Compassionate Communities in British Columbia

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Agenda

• Who we are
• Gaps & challenges in BC
• BC compassionate communities
• Goals and objectives
• Strategies
• Journey: from idea to reality
• Current projects
• Evaluation: evidence of benefits
Established in 2013
Funded by BC Ministry of Health

**Mission:** To help improve access to compassionate, person-centred care & supports for all British Columbians living with serious illness.
Focus areas:
• Catalyze Compassionate Communities
• Promote Advance Care Planning
• Facilitate Serious Illness Conversations
• Knowledge Translation

What we do
• Awareness
• Tools
• Training
• Coaching
• Evaluation
• Research
Gaps & Challenges in BC

Population:
- Aging
- Multi ethnic
- Chronic conditions
- Loneliness epidemic

Gaps in access to palliative care

Disparities in access
- Urban vs rural
- Cancer vs other serious illness
BC Compassionate Communities

Communities where people:

- have conversations “How to live well until end of life”
- support each other during illness, dying and loss.
Goals & Objectives

**Goal**
To maximize connection and well-being of all British Columbians who are affected by serious illness, frailty, dying and loss.

**Guiding Principles**
- Compassion
- Person-centred
- Inclusive
- Sustainable

**Caring for others is everyone’s responsibility**

**Role**
To support BC communities to become more compassionate & supportive of those impacted by a serious illness, frailty, dying or loss.

**Target**
By June 2018, we will engage and empower 50 community groups to implement compassionate communities projects across BC.
Strategies

- Promote
- Convene
- Inspire
- Engage
- Spread
- Mobilize action
- Celebrate
- Empower

Community
A Community Development Approach

Training
Networking
Tools & Resources

Community Organizations

New Ideas

Spread Success
Engagement
• BCHPCA conference
• Stakeholder engagement led by Dr. Kellehear
• Community outreach

Endorsement
• Provincial Advisory Committee for PC
• PH Officers' Council of BC
• Partners

Networks of care
• 67 CC projects across BC
• 48 community organizations
• 50% in rural/remote areas

Planning
• A White Paper
• Recruit partners: BCHPCA, Family Caregivers of BC, Healthy Communities BC Society
• Plan

Empowerment
• Seed Grants
• Toolkits, Training, Coaching
• Networking
• Public Awareness
• Community Talks
• Professional Education

Journey: from idea to reality

Q2-2015
Q3- 2015
Q4-2015
2016
2017
67 Projects

5 Provincial organizations

43 community organizations
70% are hospice societies

Community-based Project
Provincial Project
Current Projects: Examples
Beyond One Voice: Building Compassionate Community Through Dialogue and Song
Compassionate City: New Westminster

Supporting New Westminster to be first Compassionate City in BC

New West Hospice Society
Catalyzing 13 social changes to reduce negative impact of serious illness, caregiving, and bereavement in society.

Schools
City Council
People
Neighbourhoods
Peacetime Memorial March
Workplaces
Unions
Arts Community
West Coast Compassionate Project

Public workshops —
compassionate communications
grief support

High school students —
patient companion

Pacific Rim Hospice Society
Legacy Art Program
Advance Care Planning Conversations

Invites you to
Start the conversation on
Advanced Care Planning

Who would speak for you If you couldn’t speak for yourself?

Please Join us April 21, 2017 Please RSVP to Sherry Webster 250-985-5816

Time: 7:00 pm to 9:00 pm

This project is funded by the Seed Grants Program, a joint initiative between the BC Centre for Palliative Care and the BC Hospice Palliative Care Association, which is funded through a grant from the Ministry of Health
End of Life Game Conversations
Evaluation: evidence of benefits
## BC Evaluation Plan

<table>
<thead>
<tr>
<th>Evaluation Plan</th>
<th>Who is responsible</th>
<th>Tools</th>
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<tbody>
<tr>
<td><strong>A logic model</strong> (recommended)</td>
<td>Communities</td>
<td>Template &amp; examples [BCCPC]</td>
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<tr>
<td><strong>Evaluation measures</strong> (required)</td>
<td>Communities</td>
<td>Template &amp; examples [BCCPC]</td>
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<tr>
<td><strong>Final Report: evaluation questions</strong></td>
<td>Communities</td>
<td>Template [BCCPC]</td>
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<td><strong>Process measures: Implementation</strong></td>
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<td><strong>Outcomes measures: Results</strong></td>
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<td><strong>Benefits for public participants:</strong></td>
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<td>Peer-facilitated ACP sessions</td>
<td>Communities</td>
<td>Post-event survey [BCCPC]</td>
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<td>EOL conversation game</td>
<td>Communities</td>
<td>Post-event survey [BCCPC]</td>
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<tr>
<td>Other public events</td>
<td>Communities</td>
<td>Post-event surveys</td>
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<td><strong>Benefits for volunteers</strong> (knowledge, skills, confidence)</td>
<td>BCCPC</td>
<td>Post-training survey, End of project survey, &amp; focus group</td>
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<tr>
<td><strong>Benefits for community organizations</strong> (capacity, growth, trust, partnership)</td>
<td>BCCPC</td>
<td>End of project interviews</td>
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Seed Grant Application A
Appendix A: A LOGIC MODEL Example

Inputs
- What we invest (required resources)
  - Information/data
  - Staff
  - Volunteers
  - Money
  - Partners
  - Experts
  - Equipment

Activities (what we plan to do)
- Develop training manual
- Develop information packages
- Train volunteers
- Marketing
- Conduct workshops

Outputs
- Participation (who we will reach)
  - Persons with serious illness
  - Frail seniors
  - Home health care providers
  - Residential care providers
  - Family caregivers

Outcomes
- What the results are (in terms of learning/action/condition)
  - Change in:
    - Learning awareness
    - Knowledge and attitudes
    - Skills
    - Aspirations and motivations
    - Person/family satisfaction and confidence levels

- Change in:
  - End of life experience for families
  - Quality of life for patients

Project Goal
To provide respite for family caregivers whose loved ones are in their final days of life

Objectives
- Train volunteers to offer vigil services
- Offer emotional support by phone

Suggested Evaluation Measures
- # Families affected by the problem
- # Partners recruited
- Partners' contribution (cash and in-kind)
- # (and profile) of experts recruited
- # of volunteers recruited

A training manual developed
- Brochure created
- # Volunteers trained
- # Brochures distributed
- # Respite visits made
- # Families who received respite services (by type of service)
Key Accomplishments
Over 12-month

• > 75 volunteers trained (20 organizations)
• 105 public education and community events across BC
• > 100 tools developed by community organizations:
  ○ event toolkits,
  ○ educational/information materials (videos, brochures, presentations, posters...)
  ○ evaluation surveys
• Evaluation data available for every project
## Benefits for public participants

>90% of participants reported increased knowledge about:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>(n=177)</th>
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<tr>
<td>When to think about personal values</td>
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<td>When to speak about values</td>
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<td>Options for documenting wishes</td>
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<td>Who I would want to make my decisions</td>
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Data from public education sessions about advance care planning
Benefits for public participants

4-6 weeks after session:
initiated/continued their Advance Care planning

- Thought about personal values, beliefs and wishes: 29% increase
- Had ACP conversations with those close to them: 76% increase
- Created an ACP document: 69% increase
- Had ACP conversations with a health-care provider: 75% increase
- Had ACP conversations with a Substitute Decision Maker: 46% increase

Data from public education sessions about advance care planning (n=69)
Benefits for trained volunteers

**Increased knowledge: > 90%**

- Concepts and terms of ACP: 69% increase
- The ACP process: 60% increase

**Improved skills: >80%**

- Have required facilitation skills: 63% increase
- Know where further information can be found: 49% increase

**Improved confidence**

- Ability to explain & answer questions about ACP: 100% increase
- Ability to facilitate ACP workshop: 94% increase

Data from advance care planning training workshop for volunteers
Benefits for community organizations

Raised Profile

Health and Wellness award from the Chamber of Commerce!

have a regular spot on our local radio station

a new face .... a new reputation.

Community now see us as more than a support for end of life

Interviews with engaged community organizations after 12 months from project start date
Benefits for community organizations

Improved Connections & Partnerships

*It is another way of connecting with people on a one to one*

*made strong connections with our four sponsors*

*other organizations embracing our work and advertising for us*

*care facilities want us to continue our work with seniors*

Interviews with engaged community organizations after 12 months from project start date
## More info

**Address:** 300-601 Sixth Street, New Westminster, BC V3L 3C1

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**Twitter:** @BCC4PC

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## Contact

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Special thanks to **Terry Webber** for her significant contribution into the development of BC compassionate communities.
"Each one of us can make a difference. Together we make change."

Barbara Mikulski