

Hospice Palliative Care - ONTARIO'S BEST HEALTH AND SOCIAL CARE STORY

Right care, right place, right time - Individually focused, wholistic quality of life care to last breaths, wherever it's needed and wanted; at home, in a Hospice residence, in long-term care, and as needed, in a hospital.

"The visiting hospice volunteers allowed my partner to stay at home to die, and were so supportive of me, so that I could focus on my loved one in those last days."

"Once he was admitted to the hospice residence, I wasn't just his caregiver, I became his wife again."

"Hospice felt like a home away from home. I think that the hospice did a wonderful job of taking care of my husband during the last months and days of his life. Wonderful care and compassion from staff, [they] took time to answer questions and to talk to my husband [and] to give good care – no rushing off."

Working together, we can do better for less money – More community hospice palliative care is less costly than hospitals and helps ease the burden on acute care.

- Each year, **16,000 trained volunteers** help over **25,000 patients stay home** and support the well-being of family caregivers. More than half of family caregivers reported that hospice volunteer support helped **avert a trip to the ER saving the system \$10,000,000 in unnecessary ER visits.**
- Hospice Residences support about **10,000 patients each year, with 3,000 transferred directly from hospital and 7,000 admitted from home, freeing up 143,300 hospital bed days annually and with a cost of care that is \$89 million lower than in hospital.**

THE STORY OF EXCELLENCE: OUR STORY IN NUMBERS

The Auditor General noted the high quality and cost-effectiveness of community hospice care while calling for more access and capacity. Caregiver surveys highly rate the quality of life care, pain and symptom management, emotional and spiritual support, and ER diversion.*

In Residential hospice:

- **97%** said that all needs were being met
- **89%** gave a rating of "Excellent" for overall care
- **67% to 80%** gave a rating of "Excellent" for the quality of the patient's relief of physical pain and other symptoms, and spiritual and emotional support

When supported at home by hospice volunteers:

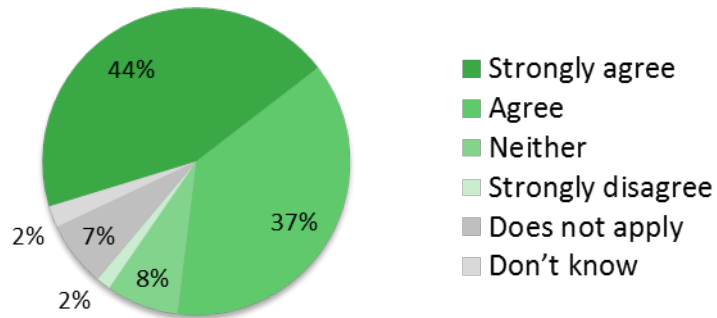
- **82%** said the care helped improved the patient's quality of life
- **53%** agreed the care averted unnecessary emergency room visits or hospitalizations

*Data from HPCO's real-time Metrics Platform survey and from The Caregivers' Voice Survey distributed by Home and Community Care.

The Caregivers' Voice on Care:

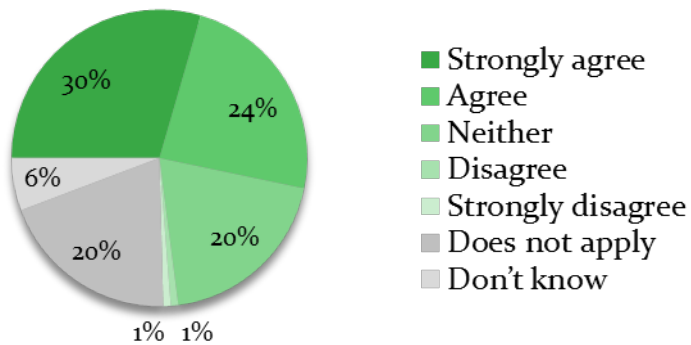
The visiting hospice volunteer(s) helped improve my loved one's quality of life in the last three months of life

82% agreed or strongly agreed that this care helped to improve the patient's quality of life

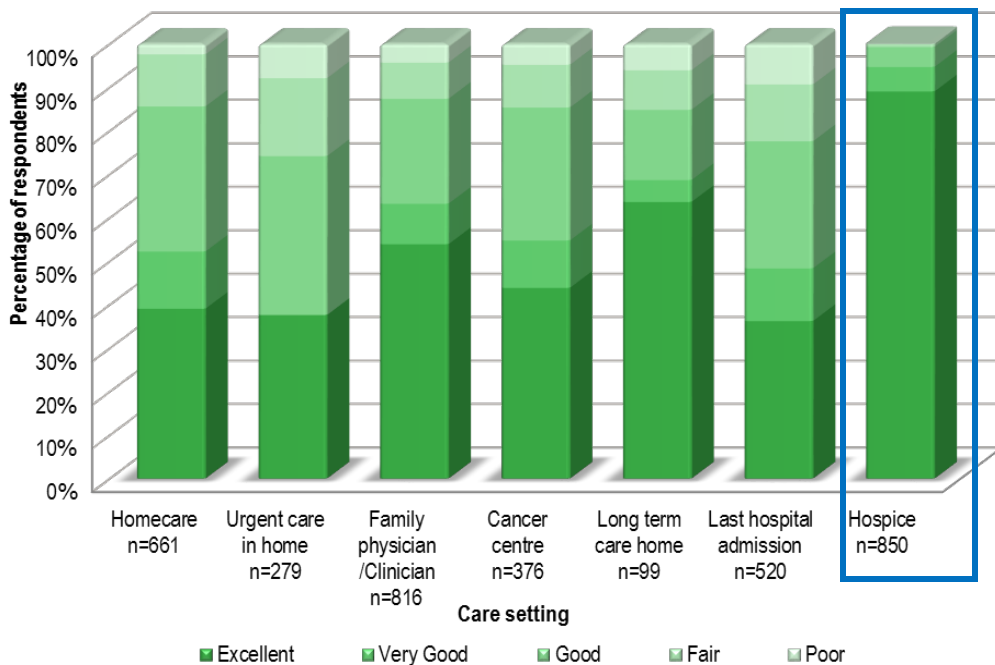


The visiting hospice volunteer(s) helped my loved one avoid unnecessary Emergency Department visits or hospitalizations in the last 3 months of life

53% agreed or strongly agreed that it helped the patient to avoid unnecessary emergency department visits or hospitalizations

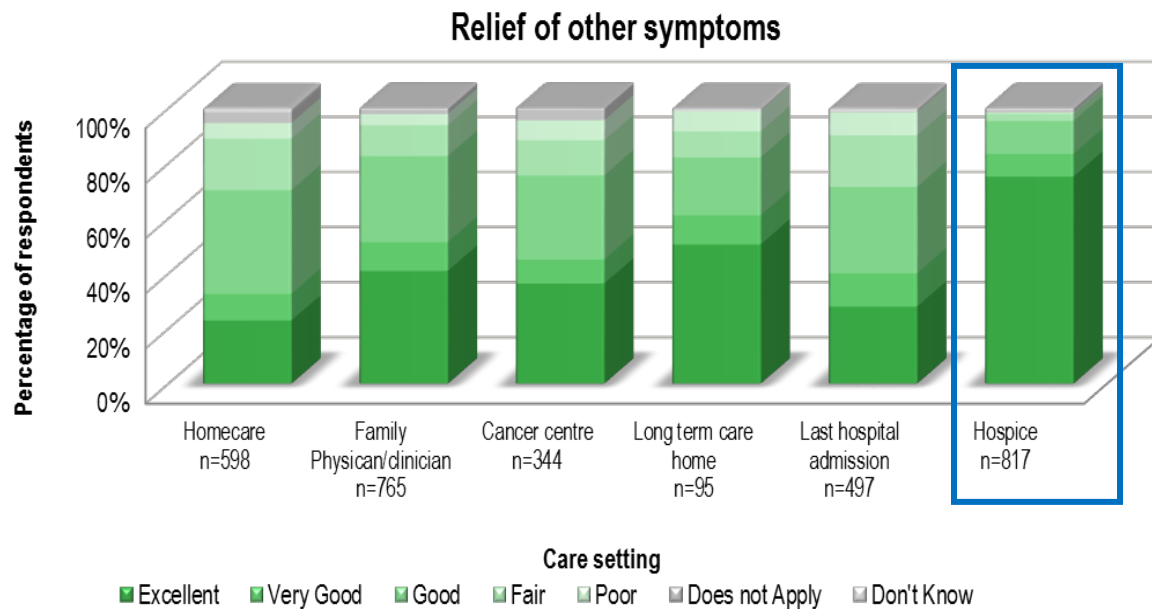
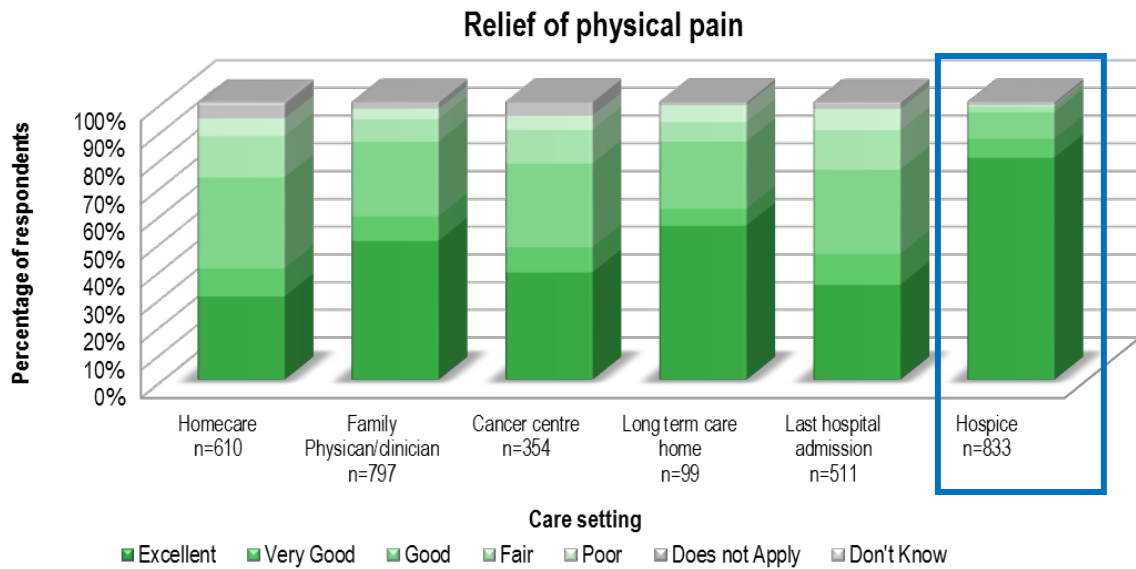


Level of care received in the last 3 months of life



Experience of Caregivers on the relief of the patient’s physical pain and other symptoms in six different care settings accessed in the last three months of life.

Note: “Hospice” in these charts refers to a Hospice Residence (in-patient) setting.



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