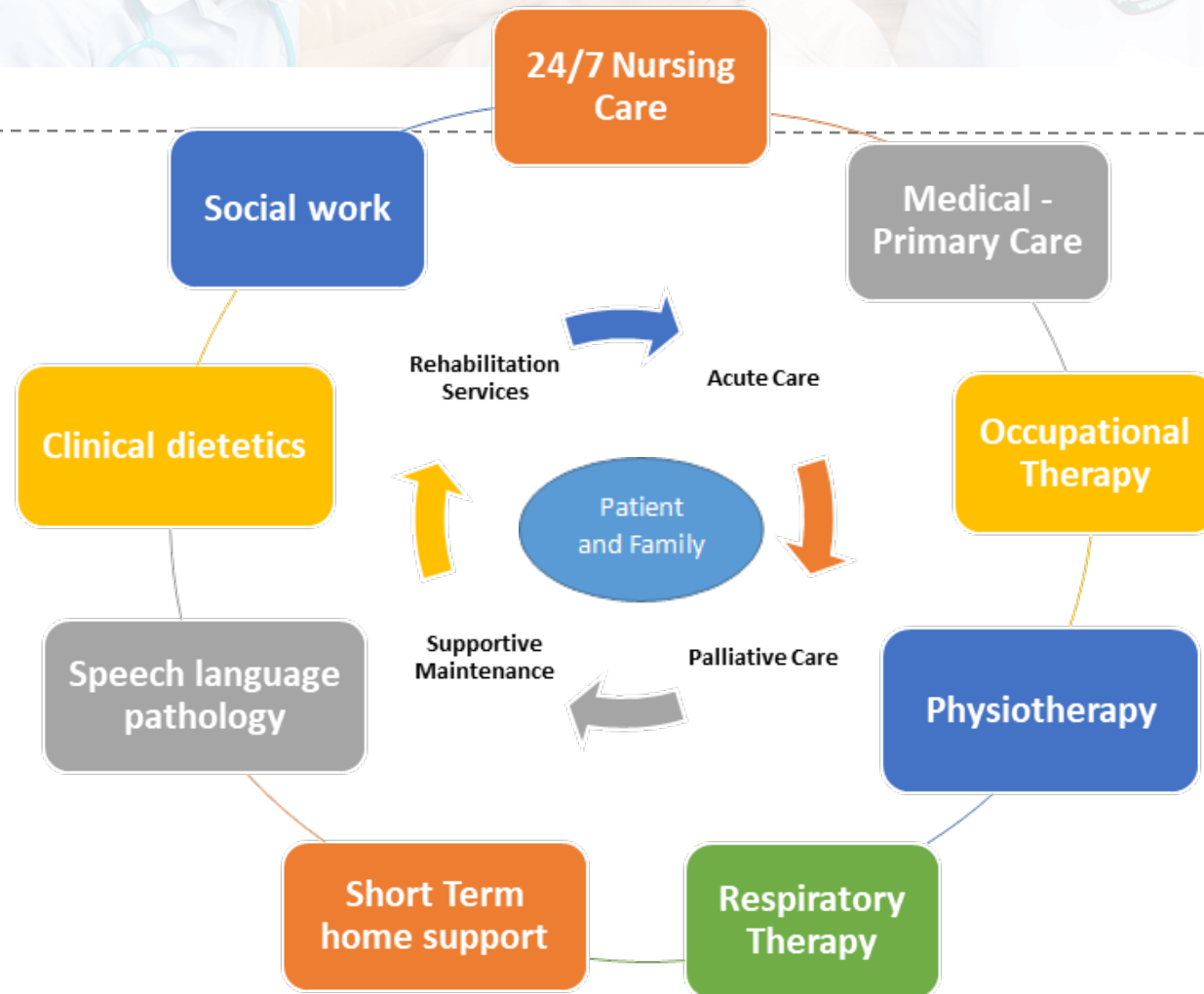
# Extra-Mural Program (EMP)



- Healthcare “without walls”
- Provides healthcare services to individuals in their homes and/or communities
- The Program has a mandate to:
  - Provide an alternative to hospital admissions
  - Facilitate early discharge from hospitals
  - Provide an alternative to, or postponement of, admissions to long term care facilities
- 486,330 EMP patient visits (2017-18)



# Extra-Mural Program



# Ambulance New Brunswick (ANB)



- Provincial Land and Air Ambulance Service for a population of 760K
- Medical Communications Management Centre (MCMC)
- 136 Ambulances / 1 dedicated fixed-wing aircraft
- 112,173 land calls / 534 air calls (2017-18)
- ~ 51 Emergency Medical Dispatchers (EMD)
- ~ 954 Primary Care Paramedics (PCP)
- ~ 27 Advanced Care Paramedics (ACP)
- ~ 13 Critical Care Flight Nurses



# Creation of EM/ANB



- As of January 1, 2018, New Brunswick's Extra-Mural Program (EMP) and Ambulance New Brunswick (ANB) were joined into a single entity.
- Primary purpose of EM/ANB:
  - Plan and manage the delivery of home healthcare and ambulance services
  - Insure that these services are delivered according to established standards

# GOAL: Inter-Disciplinary Collaboration



# Why is this important?

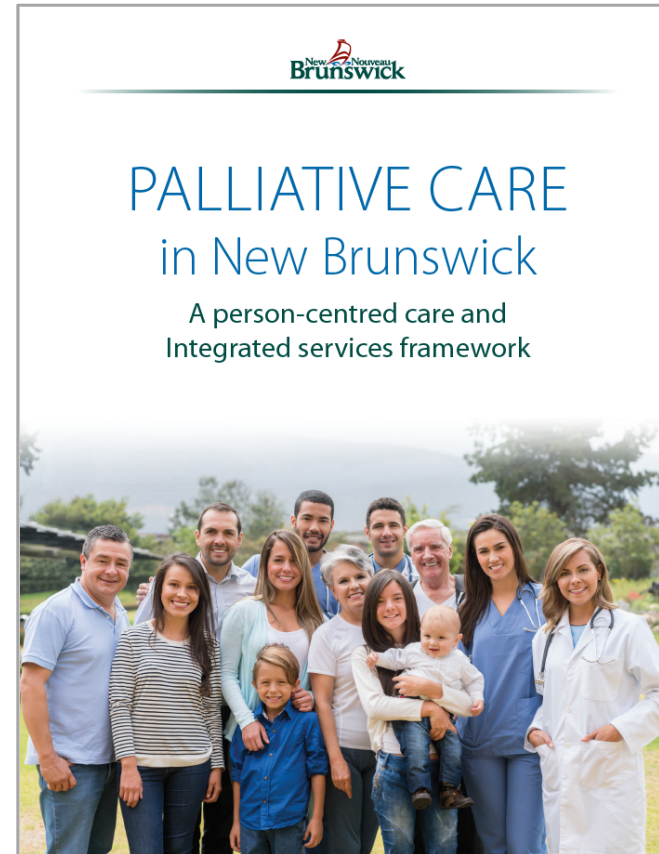
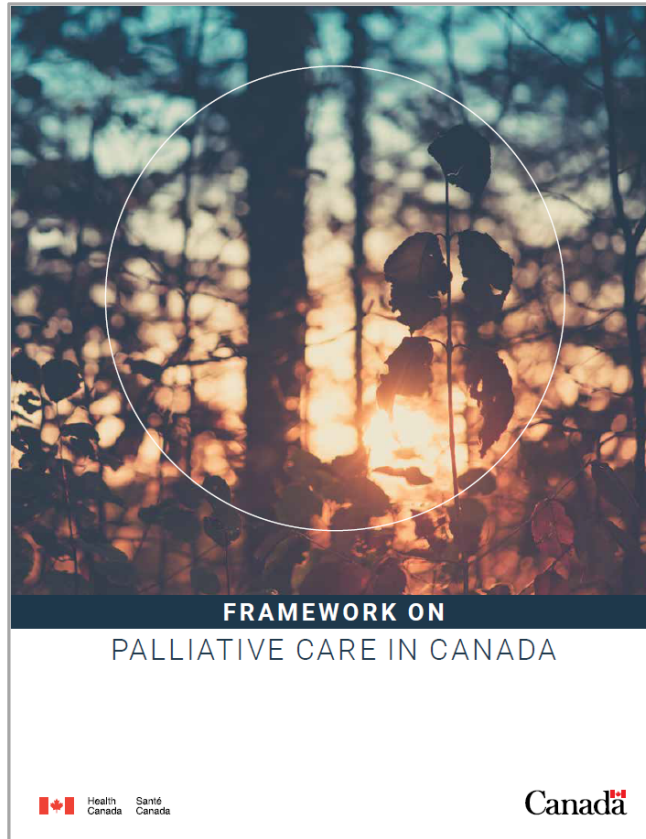


## Vision for the future:



*Improving access to care at home is vital not only to the quality of life for patients, but also to the sustainability of the healthcare system and a shift away from acute care provided in hospitals towards primary care in communities.*

# National & Provincial Framework:



# Mission: NB Framework



*Key Stakeholders working together to ensure high quality palliative care service in order to reduce the suffering for persons living with life-limiting illness and their families, from diagnosis to death.*

# Death & Dying in Canada

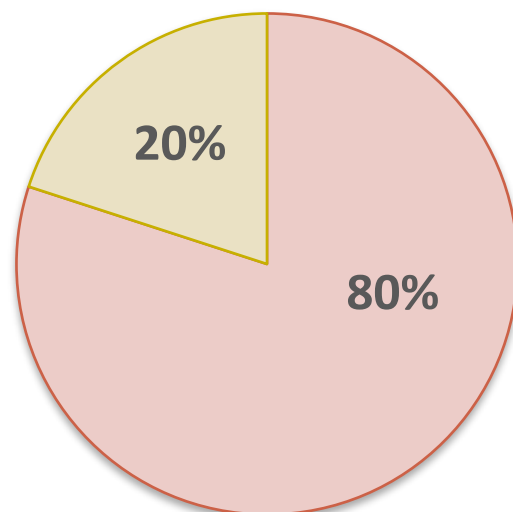


- Of the over 270,000 Canadians who die each year, 90% die of chronic illness, such as cancer, heart disease, organ failure, dementia or frailty.
- Despite Canadians' wishes to die at home, 60% die in hospitals.

# Location of death:

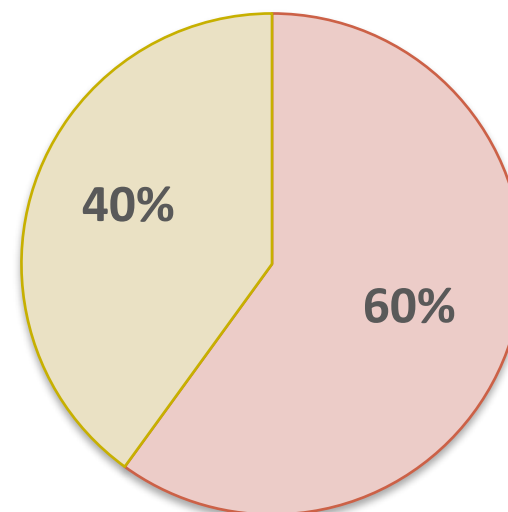


NB



■ Hospital ■ Home

Canada



■ Hospital ■ Home

# Current State: Ambulance New Brunswick



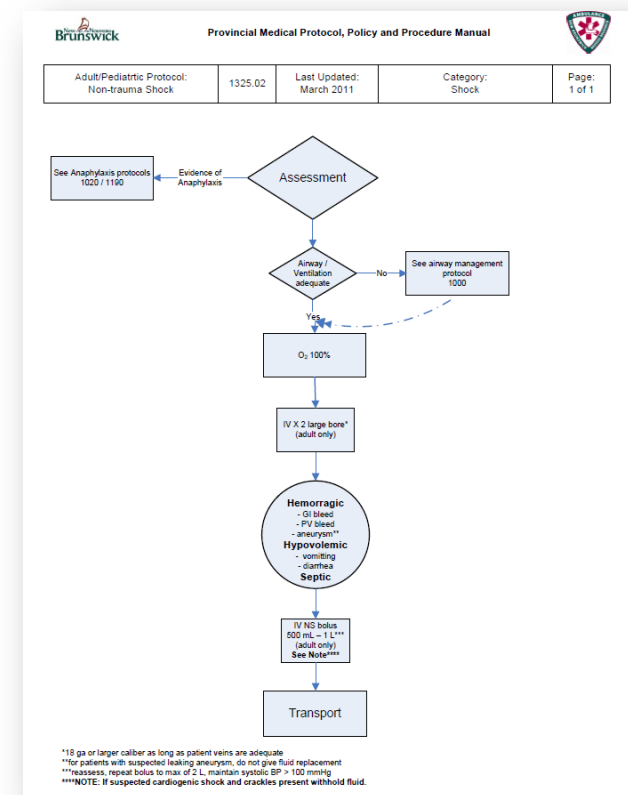
- 9-1-1 calls
- Transfer requests



# Palliative patients all transported...



Unless they refuse...  
Patient care protocols based on emergency care  
(not always appropriate)



# EMP palliative patients: care at home



- Team Approach
- Care Plan / Goals of Care



# Key Project Milestones



2018-19

- Project Kick-Off / Finalize work plan
- Ongoing communication / change management
- Obtain stakeholder input

2019-20

- Develop and finalize Model of Care: Spring 2019
- Paramedic training: Autumn 2019
- Go-Live: January 2020

# Paramedic Training



Pallium Canada  
**LEAP**  **PARAMEDIC**  
Learning Essential Approaches to Palliative Care

# Key Project Milestones



2020-21

- Data collection and analysis
- Focus groups / surveys
- Quarterly QA reports

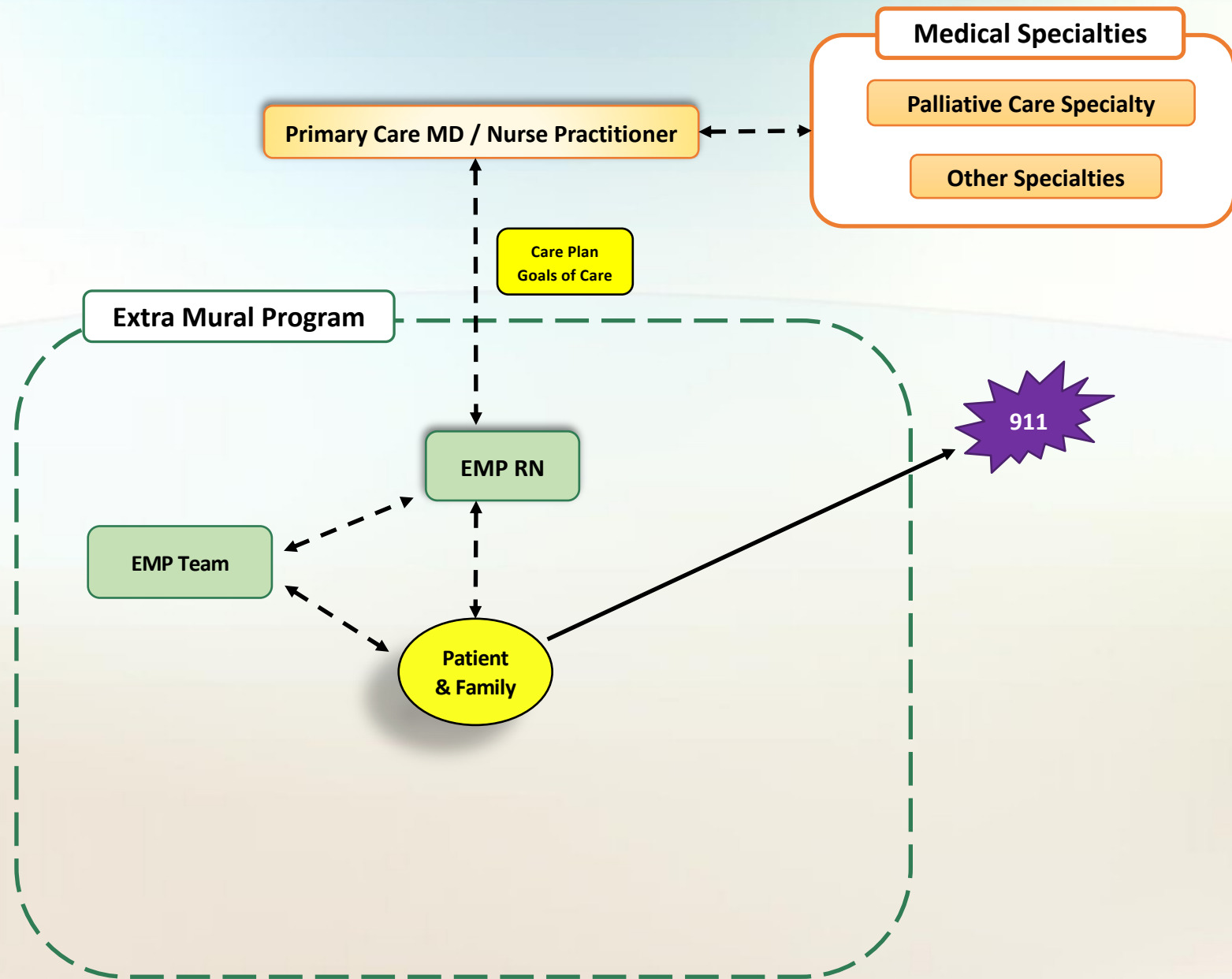
2021-22

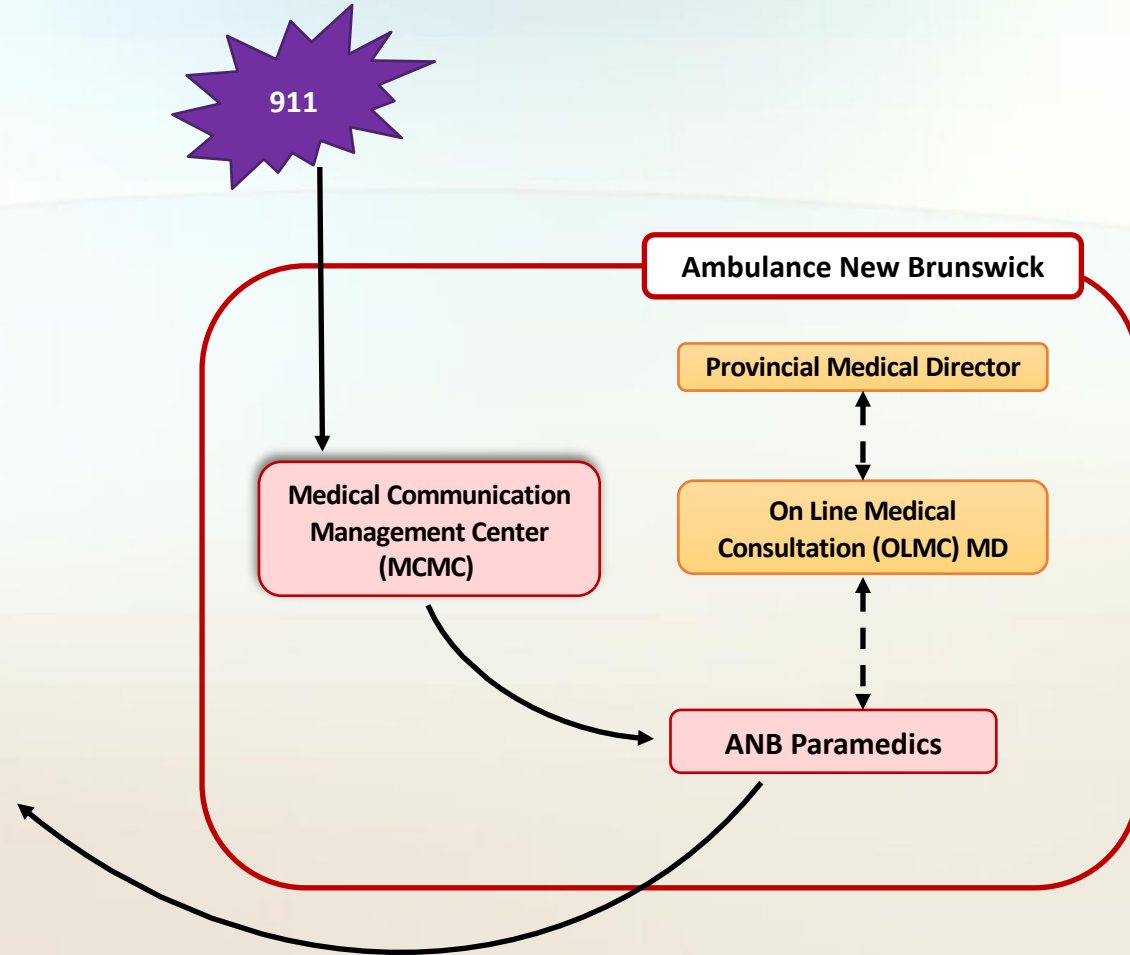
- Stakeholder Advisory Group meetings
- Annual Reports
- Sustainability planning

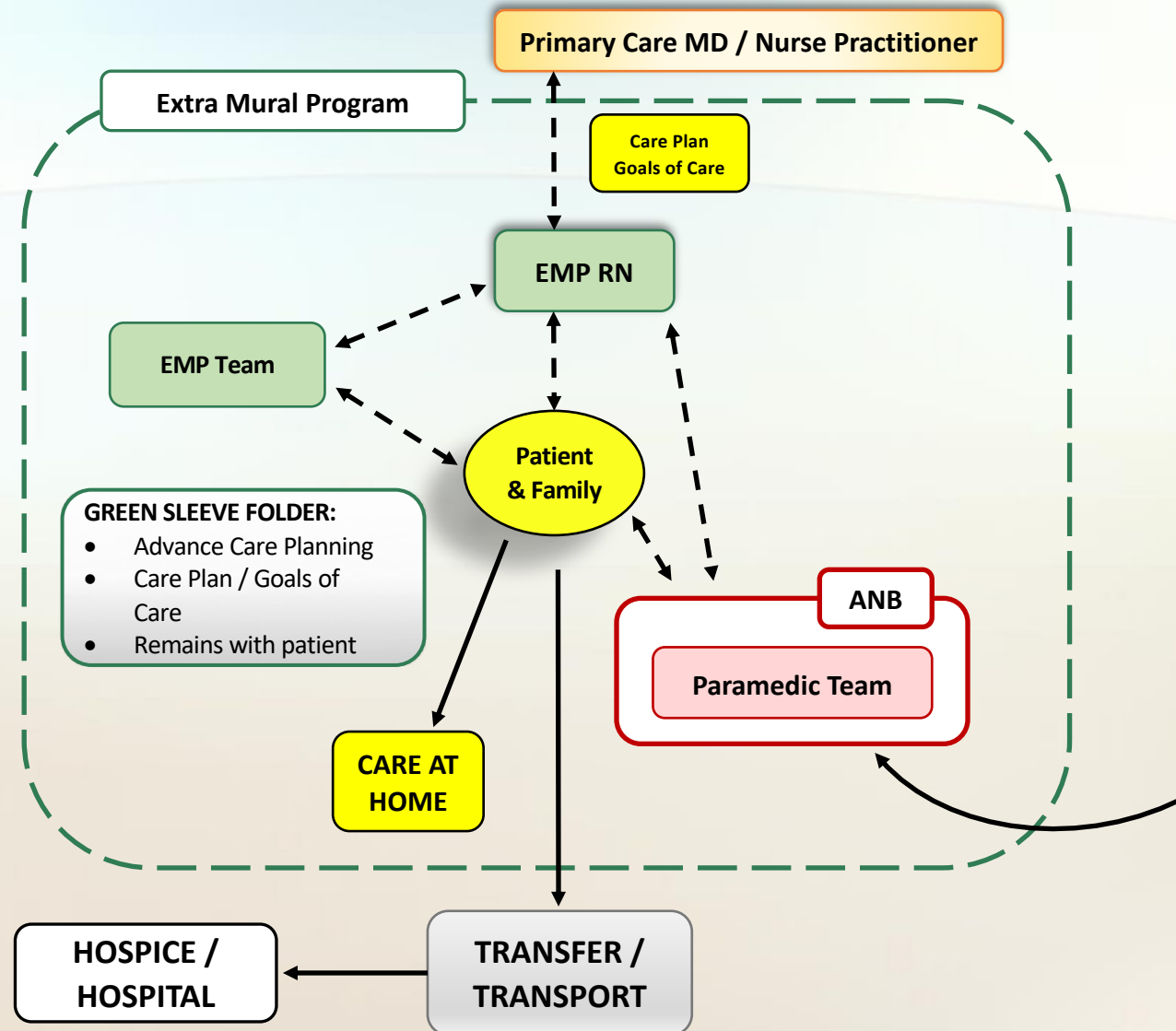


# Model of Care

DRAFT v1.3








## Project Goal: Expected Outcomes & Impacts

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*With this innovative and inter-disciplinary solution we aim to shift paramedic services for palliative patients from the traditional focus of transport towards supportive care in the home.*

A photograph of a forest in autumn. The ground is covered in fallen orange and yellow leaves. Several trees with similar foliage are visible, some in the foreground and others in the background. The scene is misty or foggy, creating a soft, ethereal atmosphere. The text is overlaid on the lower left portion of the image.

**We cannot change the outcome, but we  
can affect the journey.**

*Ann Richardson*



Thank you!

