



IAN ANDERSON
CONTINUING EDUCATION
PROGRAM IN
END-OF-LIFE CARE

**ANNUAL REPORT
2004-2005**

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ANNUAL REPORT 2004-2005
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IN END-OF-LIFE CARE
UNIVERSITY OF TORONTO

The Ian Anderson Continuing Education Program in End-of-Life Care has completed its fifth year. This year, the activities of Physician Leader Laura Hawryluck and Program Coordinator Nancy Bush have reached approximately 2,600 people this past year at events across the country.

Our major activities in the last year were:

- Teaching and program promotion
- Collaboration with Educating Future Physicians in Palliative and End of Life Care (EFPPEC)
- Surgery specialty initiatives including collaboration with the American College of Surgeons to create a DVD on error disclosure and end-of-life decision-making
- Publication of new modules on Grief and Bereavement and Decision-Making in Pediatric Palliative Care.
- Development of a DVD on advance care planning – collaboration with the Medico-Legal Society of Toronto, the Change Foundation, Law Society Foundation and the Ontario Seniors' Secretariat of the Ministry of Citizenship and Immigration
- Development of relationships and links at local, provincial, national and international levels
- Anderson Program website expansion
- Collaboration on development of a new website through Princess Margaret Hospital serving the needs of cancer patients, families and healthcare providers
- Development of the Standardized Colleague as a teaching/evaluation tool to improve the provision of quality end-of-life care
- Collaboration with Providence Centre in British Columbia to create a DVD to teach how to facilitate communication and decision-making with Patients and Families
- Collaboration with the continuing education program in palliative care, University of Toronto/Ministry of Health and Long-Term Care End-of-Life Care Distance Education Program for Family Physicians
- Development of a research proposal for CIHR: Teaching the Caregivers: a project whose time has come
- Collaboration with the Medico-Legal Society of Toronto in developing teaching materials and programs for both Undergraduate and especially Postgraduate Programs at University of Toronto
- Collaboration with the Adult Hospital & Critical Care Admission, Discharge and Triage Working Group, Ministry of Health and Long-Term Care Steering Committee to develop guidelines for triage and care of the dying in the event of a flu pandemic in the province of Ontario
- Planning for future projects and educational events



While it has been a great year for developing collaborations, new teaching tools and resources, we have been fiscally conservative and funds remaining from the five-year grant will sustain the program through a sixth year.

TEACHING AND PROGRAM PROMOTION

➤ 2004-2005 Lectures and Workshops

The chart of activities at the end of this report will give a sense of the numerous speaking engagements undertaken by Program principals to advance the cause of improved end-of-life care in this country. Some of these are discussed in greater detail on the following pages.

➤ Media Coverage

- In March 2005 Dr. Hawryluck appeared on *The National*, speaking with reporter Paul Hunter about advance care planning in Canada. This interview occurred in response to the unfortunate case of Terri Schiavo in Florida. Dr Hawryluck's discussion focused on how advance care planning and talking to families and loved ones could better inform decision-making in future situations of serious illness and result in better quality end-of-life care. The legal situation in Canada was also discussed as well as whether such events as seen in this American case could ever occur in Canada.
- As part of 'A Revolution in Dying', an expansive series of more than twenty articles published over eight days on the state of end-of-life care in Canada, *Ottawa Citizen* reporter Andrew Duffy interviewed Laura Hawryluck about a controversial medical case in a piece entitled "End of Life Dilemmas". The full-page article explored the case of an ICU patient with advanced Alzheimer's Disease, the conflicts that arose with family members over the degree of her care, and the steps taken to address that conflict. A second follow-up article discussed the ethical and legal issues of such dilemmas in practice, how they can be avoided and what to do if they occur.
- The Discovery Health Network Gemini-award nominated program "Medical Hotseat", hosted by Avery Haynes, invited Dr. Hawryluck to participate in a discussion on the hot-button topic of euthanasia with three other panelists: Catherine Frazee, author, teacher, human rights activist and former Chair of the Ontario Human Rights Commission; JoAnne Schachtel, member of the group Dying with Dignity and widow of artist Ray Arnatt, who chose to end his battle with ALS by starvation; and U of T bioethicist Wayne Sumner. The program debated the ethical and legal issues surrounding the legalization of assisted death in Canada in view of two recent cases. The program will air in May 2005.



- Laura Hawryluck continues to be a media contact for the University of Toronto and the Royal College of Physicians and Surgeons of Canada on end-of-life care.
- The Minnesota Associated Press bureau contacted the Anderson Program to let us know how helpful Dianne Longboat's module "Indigenous Perspectives on Death and Dying", particularly the sections on funeral rites, was during the process of writing the difficult stories about the victims killed in the Red Lake reserve high school shootings in March 2005. Staff had found the site when searching the Internet for background information. The module was also passed on to the funeral home handling many of the funerals and to the local newspaper covering the story.

➤ **Conference Exhibits**

- The Anderson Program again took exhibit booths at the November 2004 Pain & Symptom Management Conference and the April 2005 15th Annual Provincial Conference on Palliative and End-of-Life Care. We talked to many people now using the modules in various settings for teaching and self-study.
- As well, the Program exhibited at the conference, Advanced Learning in Palliative Care, in Tremblant, Quebec February 17-20, 2005. More than 100 palliative care physicians, many Anderson Program opinion leaders from across the country, attended this conference, presented for the second year. The planning committee was chaired by Dr. Larry Librach and included a number of Anderson Program speakers and project partners as presenters.

EDUCATING FUTURE PHYSICIANS IN PALLIATIVE AND END-OF-LIFE CARE (EFPPEC)

This project is a direct result of the work of the Senate Steering Committee on End-of-Life Care, of which Dr. Librach and Laura Hawryluck were members. The project is co-facilitated by the Association of Canadian Medical Colleges (ACMC) and the Canadian Hospice Palliative Care Association (CHPCA). The management committee was structured to partner those involved in end-of-life care and education with those involved in providing education in undergraduate and postgraduate medicine and includes representatives from several universities, ACMC, CHPCA and Health Canada, with Dr. Alan Neville of McMaster University as chair.

The project goal is that by the year 2008, all undergraduate medical students and clinical postgraduate trainees at Canada's seventeen medical schools will receive education in palliative and end-of-life care so they will graduate with common core competencies in these areas. In addition, the EFPPEC program seeks to ensure that postgraduate trainees in all core specialty-training programs (Medicine, Surgery,



Anesthesia, Psychiatry, Pediatrics and Family Medicine) will achieve a core level of competency in caring for dying patients and their families.

Since its inception last year, the EFPPEC program is really starting to take shape. Dr. Larry Librach, the designated physician leader member of the management committee of the EFPPEC project continues his work with the strategic committee at the National level. This committee held an inaugural meeting in Saskatoon in April of the National designated representatives from each University. The goal of this meeting was to share initiatives, discuss gaps in learning objectives and create strategies to overcome barriers to developing and implementing educational materials and curriculum in the Undergraduate setting. The meeting also highlighted existing programs such as the Anderson Program, Canadian Virtual Hospice and the new Pallium Project Learning Essential Approaches to Palliative Care (LEAP) Program and discussed how these programs can be adapted to meet undergraduate and postgraduate educational objectives. Small working groups were formed to identify educational objectives and develop strategies for change. Dr. Hawryluck (the University of Toronto EFPPEC co-leader with responsibility for postgraduate programs) and Dr. Monica Branigan – in lieu of Dr. Albert Kirshen (co-leader for the undergraduate program) who had conflicting commitments – participated in the meeting.

At the University of Toronto, the undergraduate and postgraduate specialty program directors each appointed representatives to sit on the respective committees. The undergraduate EFPPEC committee has met on a couple of occasions. These meetings have served to identify the components in all four years of the curriculum at the University of Toronto that deal with palliative and end of life care. The nationally developed core competencies and learning objectives were reviewed. Plans exist to meet with the undergraduate program coordinators and the Clerkship Committee to outline the EFPPEC program and discuss strategies to reinforce learning, model quality end-of-life care and evaluate trainees' competence in this area. Ensuring we improve the education that our students receive in end-of-life care is a pressing need: the issue was identified as one requiring attention in the last accreditation process and must be addressed before the next round of accreditation occurs in 2011.

The Postgraduate Program Committee has also had opportunity to meet to discuss the University of Toronto specialty training programs educational content in end of life care. The meetings provided an opportunity to share experiences and existing education material and methods as well as to discuss means of evaluation. We have been informed that end of life questions will be making appearances on the Royal College exams and that the new ITERS and FITERS will have to include evaluations of these skills. The Anderson Program website will serve as a depository of teaching material and facilitate exchange of materials, methods and techniques to ensure the EFPPEC goals are achieved at the University of Toronto. The Anderson Program will also help facilitate the development of new materials and help identify skilled faculty to teach based on individual program needs.



The postgraduate EFPPEC committee at the University of Toronto has also been asked by the National Project to take the lead to develop draft core competencies and educational objectives for the identified core specialty programs as listed above. After the last committee meeting, it was agreed that Dr. Hawryluck would develop a draft to present initially to the local postgraduate committee for discussion. Subsequently these will be vetted to the national steering committee for input and eventual adoption. Anticipated completion of these objectives for national committee review is early September.

Once developed further, we anticipate that the educational material and curricula developed at the University of Toronto will serve as a model for other medical schools across the country.

SURGERY SPECIALTY INITIATIVES

- Last year Dr. Alexandra Easson was asked to create an educational video and module on disclosing medical error and dealing with end-of-life issues by the Task Force on Surgical Palliative Care and the Task Force on Interpersonal and Communication Skills of the Division of Education at the American College of Surgery. The University of Toronto is the only Canadian University within the American College of Surgery and this honour bespeaks the acknowledgement of her skill, her enthusiasm and her vision for change. Dr. Easson invited Dr. Hawryluck and the Anderson Program to help her in this exciting and important endeavour. The Anderson program will gain considerable international exposure from this collaboration. The budget for the proposal was \$14,000 – applied for and granted by the American College of Surgery. We are pleased to report the completion of two DVDS on surgical error and communicating about end-of-life issues. The American College of Surgeons was very pleased with the end product, launched by the College to excellent reviews. It will be promoted as a teaching resource to improve the communication skills of all surgeons. The development of accompanying education material is ongoing.
- As reported in the 2003-2004 Annual Report, Drs. Easson and Hawryluck applied for and were awarded a \$20,000 Dean's Excellence Fund grant to use the ACS video and material to teach surgical residents communication skills, ethics and law and to evaluate its effectiveness as a teaching tool. As part of the proposal, they are working with Dr. Lorne Rotstein to create an OSCE exam for all general surgery trainees to assess their communication skills, their ability to facilitate decision-making, to care for patients and the end of their lives. The funds for the project are matched by the Department of Surgery.
- To meet the objectives of the Dean's Excellence Fund research project, plans are to host an initial faculty development half-day conference within the Department of Surgery on May 13, 2005. Faculty members will be invited to develop OSCE



questions and discuss evaluation templates and strategies. Each OSCE station will use standardized patients, families and colleagues. Subsequent to this half-day, it is anticipated faculty will finalize the station development and the OSCE will be held this fall. An education session using the ACS DVDs will then follow and the OSCE will be repeated as outlined in the Dean's fund application.

This project will allow us to assess how well the University of Toronto's General Surgery Program is currently meeting CANMEDS 2000 objectives in regards to training residents to be professionals, communicators, collaborators, health advocates and managers. The ACS DVD educational intervention will be used to improve knowledge and skill in dealing with error and end of life issues. The follow-up OSCE will be used to measure the effectiveness of this teaching intervention. It is anticipated that the OSCEs will identify areas in need of expansion or improvement in the program and will therefore help guide the development of future Surgery Program activities.

NEW MATERIALS

➤ Publication of Two Modules

- **Pediatric Module on Decision-Making at the End of Life.** Dr. Gerri Frager of Dalhousie University and Yarrow McConnell, Dalhousie Class of 2005, have written the module, 'Decision-Making in Pediatric Palliative Care, with the input of an extensive advisory group of Canadian and American physicians, nurses, social workers and clergy. This module involves all aspects of decision-making at the end of a child's life, from the perspective of the child, the family and the healthcare providers involved. A slide presentation accompanies the module and it has been approved for two hours of Mainpro-C by the College of Family Physicians of Canada for use in small groups.
- **Grief and Bereavement:** This eagerly anticipated module, written by Larry Librach with Pauline Abrahams, is now on the Anderson Program website. The module addresses this sensitive subject to help healthcare professionals deal with patient and family grief. It too has a slide show to be used in teaching and has Mainpro-C CFPC accreditation.



➤ **Development of a DVD on Advance Care Planning**

The Anderson Program is well underway in its development of videos on advance care planning to facilitate informed decision-making at the end of life.

The goal of the project is to develop two innovative educational DVDs:

- For healthcare providers
Using standardized families. To teach healthcare providers the necessary communication skills to facilitate advance care planning which meets current Canadian ethical and legal standards.
- For the Canadian public and their lawyers
To ensure advance care planning decisions by patients and their substitutes are informed by describing 1) what decisions they will/may face, 2) what the choices and treatments entail, 3) the different contexts in which they may be needed and 4) the benefits, burdens and alternatives to such therapies.

The multidisciplinary working group includes representatives from the Advocacy Centre for the Elderly, Alzheimer Society of Ontario, Centre for Research in Education at the University of Toronto, Consent and Capacity Board of Ontario, Medico-Legal Society of Toronto, Ontario Seniors' Secretariat of the Ministry of Citizenship and Immigration, Palliative Care at Princess Margaret Hospital/ University Health Network, Temmy Latner Centre for Palliative Care at Mount Sinai Hospital and the University Health Network ICU team.

Dr. Hawryluck, with Linda Nusdorfer, Clinical Nurse Specialist, MSICU, University Health Network, Jan Oldreive, Executive Director Medico-Legal Society of Toronto, and Douglas Buller, Research/Resource Coordinator, Centre for Research in Education, Faculty of Medicine, University of Toronto, applied for funds to help support this project from the Change Foundation. They were delighted to receive notice that their application was successful. Additional funding was also granted by the MOH/Alzheimer Strategy (\$20,000) to help with development and the Law Foundation (\$4,500) to aid with distribution.

Dr. Hawryluck has formed a multidisciplinary committee of lawyers, bioethicists, intensivists, the public and government representatives to help develop script content and format. The draft of the script and outline of the DVD format is almost finalized thanks to the incredible efforts of Mr. Buller. Mr. Buller is currently developing storyboards and working with Dr. Hawryluck to determine filming location. Negotiations with ACTRA are ongoing and the hope is to have completed casting by August and to film in September.

These DVDs will eventually be placed in physicians' and lawyers' offices and serve as innovative and powerful tools to facilitate decision-making, ensure everyone is more informed and yet save time by providing baseline information and allowing



patients and clients to generate questions and thoughts regarding advance care planning prior to meeting with their physician and/or lawyer or substitute decision-makers. As such the video will potentially have a very large impact on the Canadian public and ensure these difficult decisions regarding therapeutic interventions at the end of life are better informed and well reasoned. An accompanying guide will also be developed to provide further information and contact numbers of relevant Government branches. The Anderson Program, the Medico-Legal Society of Toronto, the Ministry of Health and Long-Term Care, the University Health Network and Baycrest Centre Foundations will help with this eventual distribution.

DEVELOPMENT OF RELATIONSHIPS AND LINKS AT LOCAL, PROVINCIAL AND NATIONAL LEVELS

Below are some highlights of our relationship building in the fifth year of the program. Please refer to the activities chart for a complete list of events.

LOCAL

- The Latner Centre for Research in Palliative Care, a cross-institutional centre of excellence in supportive/palliative/end-of-life care, officially opened January 12, 2005. Mt. Sinai Hospital has provided the centre with over 5,000 sq. ft. dedicated to research, education and administrative offices. We would be pleased to assist/collaborate with Larry Librach, the W. Gifford-Jones Professor in Pain Control and Palliative Care at U of T and the director of the Temmy Latner Centre for Palliative Care at Mount Sinai in whatever way we can once the activities are developed further.
- **Caringtotheend.ca: “One Stop Shopping” Online for Palliative Care Information**

This Princess Margaret Hospital/University Health Network project is a new resource for cancer patients receiving palliative care, their caregivers and their health care teams that includes information adapted from the Anderson Program. Officially launched March 10, 2005, this Internet-based initiative, a Web site entitled *Caring to the End of Life*, addresses the needs of patients and caregivers, and forges a strong link with health care providers in the community. By using tailoring features that help identify salient health issues, the Web site helps with problem solving, planning, and resource and care management, by providing the right information when it is needed. The site, found at www.caringtotheend.ca, is divided into sections that tailor information to the specific needs of each user whether they are a patient, family member or caregiver, or health care professional. The information section for health care providers includes information adapted from the Anderson Program’s teaching modules that is useful to health care professionals with patients who require palliative care, and to those patients who are looking for information at a clinical



level. Video introductions to the site functions and narrated content add a human touch and help guide the user through the various features of the site. This resource will support patients, caregivers and health care professionals during a very challenging time in the continuum of care.

➤ **University of Toronto Faculty of Medicine Teaching**

Some highlights of the University of Toronto teaching schedule were:

- Seminars with first, second and fourth-year medical students on communications skills, ethical and legal issues, breaking of bad news and quality end-of-life care
- CRISP Ethics Seminars – Topics included Capacity, Consent, and End-of-Life Decision-Making
- Critical Care Medicine Education Seminar Series for U of T Residents – workshop on ethical and legal issues at the end of life in the ICU
- Nephrology Postgraduate Trainee Education Seminar Series on Futility and end-of-life issues
- Respiriology Postgraduate trainee Education Seminar Series on End-of-Life Decision-Making
- International Interdisciplinary Wound Care Course – continuing education course presentation on pain management in wound care at the end of life
- Joint Centre for Bioethics Clinical Ethics Rounds and MHSc Program – presentations on the legal and ethical issues at the end of life
- Major donor luncheon, Faculty of Medicine – Well-received lecture entitled “The Anderson Program: A success story”

➤ **Scarborough CCAC Palliative Care**

Laura Hawryluck was invited to speak again at the Scarborough CCAC Palliative Care Grand Rounds on “Pathological Denial: Doctor/Patient Communication” in May of 2004 and in March of 2005 on “Pandemics: Duty to Care and Disaster Management”. Her presentation included discussion regarding the challenges of caring for dying patients in these situations. Nearly 100 people from the local palliative care community attend these monthly two-hour rounds.

PROVINCIAL

➤ **Pandemic Flu Planning Committee**

Dr. Michael Christian from McMaster University invited Dr Hawryluck and the Anderson Program to join the Adult Hospital & Critical Care Admission, Discharge and Triage Working Group, a provincial committee to develop critical care admission and discharge triage guidelines in anticipation of a future flu pandemic. The committee membership is made up of experts in infectious diseases, Canadian and U.S. military procedures, public health, intensive care, and Ministry of Health and Long-Term Care guidelines. Dr. Hawryluck was specifically asked to join the



committee in view of her expertise in both critical care medicine and in caring for the dying within the critical care field. The committee, led by Dr. Christian, reviewed the ethical, legal and military issues and models in triage. Dr. Randy Wax (of Toronto's Mt. Sinai Hospital ICU) and Dr. Hawryluck were made specifically responsible for developing a draft set of recommendations tying ICU survival scores to traditional military triage systems. These survival scores have never been used to triage patients before – this had not been their intended purpose when originally developed. Yet they will provide some scientific basis and some fairness and transparency in the use of critical care resources determining who is given a chance at survival and who will be treated with compassionate care only should they come to need ICU care if a pandemic ever does arise. The Committee tabled its recommendations this spring.

➤ **Ontario Seniors' Secretariat**

Our partnership with the Seniors' Secretariat of the Ontario Ministry of Citizenship and Immigration, under Ontario's Strategy for Alzheimer Disease and Related Dementias, was renewed with the joint project to develop a DVD on advance care planning and its impact on end-of-life decisions (see the section on the DVD).

➤ **University of Toronto/Ministry of Health and Long-Term Care End-of-Life Care Distance Education Program for Family Physicians**

The U of T/MOHLTC palliative care continuing education course offered to family physicians in Toronto and York and Simcoe Counties, under the Ministry Palliative Care Initiative II plans, was fully rolled out in 2004-2005. The Anderson Program collaborated with course director Dr. Anita Singh in development of a revamped program that includes two videoconferences and five online modules. Approximately 20 family physicians took part in the first full year of the course. The course website includes pre- and post-tests, study materials and video vignettes specific to each module, allows for discussion within designated groups and contains an extensive reference list with readings linked from the University of Toronto Library website (to which registrants are given access for the duration of the course). Nancy Bush, Anderson Program coordinator, is also the administrator for the new course, and the Program is recognized on the site as a partner in the course.

The final component of the course is a one-day event, "Heart to Heart: Communication Skills Essential in Palliative Care". The day uses standardized patients and families in various scenarios and drew on Laura Hawryluck's extensive work with SPs as well as that of the experienced staff of the University of Toronto SP Program. The pilot presentation of "Heart to Heart" in September of 2004, offered to those who had taken the small group program in previous years, was extremely well received. Some participants had never had exposure to standardized patients and families and all agreed that it was an excellent learning opportunity.



➤ **11TH Annual Conference: The Science & Art of Pain and Symptom Management**

Anderson Program faculty member Larry Librach and Dave Davis, Associate Dean, Continuing Education, Faculty of Medicine, University of Toronto, presented the workshop “Education in Pain and Symptom Management: What Works” to approximately 70 registrants of this multidisciplinary conference. Russell Goldman, also an Anderson Program faculty member, was the organizer of the 2004 conference.

➤ **Office of the Public Guardian and Trustee Training**

Given the important role the Ontario Office of the Public Guardian and Trustee plays in medical decision-making, particularly around the end of life, and her close ties to the office arising from her clinical work, Laura Hawryluck was invited to take part in the OPGT Treatment Decision Consultant training day in April 2005. Participants included staff from offices across the Province as well as the Public Guardian herself. Prior to this presentation, the staff of the Public Guardian’s office had never received training in decision-making at the end of life when life-sustaining interventions were involved. They had never been taught even the basics of life-sustaining interventions, what they could and could not potentially achieve. Yet these staff members have the responsibility of working with medical teams across the Province to determine what would be in a given seriously ill patient’s best interest. Dr. Hawryluck spoke on life-sustaining interventions and decision-making in the ICU. She also revised their case worksheets to facilitate the gathering of pertinent information and improve the quality of their decision-making with the medical teams. The 2-½ hour presentation and the handouts were very well received – all participants gave the morning session an excellent review and felt the information was extremely helpful. In return, the office of the Public Guardian and Trustee has volunteered to help teach undergraduate and postgraduate trainees at the University of Toronto about their role under the current legal framework in Ontario. Dr. Hawryluck passed on the offer to Dr. Monica Branigan (Undergraduate) and Dr. Ken Locke (Postgraduate Internal Medicine/CRISP Program) and Drs. Lorne Rotstein and Alexandra Easson (Postgraduate Surgery Program).

➤ **Law Society of Upper Canada: Consent and Capacity**

The Law Society of Upper Canada’s conference on consent and capacity was considered a mandatory update for all Legal Aid lawyers appearing before the Consent and Capacity Board of the Province of Ontario. Over 100 lawyers participated in October 2005. Dr. Hawryluck was invited by the conference organizers to discuss a day in the life of an ICU and to explain the complexities of decisions faced by patients, families and the medical teams regarding life-sustaining and palliative interventions. She was also asked to reflect on recent groundbreaking Superior Court decision (*Scardoni v Hawryluck*) that epitomized some of the common legal and ethical dilemmas. The goal of this presentation was to educate



the legal counsel in order to improve their ability to provide legal advice and to represent best interests as they advise people both when developing an advance care plan and as when assigned to represent incapable patients in the future actions before the Consent and Capacity Board.

➤ **15th Annual Provincial Conference on Palliative and End-of-Life Care, Toronto**

Laura Hawryluck, Kerry Knickle and Alexandra Easson (Department of Surgery) were invited to present a standardized patient workshop, 'Standardized Colleagues: Bringing to Life the Depth and Complexities of Collegial Conflict in End of Life', at this annual conference, held April 3-5, 2005. Approximately 450 multidisciplinary palliative care providers attended this year. Larry Librach heads the organizing committee of this conference.

NATIONAL

➤ **Associated Medical Services**

Dr. Alexandra Easson and Dr. Joseph Mikhael have been identified as the AMS Fellows in End-of-Life Care in Surgery and Medicine respectively. The University of Toronto is the only University to have a fellow in Medicine as well as one in Surgery. The goal of the AMS fellowship program is to identify and model ways to improve the quality of end of life care provided on hospital wards. The Anderson Program has pledged to assist the two AMS fellows in whatever ways we can. The Anderson Program will also seek to integrate their efforts with those of the EFPPEC project in order to capitalize on resources, reinforce all educational efforts and improve the quality of end of life care within Toronto.

➤ **Providence Health Care Centre DVD on Communicating Bad News**

The Anderson Program was approached by Providence Health Care in Vancouver to review an educational DVD called "Giving Bad News: Practical Advice for End of Life Situations" that examines two settings: doctor/patient in the office and health care team/family meetings in the ICU. The project incorporates and relies extensively on materials from the Anderson Program. A handbook will accompany the DVD/video to provide more information and outline various ways the DVD can be used with individuals and groups (for teaching and continuing professional education). Dr. Hawryluck was asked to review both the DVD and accompanying materials and to provide feedback to improve the quality of the project. She also identified others at the University of Toronto to facilitate an even broader peer review process. The DVD is expected to be released in the near future and will provide a valuable teaching resource for multi-professionals at all levels of training (undergraduate to continuing education).



➤ **Development of a research proposal for the Canadian Institutes of Health Research – “Teaching the Caregivers: a project whose time has come”**

Increasingly, Canadians want to die at home surrounded by family and friends. As people live longer with their illnesses before reaching the end of life, palliation of pain and symptoms is increasingly more complex. Sadly, homecare programs lack the resources to meet the needs of dying patients. In some communities, palliative care programs and residential hospices help; however, for the most part, the care they need is provided by non-professional caregivers, families and friends. These non-professional caregivers will assume an even greater role in the future with the adoption of programs permitting paid employment leave to care for a dying family member. Yet, they are not trained to alleviate pain and distress and this lack of knowledge and fears of doing harm lead to significant strain and burnout. The goals of this project are to 1) assess the educational and support needs of non-professional caregivers of patients dying in the community, 2) develop a multidisciplinary educational program to meet these needs and, 3) evaluate its effectiveness in improving caregiver knowledge, and coping skills in improving the quality of end-of-life care in the home setting.

Though CIHR ultimately did not accept the proposal, we are actively seeking other funding sources since the project is too important not to pursue.

INTERNATIONAL

➤ **Human Dignity, Narrative Integrity and Ethical Decision-Making at the End of Life. An International, Interdisciplinary Symposium**

Laura Hawryluck was one of several international speakers invited to present at this conference organized by the Memorial University of Newfoundland in June 2004. Dignity is a concept that is frequently used to argue for withholding or withdrawing medical treatments and for legalization of assisted death (euthanasia or assisted suicide) The goal of the event was to bring together international leaders from medicine, law, bioethics, social work and chaplaincy to explore the notion of dignity and how it is used and misused in practice. Dr. Hawryluck presented the session “Lost in Translation: Dignity dialogues at the end of life” to an audience of interdisciplinary healthcare providers. The results on the two-day conference were published as independent papers in a special edition of the Journal of Palliative Care. It was the first time the Journal ever published papers of such a round table multi-disciplinary discussion.



➤ **11th International Ottawa Conference on Medical Education**

Dr. Hawryluck presented two workshops at the Ottawa Conference in Barcelona, Spain, July 4-8, 2004:

- Standardized Families: Bringing to Life the Depth and Complexities in End of Life Care, with Kerry Knickle of the University of Toronto's Standardized Patient Program. The workshop, using a standardized family as a teaching tool, discussed how to develop scenarios and train standardized families.
- The second workshop, Education of Ethics and Ethics of Education, presented jointly with Drs. Madelena Patricio and Antonio vaz Carneiro of the Faculty of Medicine, University of Lisbon, Portugal, was an international panel workshop on teaching ethics and professionalism with a special focus on end of life education.

Both workshops were full, the second standing room only. Both met with great reviews from participants.

➤ **Joint Centre for Bioethics MHS Program**

As part of the Joint Centre for Bioethics' international outreach Laura Hawryluck lectured to students from the Masters in Health Science Program on End-of-Life Care in Canada and the Ian Anderson Program. The Masters in Health Science is an international program with graduate students from multidisciplinary healthcare fields, who enroll at U of T to obtain a Masters in Health Sciences (Bioethics) degree. Graduates will bring their training home and use it in their own countries.

➤ **Toronto Critical Care Medicine Symposium**

Laura Hawryluck was closely involved with planning of the 2004 medical-ethical-legal sessions of the annual international Toronto Critical Care Medicine conference. This year she also chaired and presented a session on "ICU Policies: The final frontier in dealing with demands for treatment". Co-presenters were Mr. Joe Colangelo, a lawyer with an interest in health law, Dr. Jean Louis Vincent, Editor-in-Chief, *Critical Care Medicine*, and ICU nurse and nurse educator Ms Gail Wilson. The session was very well received with the room filled to capacity and overflowing into the outside corridor. The issue under discussion has recently been identified as one of the top 10 issues in bioethics by the Joint Centre for Bioethics at the University of Toronto. [*Top 10 health care ethics challenges facing the public: views of Toronto bioethicists*. Jonathan M Breslin, Susan K MacRae, Jennifer Bell, Peter A Singer; *BMC Medical Ethics* 2005, 6:5 (26 June 2005)] This session at TCCM was used as the critical care community's initial efforts to discuss the dilemmas that arise in conflict situations between healthcare providers, patients and families and to discover fair, open and transparent ways of addressing them. Dr. Hawryluck is currently spearheading ongoing efforts within the critical care and legal communities.



WEBSITE EXPANSION

The web site continues to be a very well used resource. Each year numerous e-mail messages are received praising the program and its materials and explaining how they were used. Between May 1, 2004 and April 30, 2005 there were 40,912 visits to the pages of the Anderson Program site.

DEVELOPMENT OF THE STANDARDIZED COLLEAGUE AS A TEACHING/EVALUATION TOOL

The Anderson Program and Laura Hawryluck have been using standardized patients and families as a teaching tool for a number of years. This past year we expanded that work to include the use of standardized colleagues in healthcare settings.

In today's era of multiple constraints, healthcare providers face daily decisions over the best use of scarce resources. In the absence of clear policies of distributive justice, conflicts between colleagues arise over the "appropriate" use of resources and are increasingly common especially surrounding end-of-life care. Such conflicts are a significant source of distress, consume considerable time and may lead to lasting difficulties for the patient-care team. Yet no training is provided to deal with these difficult situations. The Standardized Colleague is an innovative, dynamic teaching tool that can recreate the depth and complexity of real situations. It is an invaluable educational resource for teaching the intricate communications skills required in conflict resolution. Standardized Colleagues also provide an opportunity for the learner to address and discuss the ethical and legal challenges specific to each situation.

In March 2005, at the American Association of Medical Colleges Northeast Group on Educational Affairs Regional Meeting "Scholarship and Leadership in Medical Education", Alexandra Easson, Laura Hawryluck and Kerry Knickle (of the University of Toronto's Standardized Patient Program) presented the two-hour interactive workshop "Standardized Colleagues: Bringing to Life the Depth and Complexities of Collegial Conflict in End of Life Care". This workshop included a live simulation and explored the development of educational objectives, the training of Standardized Colleagues and their use as an innovated teaching/feedback tool. A similar workshop will be presented at "Interprofessional Education: Grounding Action in Theory", an international meeting of medical educators to be held at the University of Toronto May 26-27, 2005.



PLANNING FOR FUTURE PROJECTS AND EDUCATIONAL EVENTS

- In the next year Dr. Hawryluck plans to finalize and launch the DVD on advance care planning
- She will also expand her work with standardized patients and families and now colleagues as she helps develop the general surgery OSCE and potentially develops a similar OSCE for the critical care training program which hopefully will be a model for other centres across the country and internationally
- We will also continue to support our opinion leaders to develop educational materials and events that will suit their needs.
- As the EFPPEC initiative moves forward to its goal in 2008, the Anderson Program will continue to provide strategic planning support both locally and nationally. We are working to integrate and adapt existing and upcoming Anderson Program materials so that they have a life beyond their current audiences. Our ultimate hope is that the Anderson Program will one day be like other University continuing education divisions in that our endeavours will be building on a strong base of knowledge obtained at the undergraduate and postgraduate levels
- The Anderson Program is firmly committed to finding a funding source in the coming year for the project “Teaching the Caregivers: a project whose time has come.”
- Dr. Hawryluck will also support the AMS fellows as they explore and expand the hospital-based quality improvement initiatives in end-of-life care.
- Dr. Hawryluck will also continue to teach our legal colleagues about the complexities of end-of-life care in order that they can provide better guidance for their clients nearing the end of life.
- In May of 2005 the Anderson Program will present a University of Toronto Mini-Med School, “End of Life Care: Death, Dying, Grief & Bereavement”. Mini-Med School is a series of health science classes designed for a general audience of adults ranging from senior high school students to seniors and coordinated by the Faculty of Medicine Continuing Education Office. Our hope is that, by educating the public, they will “demand” greater knowledge in end-of-life care from their healthcare teams and will raise the standard of care by no longer accepting poor pain and symptom control and poor communication.



CONCLUSION

The fifth year of the Ian Anderson Continuing Education Program in End-of-Life Care has been as exciting and challenging as the first four. The year has been busy and this report reflects some of the most interesting highlights and innovations. Somewhat differently from the last two years, we returned our focus to the development of new educational materials and increased our work with specialty programs.

More details follow in the table of activities.

The creation of EFPPEC – a much needed initiative to teach all medical school students and postgraduate trainees end-of-life care – has led to some interesting times: initially exploring the programs at University of Toronto and hearing about activities at different universities across the county and subsequently developing strategies to meet the project's objectives. In the postgraduate setting we have been delighted to be granted the opportunity to take the lead in developing national core competencies and educational objectives for the specialty programs. The Anderson Program continues to look forward to supporting and helping with EFPPEC programs across the country. In particular, at the University of Toronto we plan to develop a common wealth of teaching materials and evaluation tools, which we will render specialty specific. In this way we hope to continue the leadership qualities the Anderson Program has demonstrated over the past four years in its ongoing efforts in the continuing education setting to improve end of life care across the country

In order to effect change within the healthcare communities and improve knowledge attitudes and skills in the provision of end of life care, the Anderson Program, drawing on the research of Dr. Dave Davis, has this year, added to its strategies and sought to develop material to educate the public. Dr. Davis' world renowned research has shown that educating the public is a very effective way to improve the knowledge attitudes and skills of healthcare providers and to improve the quality of care they provide. To this end, we are in the midst of creating the DVD on informing Advance care planning, we helped with the creation off the Princess Margaret Hospital website and the University Health Network informational pamphlets and we plan to teach at the University of Toronto's Mini-Med Program. These projects have all been exciting opportunities and also have the added advantage of serving as means of multidisciplinary faculty development.

We continue to be recognized for excellence, quality, practicality and adaptability locally, provincially, nationally and internationally. In the next year, we hope to further expand our educational resources through prominent involvement with the national and provincial governments as they strive to place improving the care of the dying on their health care reform agendas. Currently we are in the initial stages of negotiation with the provincial government on several exciting projects. We also are very excited with the plans to adapt the Anderson Program to meet the needs on the EFPPEC program on a national basis. We hope to also help facilitate evaluation of its successes.



We have enjoyed the expansion of the Anderson Program over the last year and are extremely pleased to report on such a very successful fifth year. We eagerly anticipate the next challenges as we continue our efforts to improve the quality of end-of life care across the country.

JULY 2005



Appendices:

Module Authors
Executive and Advisory Boards
Chart of 2004-2005 Activities



MODULE AUTHORS

Collaboration

Laura Hawryluck, MSc, MD, FRCPC (co-author)
Physician Leader, Ian Anderson Program, University of Toronto
Assistant Professor, Critical Care Medicine, University Health Network

David Ryan, PhD, C Psych (co-author)
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Assistant Professor, Faculty of Medicine, University of Toronto

Communications with Patients and Families

Laura Hawryluck, MSc, MD, FRCPC
Physician Leader, Ian Anderson Program, University of Toronto
Assistant Professor, Critical Care Medicine, University Health Network

Conflict Resolution

Kerry Bowman, MSW, PHD
University of Toronto Joint Centre for Bioethics
Clinical Bioethicist, Mount Sinai Hospital
Assistant Professor, Family and Community Medicine, University of Toronto

Culture

Kerry Bowman, MSW, PHD

Decision-Making in Pediatric Palliative Care

Gerri Frager, MD, FRCPC (co-author)
Medical Director, Pediatric Palliative Care Service
IWK Health Centre, Halifax, Nova Scotia

Yarrow McConnell (co-author)
Class of 2005, Faculty of Medicine
Dalhousie University, Halifax, Nova Scotia

End-of-Life Decision-Making

Laura Hawryluck, MSc, MD, FRCPC

End-of-Life Decision-Making Appendix II – The Law in Ontario

Judith Wahl, Advocacy Centre for the Elderly

Grief and Bereavement

Larry Librach, MD, CCFP, FPFC (co-author)
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Pauline Abrahams, BSc, MBChB, CCFP (co-author)
Staff Physician, Temmy Latner Centre for Palliative Care Psychosocial Spiritual Program
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Indigenous Perspectives on Death and Dying

Dianne M. Longboat
Traditional Teacher and Healer
Mohawk Nation

The Last Hours

Larry Librach, MD, CCFP, FPFC

Pain Management

Larry Librach, MD, CCFP, FPFC

Palliative Care – Standards and Models

Russell Goldman, MD, CCFP
Assistant Director, The Temmy Latner Centre for Palliative Care, Mount Sinai Hospital,
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Psychological Symptoms

Larry Librach, MD, CCFP, FPFC

Symptom Management

Laura Hawryluck, MSc, MD, FRCPC



IAN ANDERSON PROGRAM BOARD MEMBERS

EXECUTIVE BOARD

- Chair: **Laura Hawryluck**, MSc, MD, FRCPC
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Assistant Professor, Critical Care Medicine, University Health Network
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ADVISORY BOARD

- Chair: **Laura Hawryluck**, MSc, MD, FRCPC
Physician Leader, Ian Anderson Program, University of Toronto
Assistant Professor, Critical Care Medicine, University Health Network

With representatives from:

- The College of Family Physicians of Canada
- The Royal College of Physicians & Surgeons of Canada
- The Canadian Hospice Palliative Care Association
- The Canadian Society of Palliative Care Physicians
- The Canadian Medical Association
- La Fédération des médecins omnipraticiens du Québec
- Health Care Strategies and Policy Directorate, Health Canada





IAN ANDERSON PROGRAM ACTIVITIES 2004-2005



DATE/ LOCATION	EVENT	AUDIENCE	TITLE	SPEAKER(S)	ESTIMATED ATTENDANCE
			LOCAL EVENTS		
May 6 Oakville	Ian Anderson House Resource Centre Opening	Multidisciplinary/public	Opening address	Laura Hawryluck	-
May 12 Toronto	Palliative Care Grand Rounds Scarborough CCAC	Multidisciplinary	Presentation: title: Pathological Denial; doctor/patient communication	Laura Hawryluck	93
May 17 Toronto	International Interdisciplinary Wound Care Course May 14-17, 2004	Physician and nurse wound care professionals	Presentation titles: Introduction to the modules of the Ian Anderson Continuing Education Program in End-of-Life Care Pain Management	Laura Hawryluck	80
May 21 Toronto	University of Toronto Second Year Medical Class Case Discussion	Second Year Medical Students	Case Discussion: End-of-Life Decision- Making	Laura Hawryluck w/ Monica Branigan	150
June 29 Toronto	Critical Care Medicine Research Day	Residents	Ethical and legal issues at the end of life in the ICU	Laura Hawryluck	12
June 30 Toronto	Joint Centre for Bioethics Clinical Ethics Rounds	Multidisciplinary members of Joint Centre for Bioethics	Legal and ethical aspects of decision- making: What's new?	Laura Hawryluck w/ Mark Handelman	24
September 20 Toronto	Legal and Ethical Issues in Professionalism	Third Year Core Medicine Clerks	Issues in ethics/law	Laura Hawryluck w/ Monica Branigan Medical Legal Society of Toronto	150
September 21	Workshop on ethical and legal issues at end-of-life	First Year Medical Students	Communication skills -- breaking bad news (workshop with standardized patients)	Laura Hawryluck	15
September 22 Toronto	Determinants of Community Health Year 3 Orientation	Third Year Medical Students	Advanced communications skills, breaking bad news and discussing care at the end of life	Laura Hawryluck	14
Various Dates Toronto	CRISP sessions for GIM - City Wide	R1-2 GIM residents	Various	Laura Hawryluck Coordinator, Variety of Speakers	50
October 28 Toronto	Law Society of Upper Canada Meeting on Capacity, Consent &	Society Members	End-of-Life Decisions: The Medical Perspective	Laura Hawryluck	100



IAN ANDERSON PROGRAM ACTIVITIES 2004-2005



	Substitute Decisions				
November 15 Toronto	Medical Grand Rounds William Osler Health Centre	Multidisciplinary	End-of-life, CPR and futility	Laura Hawryluck w/ Mark Handelman	120
November 19 Toronto	The Science & Art of Pain and Symptom Management Conference	Multidisciplinary health care providers in palliative care	Display booth	Nancy Bush	281
December 9 Toronto	University of Toronto Donor Luncheon	Faculty of Medicine Donors	The Anderson Program: A success story	Laura Hawryluck	15
January 29 Toronto	Nephrology Residency Training Program	Nephrology Residents	Workshop: Futility	Laura Hawryluck	30
February 2 Toronto	Joint Centre for Bioethics Clinical Ethics Rounds	Multidisciplinary members of Joint Centre for Bioethics	End-of-Life Care: Ethical Issues	Laura Hawryluck	25
March 9 Toronto	Palliative Care Grand Rounds Scarborough CCAC	Multidisciplinary	Pandemics: Duty to Care and Disaster Management	Laura Hawryluck	95
April 5 Toronto	Third Year Core Medicine Clerkship Series	Third Year Core Medicine Clerks	Quality End-of-Life Care	Laura Hawryluck	66
				SUBTOTAL	1,320
			PROVINCIAL EVENTS		
May 26 Oakville	Sheridan College Annual Palliative Care Conference	Multidisciplinary healthcare providers	Display booth	Nancy Bush	150
April 3-5 Toronto	15th Annual Provincial Conference on Palliative and End-of-Life Care	Multidisciplinary healthcare providers	Display booth	Nancy Bush	500
April 26 Toronto	Office of the Public Guardian and Trustee Training	OPGT Treatment Decision Consultants	Life-sustaining interventions/Decision- making in the ICU	Laura Hawryluck	32
				SUBTOTAL	682
			NATIONAL EVENTS		



IAN ANDERSON PROGRAM ACTIVITIES 2004-2005



June 11 St. John's	Human Dignity, Narrative Integrity and Ethical Decision-Making at the End of Life Symposium: June 10-13, 2004	Multidisciplinary healthcare providers	Presentation: Lost in Translation; Dignity dialogues at the end of life	Laura Hawryluck	50
October 21 Toronto	Toronto Critical Care Medicine Conference; October 21-23	Intensivists/ ICU healthcare providers	ICU Admission Policies; The final frontier in dealing with demands for treatment	Laura Hawryluck w/ Joe Colangelo John Louis Vincent Gail Wilson	170
November 25 Toronto	College of Family Physicians of Canada Meeting	College Members	Plenary: End-of-Life Decision Making: What's new in ethics and law?	Laura Hawryluck	125
April 29 Saskatoon	Association of Faculties of Medicine of Canada Meeting EFPEEC Symposium	Members of the Educating Future Physicians in Palliative and End-of-Life Care (EFPPEC) national team	Demonstration of LEAP Project & Ian Anderson Program	Laura Hawryluck w/ Jose Pereira	50
				SUBTOTAL	395
			INTERNATIONAL		
May 4 New York City	American Psychiatric Association Annual Meeting May 1-6, 2004	Multidisciplinary	Workshop: I am so alone: Lessons learned from experiences of quarantined individuals during the SARS outbreak in Toronto	Laura Hawryluck w/ Sandro Galea Wayne Gold Susan Robinson Rima Styra	13
May 7 Internet Webcast	America's Blood Centers Webcast	Multidisciplinary	SARS: Infection Control Challenges in the ICU	Laura Hawryluck	100
July 6 Barcelona, Spain	11th International Ottawa Conference on Medical Education; July 4-8, 2004	Multidisciplinary health care educators	Workshop: Standardized Families: Bringing to Life the Depth and Complexities in End of Life Care	Laura Hawryluck w/ Kerry Knickle	23
July 7 Barcelona, Spain	11th International Ottawa Conference on Medical Education; July 4-8, 2004	Multidisciplinary health care educators	Workshop: Education of Ethics and Ethics of Education	Laura Hawryluck Madalena Patricio Antonio vaz Carneiro	60



IAN ANDERSON PROGRAM ACTIVITIES 2004-2005



March 5 Washington, DC	American Association of Medical Colleges; Northeast Group on Educational Affairs Regional Meeting "Scholarship and Leadership in Medical Education"	Multidisciplinary health care educators	Workshop: Standardized Colleagues: Bringing to Life the Depth and Complexities of Collegial Conflict in End of Life Care	Alexandra Easson Laura Hawryluck Kerry Knickle	10
				SUBTOTAL	206
			TOTAL ESTIMATED ATTENDANCE		2,603