

Palliative Pain and Symptom Management

Consultation Program

The Palliative Pain and Symptom Management Consultation (PPSMC) program supports service providers, in-home care agencies (Home and Community Care Support Services South East contracted service providers), long-term care homes, community support services, and primary care providers, by providing access to Palliative Pain and Symptom Management Consultants.

The program goal is to build capacity among front line care providers who are supporting individuals and families living with a life-limiting illness. PPSMCs provide consultation, education, mentorship, and linkages to palliative care resources across the continuum of care. Specifically:

- Assist service providers in the application of the Model Guide to Hospice Palliative Care (CHPCA 2002), assessment tools, and best practice guidelines;
- Offer consultation to service providers in person, by telephone, by video conference, or through email regarding care (e.g. assessment and management of pain and/or other symptoms);
- Promote the use of evidence based resources such as Cancer Care Ontario Symptom Management Guides and Palliative Care Collaborative Care Plans;
- Provide case-based education and mentoring;
- Offer information about palliative care resources in the Southeastern Ontario and across the province.

The program is one of consultation, not one of primary service delivery. The service does not provide direct patient assessment or care planning. As part of an education/coaching activity with a service provider, a patient may be present however the service provider remains the one responsible for the care. This service does not include responding to inquiries or education activities for the general public.

For more information, please see the Home and Community Care Support Services South East Palliative Care Education pamphlet by visiting the website at www.healthcareathome.ca/southeast/en/Partners/forms.

What is Hospice Palliative Care?

Hospice Palliative Care is appropriate for any person or family living with, or at risk of developing, a life-threatening illness due to any diagnosis, with any prognosis, regardless of age and at any time they have unmet expectations or needs, and are prepared to accept care.

-CHPCA 2002

Who do PPSMCs support?

- Home and Community Care Support Services South East Care Coordinators
- Health Service Providers
- Long-Term Care Homes
- Retirement Homes
- Primary Care Providers
- Community Support Services

Making a request

You may call the PPSMC direct number and a consultant will return your call; or, complete a referral form and fax it to Home and Community Care Support Services South East

Phone: 1-888-547-7744

Fax: 613-544-1494

PPSMC Referral Form

There is no charge for this service