



Emerging Issues In Palliative Care—A Community View

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Utilization-Focused and Participatory

For research and evaluation to be sustainable it must:

- Be useful to all those involved in or affected by the evaluation
- Allow for multiple perspectives regarding the value of a program or service and what is meant by success
- Be fuelled by a collaborative, participatory approach in which all stakeholders have real input



Client Survey Guidelines

- survey administered after 3 points of service
- location of service is unimportant
 - it can be by phone and/or in person
- the goal is that they have had 3 points of contact with the Hospice Program that are reflective of the spirit of the services
 - clients have a representative idea of what the program is about
- the client having a typical day (i.e. nothing extraordinary—good or bad)



Question	Findings
I felt my care needs and preferences were well understood by my social worker.	87.5%
I felt like I was a part of the process in developing the plan of care for myself	87.5%
The volunteers that were involved with my care, met my needs.	83.33%
My family and I would have benefitted further by having a volunteer	75%
I received enough information from the Jewish Hospice Program to make informed decisions about what support we could access.	75%
My social worker made an effort to assist me with my emotional needs.	100%
My social worker made an effort to assist my family member with their emotional needs.	100%
The Hospice team was attuned to and respected my spiritual, religious, and cultural beliefs.	83.33%
My Hospice team was attuned to and respected my family member's spiritual, religious, and cultural beliefs.	100%
Overall, I felt the care I received from the Jewish Hospice Program contributed to my quality of life.	100%



How has your journey been impacted by the involvement of the Jewish Hospice Program? You are not required to share your story but if you want to share it, we want to hear it.

“My social worker is the best for me. I can't wish better.”

“I appreciate the emotional and rational advice that I have received. Alleviated my anxiety by giving me practical suggestions.”

“Hospice program has tried to meet all my needs that I have asked about.”

“We received an excellent care and information. Camp subsidy helped a lot. Social worker helped me with depression management and gave useful tips.”



Is there anything else you would like to tell us about the care provided by the Jewish Hospice Program, or suggestions you have for improving our services?

“You are doing an excellent job.”

“I appreciate (social worker’s) sympathetic and good advice. It has helped me. Thank you.”

“I think paid employees to accompany patient to hospital visits when a specific need arises would be a good idea.”



Caregiver Survey Guidelines

- survey administered after 5 points of service
- location of the service is unimportant
 - it can be by phone and/or in person
- the goal is that they have had 5 points of contact with the Hospice Program that are reflective of the spirit of the services
 - caregivers have a representative idea of what the program is about
- the caregiver having a typical day (i.e. nothing extraordinary—good or bad)



Question	Findings
My family member's care needs and preferences were well understood by our social worker.	100%
I felt like I was a part of the process in developing the plan of care for my family member.	80%
The volunteers met the needs of my family member.	100%
My family and I would have benefitted further by having a volunteer	60%
I received enough information from the Jewish Hospice Program to make informed decisions about what support we could access.	100%
My social worker made an effort to assist my family member with their emotional needs.	100%
My social worker made an effort to assist me with my emotional needs.	80%
The Hospice team was attuned to and respected my spiritual, religious, and cultural beliefs.	100%
The Hospice team was attuned to and respected my family member's spiritual, religious, and cultural beliefs.	100%
The care provided by the hospice social worker was consistent with my family member's goals of care.	100%
The social worker offered support to me for my grief.	75%
Overall, I felt the care my family member received from the Jewish Hospice Program contributed to his/her quality of life.	100%





How has your journey been impacted by the involvement of the Jewish Hospice Program? You are not required to share your story but if you want to share it, we want to hear it.

“My own journey was not really impacted by JF&CS. However, my father was treated like gold from the social worker. There was a Rabbi also assigned to his needs...”

“If Jewish Hospice Program and all of the other community supports- doctor, nursing, PSW, volunteer- were not involved, I would not have been capable of coping. My mother was able to stay at home until her death, which is what she wanted, because of the support we received.”



Is there anything else you would like to tell us about the care provided by the Jewish Hospice Program, or suggestions you have for improving our services?

“Keep doing the excellent work that you do. While the needs supplied by the program were not meant for me, I was able to see how the program helped my father on his final journey. It was something he really needed, and cherished. Thank you.”

“I am grateful and I feel supported with the help of my social worker”



Health Professional Survey Guidelines

- health professionals provided the survey after a working relationship has been established.
 - if this person has a representative idea of the Hospice Program at JF&CS)



Profile of Respondents

Position	Findings
Doctor	14.29%
Nurse	28.57%
CCAC Coordinator	28.57%
Clinical Nurse Consultant	28.57%
Other	0%



Question	Findings
I often refer my clients to the Jewish Hospice Program	100
Once the Jewish Hospice Program is involved, they work collaboratively with other health care professionals	100
The social workers with the Jewish Hospice Program were adept at understanding the biopsychosocial needs of the client.	100
The Jewish Hospice Program is able to connect my client and his/her family to relevant services	100
I believe that my client's quality of life was supported by the involvement of the Jewish Hospice Program	100
Compared to those not receiving services, the clients that are receiving care from Jewish Hospice Program are better off	100
I find the Jewish Hospice Program provides unique services not found elsewhere	100
Overall, I value collaborating with the Jewish Hospice Program	100



Why do you reach out to the Jewish Hospice Program? What does this service offer that is not found elsewhere?

“assist with linking to the holocaust funding”

“they can help my patients access services not available otherwise”

“Social workers are tireless in looking for/finding resources for the patients, no matter what it is. Other programs do not have the social workers make home visits to support patients. This is so important as people at end of life have a hard time going out and their families don't want to leave them to go for appointments for themselves.”

“Supports for holocaust survivors Link to Rabbi Counselling and grief supports”

“SW are easily accessible and often are agreeable to work collaboratively on difficult patients. Often will complete joint home visits with follow up as needed “

“Skilled social workers in dealing with palliative care patients, faith based knowledge in providing counselling and support services to patients ie Holocaust survivors”



Is there anything else you would like to tell us about the care provided by the Jewish Hospice Program, or suggestions you have for improving our services?

“at times would be nice to allow supports to non Jewish pts. some other hospice supports in the community do not have the services needed to support our unique pts”

“Awesome social workers, always eager and willing to help. Available, dependable and resourceful! Love working with them!”

“Social workers R and L are wonderful, knowledgeable, caring individuals that give 110% with each patient and family they visit. Excellent work!”



Evaluation Cycle

