



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

UNIVERSITY OF TORONTO



**ANNUAL REPORT  
2002-2003**

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**ANNUAL REPORT 2002-2003  
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The Ian Anderson Continuing Education Program in End-of-Life Care has now finished the third year of its five-year cycle. As in the past, it has been a very busy and exciting year as this report will describe.

The activities of Physician Leader Laura Hawryluck, Program Coordinator Nancy Bush and Executive Board Members Kerry Bowman and Larry Librach have reached approximately another 2,100 people at events across the country.

Our major activities in the last year were:

1. Teaching and program promotion
2. Development of relationships and links at local, provincial and national levels
3. Development of the first module of the paediatric program
4. Website expansion
5. Development of educational workshops and teaching videos with the Trillium Gift of Life Network
6. Planning for future educational events

## **1. Teaching and program promotion**

The chart of activities at the end of this report will give a sense of the numerous activities undertaken by the Program principals to advance the cause of improved end-of-life care in this country.

### **➤ Opinion Leader Conferences**

#### **▪ Kingston, Ontario**

We were pleased to be able to hold an opinion leader day in conjunction with Queen's University in Kingston on May 15, 2002. Invitations were sent to the 106 physicians who had completed the Queen's four-day palliative care course and 22 of those physicians took part in the Anderson Program one-day event. Evaluations for the event and the three faculty members were excellent. All participants said that the results of the day would be relevant to their practice and half said that they would be changing their practice performance. The session on dealing with conflict in end-of-life care was felt to be particularly valuable.

#### **▪ Toronto, Ontario (Specialists)**



On June 17, 2002 the first conference solely for specialists was held in Toronto. This event was an important step as, up to this point, we had been able to reach specialists only through shorter presentations of 60 to 90 minutes at national specialty conferences. 20 Participants, including 17 Toronto physicians with a range of specialties, two students from the Joint Centre for Bioethics and an observer from the Ontario Seniors' Secretariat, came together for the traditional opinion leader curriculum but with a special focus on how to provide end-of-life care in the large hospital environment.

With such a diverse group controversies over approach naturally arose and the day was a lively one; however, the evaluation form respondents unanimously agreed that the course should be offered again and suggested a number of subjects they would like to address in future, including: how to cope and survive change, how people learn and how to effect change in practice, existing guidelines and topics lists for teaching specialists, the interface between hospital and community EOL care, palliation for non-malignant diseases, how to teach/model communication/conflict resolution skills and strategies that have tested positive/negative/neutral.

### ➤ **Nurse Training Programs**

Due to increasing demand, we are now teaching nurse groups when requested. Within the parameters of our funding, however, these groups must cover expenses for such events. In the last year we have held three such events.

In May 2002 Laura Hawryluck and Kerry Bowman taught for two days in Ganonoque and Larry Librach and Pat Daines, a nurse at Sunnybrook Health Sciences Centre, taught for a second set of days two weeks later. A similar event was held in Barrie in June. Both events involved core content teaching as well as facilitator training and included a component designed to help our participants become more effective teachers. Evaluations were excellent and the nurses trained under these programs have gone on to teach others in their communities.

Brenda Smith, Pain and Symptom Management Network Coordinator for Simcoe and our key contact for the Barrie event updates us:

*Last year, 25 nurses from Simcoe County took the Ian Anderson course over four days with Dr. Librach and Dr. Hawryluck. All of them found it extremely helpful and have used the content in many ways. Obviously, they all used the material in their own work days, but six of the nurses have gone on to become teachers in palliative care in two courses: Advanced Palliative Care for RPNs and Introduction to Palliative Care for RNs. Also some of the material was adapted for teaching to PSWs by the Red Cross supervisor who attended the four-day course. All of us agree that the content is excellent and we simply adjusted some of the slides that were more physician-pertinent. Totally over the past few months, 40 PSWs, 25*



*RPNS and 25 RNs participated in these courses. The teachers are now comfortable with the content and look forward to another set of classes in the fall.*

Janet Stark, organizer of the event in Ganonoque, is the Pain and Symptom Management Network Coordinator for Lanark, Leeds and Grenville and is pleased to report the following:

*Of the 30 multi-disciplinary health professionals that participated in the Ian Anderson training, 13 were from Lanark, Leeds & Grenville; of those, there were nine RN's, two pharmacists and two RSW's. We used the Ian Anderson training modules to develop our first Level 2 course for health professionals. That course has been run once last fall with 18 participants (we limited class size) and we will offer it again this fall and next spring. There is a great deal of interest for it. We have customized our own manual by using some Ian Anderson information and some of our own which the individual presenters developed. Of the original 13, nine are currently presenters for our courses and I will be asking one more.*

Laura Hawryluck and Dr. Mary van Soeren, an ICU nurse and faculty member at York University, taught the first two days of a similar program in Algoma in April for 40 nurses. We look forward to continuing our collaboration with this group when Larry Librach and Pat Daines facilitate the second half in the fall of 2003.

#### ➤ **Effect of SARS**

A number of events were also in advanced stages of planning but were cancelled due to SARS. These include:

- **Owen Sound, Ontario**

As part of the overall initiative for end-of-life care education in southwestern Ontario, Marie Palmer, the Pain and Symptom Management Coordinator for Owen Sound, arranged for Dr. Hawryluck to teach at a number of events in the region April 10-11, 2003. The schedule was to start with an evening presentation in Walkerton on demands and rights to treatment, consent and ethics and the law. On the following day Dr. Hawryluck was to have a two-hour teaching session with local nurses followed by the weekly physician rounds. The events will be rescheduled to the fall.

- **Belleville, Ontario**

Dr. Graham Burke, co-chair of the Bioethics Committee of Quinte Healthcare Corporation, contacted Laura to invite her to participate in a one-day hospital/community workshop on resuscitation/DNR. In addition to QHC, which includes the hospitals at Belleville, Trenton, Bancroft and Picton, other organizations participating will be the Community Care Access Centre, local group homes for the developmentally challenged, nursing homes and other



"stakeholders" from the community. A fall date will be chosen for an expanded 1½-day program.

### ➤ **Conference Exhibits**

The Anderson Program continues its efforts to increase the profile of the program by taking exhibit booths and tables at palliative care conferences. Exhibits at the November 2002 Pain & Symptom Management Conference and the Pediatric Oncology Group of Ontario meeting and the March 2003 Humber College palliative care conference generated considerable interest from conference registrants, particularly for the draft pediatric end-of-life decision making module.

Nurses continue to be a key contact point for the program at these conferences as many have responsibility for physician and/or allied health education in their regions. It is very gratifying to have numerous registrants express how much they appreciate the availability of the teaching materials and what they are doing with them. One group of nurses said that each member took a module, studied it in detail and then taught it to the others. This dedication to continuing learning is especially impressive when one considers that there is no accreditation available for nurses in Canada. These conferences are also an excellent way to make personal contact with people known only by telephone and e-mail interaction.

The Program will also have a booth at the June 2003 Canadian Hospice Palliative Care Association Conference in Quebec City.

### ➤ **Media Coverage**

- As her MSc thesis in Bioethics, Laura Hawryluck developed consensus guidelines on the use of analgesia and sedation in dying ICU patients. The goal of the study was to improve the quality of end-of-life care in the ICU as it relates to pain and symptom control. By increasing understanding and awareness of how and when drugs should be used, and creating consensus between coroners and intensivists, the study also provided guidance on distinguishing palliation from assisted death and serves to ensure that intensivists would not be reluctant to alleviate pain and distress for fears of having their intents misunderstood, i.e. an intent to palliate being perceived wrongly as an intent to euthanize.

This study generated a huge amount of interest and discussion in the media. We took advantage of this publicity and used it as a means of garnering more light and attention on the Anderson program and its goals. The story was picked up by three major Canadian English and French newswire services and internationally by Associated Press and Reuters. Laura Hawryluck or Peter Singer appeared in approximately 30 Canadian and international radio and television interviews and live radio and TV talk shows around the world. Articles ran in almost 50 papers, reaching an estimated eight million readers.



In addition, a number of online news sources, including the *New York Times* and the *Washington Post* sites, had pieces on the guidelines.

- Laura was invited to write an article for *the Journal of Medical Ethics*, “Neuromuscular Blockers – A Means of Palliation?” The article was written in response to a submission to the Journal by Perkins and Resnik in which they discussed using paralyzing drugs to prevent the “agony” of agonal respirations. Laura’s article received international media attention and discussion in other international medical journals. It resulted in TV appearances and newspaper articles – this media attention was again used to focus more attention on the Anderson Program.
- 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.

## **2. Development of Relationships and Links at Local, Provincial and National Levels**

Below are some highlights of our relationship building in the second year of the program. Please see the activities chart for more details.

### **LOCAL:**

- Laura Hawryluck, 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 Hospital, and Dr. Alex Jadad, the Rose Family Chair in Supportive Care and director of the Program in eHealth Innovation at the University of Toronto, continue to work on establishing the Latner Centre for Research in Palliative Care, a cross-institutional centre of excellence in supportive/palliative/end-of-life care. Work will commence on the centre in September.
- **University of Toronto Faculty of Medicine Teaching**
  - International Interdisciplinary Wound Care Course special lecture
  - MOH/U of T program: Palliative Care Education for Family Physicians; two sets of three sessions each (fall and winter) on Communication with Patients and Families, Conflict Resolution and End-of-Life Decision-Making
  - Surgical Oncology Network Symposium workshop
  - Science and Art of Pain and Symptom Management Conference plenary and standardized patient workshops
  - Ethics Rounds on end of life issues for ICU nurses at Toronto General and Toronto Western Hospital
  - Joint Centre for Bioethics MHSC international bioethics students (three-hour workshop)
  - Sunnybrook Hospital Grand Rounds



- CRISP internal medicine resident teaching
- Family Medicine Core Teaching Rounds
- UHN Grand Rounds – canceled due to SARS – to be rebooked
- Critical Care resident teaching sessions on pain and symptoms management, decision-making, conflict resolution

➤ **University of Toronto Faculty of Law Teaching**

As part of the effort to become more involved in undergraduate education and as a result of her previous work with the Ontario Board, Laura Hawryluck took part in the Spin Law Conference, a day of workshops for U of T law students. Dr. Hawryluck addressed the legalities and practicalities of front line end-of-life decision-making with Judith Wahl LLB.

**PROVINCIAL:**

➤ **Ontario Seniors' Secretariat**

Our partnership with the Seniors' Secretariat of the Ontario Ministry of Citizenship, under Ontario's Strategy for Alzheimer Disease and Related Dementias, to co-sponsor opinion leader workshops for family physicians and specialists in Ontario over a two-year period, has come to an end this year. The events held in Ottawa, Marathon, Dryden, Kingston and in Toronto for specialists were presented in partnership with the Seniors' Secretariat. We were happy with what we had accomplished within the framework of the partnership. We continue to discuss opportunities for future collaborative endeavors. Unfortunately, the delay in organizing the events in southwestern Ontario (London) – the delay was due to the local team and their need to re-structure – meant that we could not take advantage of the funding available for the time period of the grant.

➤ **University of Toronto/Ministry of Health and Long-Term Care Palliative Care Course**

An exciting new collaboration began in the fall of 2003 with the U of T/MOH palliative care course offered to family physicians in Toronto and York and Simcoe Counties. A needs assessment was conducted by mail with 'graduates' of the course in the previous three years. The response to the survey was extremely encouraging and resulted in the three highest rated modules being chosen to be offered once in the fall in Toronto and again to physicians in York County in the spring. 30 Physicians who had completed the 'basic' course took one to three of the two-hour small group sessions. Evaluations were very positive and most of the physicians expressed an interest in pursuing education in other program modules.

Further collaboration will take place in 2003-2004. The basic course will be redesigned to include two videoconferences book-ending four online sessions.





These six modules will include Anderson Program materials. A link will be available from the Anderson Program website.

➤ **University of Ottawa/Ministry of Health and Long-Term Care Palliative Care Teaching Initiatives**

Dr. Pippa Hall, a palliative care physician and our local coordinator for the Anderson Program event in Ottawa, reports the following on use of the Anderson Program modules in the University of Ottawa Ministry of Health Palliative Care teaching catchment area (starting east from Oshawa):

*A 30-hour educational program was offered to physicians in the winter of 2002-2003. The program consisted of a series of four days of interdisciplinary small group learning, emphasizing teamwork and problem solving. The program included nine of the Ian Anderson Palliative Care Modules. Attending physicians could obtain up to 30 hours of MAINPRO-C credits from the College of Family Physicians. Fifteen physicians and eight allied health care professionals have completed the four-day program, and have until the end of July 2003 to complete individual educational projects.*

*In addition and concurrently, nine three-hour sessions, covering three of the Ian Anderson Program modules, were offered to community physicians. Each physician was encouraged to bring a nurse or allied health care professional with whom they worked. These interdisciplinary, shorter sessions were very well received, with 37 physicians and 16 nurses participating from September to the end of March 2003.*

➤ **Southwestern Ontario/Ministry of Health and Long-Term Care Palliative Care Teaching Initiatives**

Two opinion leader events are planned for the spring and fall in southwestern Ontario. The seven Pain and Symptom Management Network coordinators for the very large region agreed that the Anderson Program teaching materials will encompass the curriculum for their Ministry of Health and Long-Term Care palliative care education initiatives. The first facilitator training event will be held May 30-31, 2003 in London. This will address core content; the subjects were determined by a needs assessment done by the coordinators among their target group of potential teachers. In early September the group will get together again for facilitator training on educational methods and principles. Carole Gill, Pain and Symptom Management Network Consultant/Educator outlines the model for this new program:

*To enhance expertise in the southwest, a new Comprehensive Advanced Palliative Care Education (CAPCE) program for regulated health care professionals has been developed. This new program focuses on the development of Hospice Palliative Care Resource Professionals in facilities, agencies and communities throughout the Southwest.*



CAPCE invites physicians, registered nurses and registered practical nurses to attend. It is hoped that registration will reach twelve participants per area which could total 144 per course. The learner will fast-track through this comprehensive 90-hour program within 6 months.

Using “**A Model to Guide Hospice Palliative Care: Based on National Principles and Norms of Practice**” and through the CAPCE initiative, it is envisioned that hospice palliative care will become known as “care that aims to relieve suffering and improve quality of life throughout the illness and bereavement experience so that patients and families can realize their full potential to live even when they are dying”. (Canadian Hospice Palliative Care Association 2002)

As the **Ian Anderson Program** embodies these Principles and Norms, it has been chosen as the core curriculum for the new CAPCE program. Nine of the available modules have been included in the CAPCE program.

Visit [www.palliativecareswo.ca](http://www.palliativecareswo.ca) for further information on CAPCE

#### ➤ **Associated Medical Services Partnership**

##### ▪ **AMS-COFM 5<sup>th</sup> Annual Conference – November 6-7, 2003**

Each year for the last four years AMS has provided \$25,000 in funding to an Ontario medical school to hold a conference on issues of concern to the Council of Ontario Faculties of Medicine (COFM). 2003 is the year for the University of Toronto to host the conference and the Office of Continuing Education was asked to take on the organization. Dr. Bill Seidelman, president of AMS, in discussions with Laura Hawryluck and Dr. Dave Davis, associate dean of continuing education, expressed particular interest in focusing on increasing end-of-life care education at all levels in Canadian Medical Schools. This conference will bring together approximately 100 educators and administrators for 1½ days. Dr. David Weissman, project director of the American program, End of Life/Palliative Education Resource Center and director of the Palliative Care Program for the Medical College of Wisconsin, has been asked to give the opening plenary. A call for posters will go out in June.

##### ▪ **AMS Wilson Research Project**

Associated Medical Services has approved \$5,000 in funding for a research project that will unite palliative care, internal medicine and intensive care in a multiprofessional, multidisciplinary way that has never been done before. It will focus on quality of care and quality of life for those nearing the end of life to be conducted by Laura Hawryluck, Dr. Maria Bacchus, Dr. Neil Lazar, Dr. John Granton, Ms Janice Wright and Dr. Dave Davis. The goals of this pilot project are:



1. To explore different professional perspectives on the challenges in and barriers to providing quality end-of-life care on a general internal medicine ward
2. To develop a multidisciplinary/multiprofessional model of change, a series of creative solutions to improve knowledge, attitudes and skills in caring for dying patients and their families through faculty development, quality of life rounds and advance care planning seminars for patients and families

The project was delayed due to SARS but has now been submitted to the research ethics board of the University Health Network. If it is successful, AMS intends to fund its applications at Ontario medical schools.

➤ **Ontario College of Family Physicians**

Laura Hawryluck and Larry Librach acted as advisors for the Ontario College of Family Physicians on development of its end-of-life decision-making policy. Dr. Librach was a member of the committee that drafted the policy. Dr. Hawryluck was on the review committee. The policy was recently published on the College journal.

➤ **Ontario Hospital Association**

Continuing with the tradition of the past few years, Laura presented a workshop with the lawyers from Borden Ladner and Gervais for the Ontario Hospital Association's annual conference on legal issues in decision-making at the end of life.

➤ **9<sup>th</sup> Annual Conference: The Science & Art of Pain and Symptom Management**

Anderson Program faculty participated extensively in this conference held November 15-16, 2003. Laura Hawryluck gave a plenary in which she discussed family demands for treatment and took part in a follow-up panel session with plenary speaker Dr. Lesley Degner that generated a number of questions and comments from the registrants on this controversial subject. Laura and Kerry Knickle of the U of T Standardized Patient Program trained a number of SPs for two well-attended workshops. 40 Multidisciplinary registrants took part in scenarios that tested their abilities to deal with patients and families and their demands for treatment. In addition to his involvement in its planning, Larry Librach conducted a MAINPRO-C accredited small group session for 10 family physicians using the Last Hours module.

➤ **Dryden, Ontario Opinion Leader Conference Follow-Up**

As a result of the opinion leader conference held in April 2002 in Dryden, Ontario, local participants have drawn up a three-page protocol on 'Pain and Symptom Control for an Expected Death at Home' that can be used by healthcare providers in caring for their dying patients.



## **NATIONAL:**

### ➤ **Senate Steering Committee on End-of-Life Care**

As reported last year, Laura Hawryluck was appointed by Senator Sharon Carstairs to the Senate Steering Committee on End-of-Life Care. As a direct result of the committee's work 400 healthcare and government representatives met in Winnipeg in March 2002 for a three-day conference held in conjunction with Health Canada. A number of working groups were formed, with Laura Hawryluck and Larry Librach chairing two of the groups, and an overall goal to develop improved end-of-life care in Canada. The steering committee continues to work with the Health Canada Secretariat on Palliative and End-of-Life Care to advance the goal. During the meeting it was clear that an impressive number of people knew about the Anderson program, were impressed by its quality and were using it in their teaching. The Anderson Program modules will be used as an important part of the national educational component of this initiative.

As a follow up, a two-day conference is planned for this fall in Calgary. Laura and Larry are on the organizing committee. The conference will bring together University Program leaders across the country to build on current efforts and to develop new practical and effective strategies to improve education in end-of-life care nation-wide

### ➤ **Queen's Golden Jubilee Medals**

Laura Hawryluck and Larry Librach were both honoured to be awarded Queen's Golden Jubilee Medals for their contributions to Canada, their communities and their fellow Canadians. Mrs. Carstairs herself made surprise presentations of the medals to both at a dinner held in Toronto.

### ➤ **Collaboration with Pallium**

Larry Librach, executive board member, and Dr. Jose Pereira, Director of Pallium, continue to work together to develop a partnership in education between Pallium and the Anderson Program.

### ➤ **Royal College of Physicians and Surgeons of Canada**

Dr. Michel Brazeau, chief executive officer of the Royal College of Physicians and Surgeons of Canada expressed great interest in promoting the Anderson Program and including end-of-life education in Royal College subspecialty training programs. In follow up to last year's meetings, Laura met with Nadia Mikael at the College offices in Ottawa. Dr. Mikael has invited Dr. Hawryluck to develop exam questions regarding end-of-life care for key subspecialties. By making end-of-life care issues part of Royal College exams, it will ensure training in caring for the dying becomes an integral part of each subspecialty program across the country.



Laura, in collaboration with Dr. Alexandra Easson (Surgical Oncology, U of T), has already developed Royal College exam questions for this year's General Surgery exams. In the past year, Laura has also developed questions for Internal Medicine exams. As well, the Critical Care Program has just been given permission to set National Royal College exams and Laura is developing questions/stations focusing on end-of-life issues.

Dr. Brazeau and Pierrette Leonard, the College's communications officer, continue to provide their assistance in furthering the program. We expect there will be ongoing involvement of the College in the next year.

### ➤ **Maritime Small Group Program**

As a result of the November of 2001 Opinion Leader workshop in Halifax, Dr. Paul McIntyre, a palliative care physician and professor at Dalhousie, rolled-out the Anderson Program small group education strategy in the Maritimes, securing an unrestricted educational grant from Purdue Pharma to help offset the costs of running these groups and to pay facilitators a small stipend.

Dr. McIntyre and his colleague Dr. Subrata Banerjee each ran sessions using the Last Hours and Symptom Management modules for a total of 16 physicians and two nurses in the Halifax area.

In Newfoundland, Dr. Mervyn Dean, taught sessions of the Symptom Management and Communications modules to several multidisciplinary groups in the province in April, May and June of 2002; in total 28 physicians and 15 nurses, social workers and a pharmacist participated.

Evaluations from all groups in the Maritimes were very positive and expressed a desire for further sessions.

### ➤ **Manitoba Small Group Programs**

In March of 2002 Dr. Janice Mulder contacted the Anderson Program office about presenting three modules at the annual scientific assembly of the Manitoba Chapter of the College of Family Physicians in the spring of 2002. She had heard about the program and its website and took the initiative to propose using the modules to teach family physicians. Dr. Mulder held three small group sessions for a group of nine physicians at the conference with very positive feedback. Another group of 10 physicians attended three small group sessions at the annual Hospice and Palliative Care Manitoba conference held in September 2002. Dr. Mulder plans to run further groups in the future.



The University of Manitoba's Continuing Education Office at the Faculty of Medicine offered a series of modules to physicians once a month over the four months in the starting in February 2003. The first two modules were chosen by Dr. Jeff Sisler, the local organizer, followed by two chosen by consensus within the group. 10 Physicians participated in the series.

➤ **Specialty group events**

A number of presentations were given at annual specialty group conferences including those of Internal Medicine and the Canadian Association of General Surgeons and the annual meeting of the College of Family Physicians. Please refer to the chart of activities at the end of the report for a complete list.

➤ **Promotion of videos developed with the ALS Society**

The video of Dr. Barry and Mrs. Karen Smith discussing Dr. Smith's living with ALS continues to generate interest and sales. The University of Toronto/Ministry of Health and Long-Term Care program in palliative care education for family physicians has been distributing copies to those who registered for this year's course.

## **INTERNATIONAL**

➤ **Israel**

In December of 2001 an e-mail arrived from Dr. Amitai Oberman, medical director of the home hospice service in Nazareth and its suburbs and Senior Physician in the Department of Geriatrics at Poria Hospital in Lower Galilee, Israel. We exchanged several e-mails with Dr. Oberman regarding the program. He sends us the following message on how he has been using the Anderson Program materials:

*I have had the opportunity to use some of your materials on many, many occasions. However, what I used I translated to Hebrew. I have used the material mostly for family medicine residents, post-graduate nursing courses and for our annual Israeli Association for Palliative Care conferences. The materials are excellent. I have also translated some of the pre/post tests when teaching these groups. For example, at the 2002 annual conference I gave a talk on EOL discussions with patients. Most of the talk, particularly issues that dealt with how to actually ask the questions, was based on your material. Over 500 professionals attended that conference. In addition, over the last year I spoke to over 150 physicians at various levels of training and another 200 other health care professionals. Altogether, the materials have been of great help in many ways and I plan to continue using them in the future.*



### **3. Development of the first module of the paediatric program**

The first of the paediatric modules is almost ready for publication. Dr. Gerri Frager of Dalhousie University and Yarrow McConnell, one of her medical students, have written the module 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. Dr. Frager's efforts in obtaining permission from many of the grieving families to allow us to print the photographs and personal details of these children has created a special intimate look into this difficult process.

The module in draft formats has been presented at the exhibit booths at three conferences over the last year and will be introduced on a poster at the June 2003 Canadian Hospice Palliative Care Association Conference. Responses at conferences has been very good and the final version on the website is eagerly awaited by many.

A link to the Anderson Program website will be included on a CD being produced by the Atlantic Provinces Pediatric Hematology Oncology Network for use by the home healthcare team, i.e. family physicians and other healthcare professionals in Atlantic Canada involved in the care of pediatric hematology/oncology patients.

Further modules will follow on pain and symptom management and communicating with the child as a family member.

### **4. Website expansion**

The web site continues to be extremely well used. Between May 1, 2002 and April 30, 2003 there were 30,424 visitors to the pages of the Anderson Program site. From personal contacts made at conference exhibit booths in the last year many people have told us that they have the site book-marked, use it on a regular basis and consider it to be an excellent resource. We continue to keep the design on the site to a basic level, eschewing complicated graphics and other add-ins to allow as many users as possible to be able to open up, download and print the materials.

The new paediatric end-of-life decision-making module should be available on the website by September.

### **5. Development of educational workshops and teaching videos with the Trillium Gift of Life Network**

Organ and tissue donations are playing an increasingly important role in end-of-life care of all as the choice of whether or not to donate is being seen as yet another decision that all Canadians must confront at the end of their lives.



The Trillium Gift of Life Network approached the Anderson Program in 2002 about collaborating on an exciting and innovative venture to teach the professional staff of the Trillium Gift of Life Network across the Province of Ontario the end-of-life decision-making, ethics and legal standards surrounding organ and tissue donation and the skills needed to communicate with the families and loved ones of brain dead patients in accordance with the recommendations delineated by the Premier's Advisory Board on Organ and Tissue Donation

As the province strives to increase the number of organ donations in Ontario, more families will be asked to face difficult decisions around consent for organ and tissue donation at a time of profound grief and devastating loss. Currently, requests for donation are handled mainly by physicians; however, in the province's new vision, Trillium Gift of Life professional staff is to take an active role in discussing donation with families and substitute decision-makers. To date, their staff had not been trained to assume this role.

Laura Hawryluck worked with Ms Kerry Knickle and the Standardized Patient Program at the Centre for Research in Education at the University of Toronto to develop a successful proposal for funding from the Ontario government. The project developed three modules, building on those of the Anderson Program, focusing on how to communicate with families and explain brain death, broach and discuss the option of donation, deal with different intense emotions and provide needed support, respect different beliefs and cultures and address difficult ethical and legal dilemmas and issues. The project also developed nine standardized family scenarios each with specific detailed educational objectives. The use of standardized families and specific detailed teaching objectives is very innovative – Laura and Kerry are the only ones who use them currently in Canada.

Laura and Kerry trained a total of 24 standardized family members to re-enact the roles and emotions. To ensure adequate cultural representation, they worked with Asian community representatives and with Rabbi Y. Sapirman, who provided invaluable help. The nine scenarios were used to provide hands-on small group teaching and feedback during a 1½-day workshop for new organ donor coordinators across the province. It received rave reviews. The plan is to repeat the workshop in June for more newly hired Trillium staff.

In agreement with Trillium, the Anderson Program can use the developed materials in its educational endeavors across the country. So far, Laura has used the scenarios to teach critical care trainees in Toronto and plans to use them in Winnipeg as well in an upcoming three-day Anderson Program conference for critical care and internal medicine trainees. It is anticipated that this program will continue to expand with future events already being planned

An expansion of the project has been the development of educational videos to improve communication skills regarding brain death and organ donation. These





videos have been filmed and are currently being edited. They can be used to teach healthcare workers from a variety of backgrounds across the country how to humanely facilitate these decisions during devastating times in a family's life.

## **6. Planning for future educational events**

- In the next year Dr. Hawryluck plans to continue to expand on her extensive work with standardized patients and families to teach specialists. The Anderson Program will be working with a number of specialty societies and groups on this project and workshops are scheduled with the national societies of General Surgery, Critical Care and Family Medicine.
- We also hope to hold opinion leader workshops/ participate in conferences in the near north and will continue to work with leaders in southwestern Ontario to develop educational events that will suit their needs.
- In June Dr. Hawryluck, Dr. Mary van Soeren and native healer and teacher Dianne Longboat will go to Winnipeg for a two-day event including Rounds as well as internal medicine and critical care resident teaching using standardized patient and family scenarios around conflict, social and cultural aspects and delivering bad news.
- Laura Hawryluck is on the steering committee of the November 2003 Toronto Critical Care meeting, a conference attended by several hundred critical care healthcare workers across the country and internationally.
- Dr. Hawryluck will take part in the Annual Nurse Practitioner Conference: Celebrating 30 Years of Practice on November 14, 2003. She will give two workshops at the conference.



## CONCLUSION

The third year of the Ian Anderson Continuing Education Program in End-of-Life Care has been as exciting and challenging as the first two. The year has been very busy and the details above reflect only the highlights of a grueling schedule of educational activities. More details follow in the table of activities.

We have been fortunate to expand our teaching faculty this year with the addition of Drs. Mary van Soeren and Jennifer Graham, Rev. Adele Miles, Ms Kerry Knickle and others at the Standardized Patient Program. Each has brought a new perspective, a new exciting set of skills to the Program and has helped us achieve our goal of improving the quality of education in end-of-life care in Canada.

We continue to be recognized for the excellence, quality, practicality and adaptability of our educational tools and teaching techniques. In the next year, we hope to further expand our educational resources through the continued development of the pediatric program, completion of the series of educational videos on organ and tissue donation and development of a video/ educational resource package explaining life-sustaining interventions to ensure decision-making is truly informed. We look forward to another busy year, using new educational techniques with standardized patients and families – something that has proven to be extremely popular, well received and a very valuable learning experience to all who have participated.

We will continue to develop strategies and models to improve the quality of care received by dying patients and their families. We are very excited about the unique opportunity AMS Wilson have given us to develop such a model and evaluate its effectiveness in a hospital setting. If successful, such a model may help improve the quality of care and the quality of life of dying people across the province. We are also very pleased about the key role we will play in organizing the AMS-COFM and the Health Canada conferences in November since both are high profile events with potentially great opportunities to effect change. The intent to develop exam questions regarding end-of-life care for key Royal College subspecialties is similarly such an opportunity for change since, by making end-of-life care issues part of the Royal College exams, it will ensure training in caring for the dying becomes an integral part of each subspecialty program across the country.

We will also continue to host opinion leader events across the country in partnership with the ongoing educational efforts of our colleagues. We will continue to support the opinion leaders we have trained through conferences designed to meet their ongoing community needs.

An important measure of our success is the estimated number of healthcare providers we have reached through our activities – an impressive 2,100 people in the last year. This brings the total to 8,100. Furthermore, we continue to receive numerous requests for the modules and slide presentations from healthcare providers who plan for their own teaching. Despite our repeated requests in return for information on how the



material is being used and how many people are taught during these sessions, it has been difficult to consistently obtain such information.

We are looking forward to continuing our 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

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

**JULY 2003**



## **Appendices:**

Module Authors

Executive and Advisory Board Members

Chart of 2002-2003 Activities



# MODULE AUTHORS

## **Conflict Resolution Culture**

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

## **End-of-Life Decision-Making in Paediatric Palliative Care**

Gerri Frager, MD, FRCPC  
Medical Director, Pediatric Palliative Care Service, IWK Health Centre, Halifax  
and  
Yarrow McConnell, Class of 2005, Faculty of Medicine, Dalhousie University, Halifax

## **Palliative Care – Standards and Models**

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

## **Collaboration (co-author) Communications with Patients and Families End-of-Life Decision-Making Symptom Management**

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

## **Pain Management Psychological Symptoms The Last Hours**

Larry Librach, MD, CCFP, FPFC  
W. Gifford-Jones Professor in Pain Control and Palliative Care, University of Toronto Director,  
Temmy Latner Centre for Palliative Care, Mount Sinai Hospital

## **Indigenous Perspectives on Death and Dying**

Dianne M. Longboat  
Traditional Teacher and Healer  
Mohawk Nation

## **Collaboration (co-author)**

David Ryan, PhD, C Psych  
Director of Education, Regional Geriatric Program of Toronto  
Assistant Professor, Faculty of Medicine, University of Toronto

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

Judith Wahl, Advocacy Centre for the Elderly



# IAN ANDERSON PROGRAM BOARD MEMBERS

## EXECUTIVE BOARD

- Chair: **Laura Hawryluck**, MSc, MD, FRCPC  
Physician Leader, Ian Anderson Program, University of Toronto  
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- **Dave Davis**, MD, FCFP  
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Professor, Health Administration and Family and Community Medicine, University of Toronto
- **Larry Librach**, MD, CCFP, FCFP  
W. Gifford-Jones Professor in Pain Control and Palliative Care, University of Toronto  
Director, Temmy Latner Centre for Palliative Care, Mount Sinai Hospital
- **Peter A. Singer**, MD, MPH, FRCPC  
Sun Life Chair and Director, University of Toronto Joint Centre for Bioethics

## ADVISORY BOARD

- Chair: **Laura Hawryluck**, MSc, MD, FRCPC  
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Director, Office of Professional Development  
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The Canadian Palliative Care Association
- **Bruno Gagnon**, MD  
The Canadian Society of Palliative Care Physicians
- **John R. Williams**, PhD  
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The Canadian Medical Association
- **Pierre Raïche**, MD  
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- **Sue Morrison**, BSc, PhD  
Manager, Secretariat on Palliative and End-of-Life  
Health Care Strategies and Policy Directorate, Health Canada





## IAN ANDERSON PROGRAM ACTIVITIES 2002-2003



DATE/ LOCATION	EVENT	AUDIENCE	TITLE	SPEAKER(S)	ESTIMATED ATTENDANCE
			<b>LOCAL EVENTS</b>		
May 6 Toronto	International Interdisciplinary Wound Care Course May 3-6, 2002	Physician and nurse wound care professionals	Plenary: The Ian Anderson Continuing Education Program in End-of-Life Care	Laura Hawryluck	90
May 31 Toronto	Thoracic Surgery Refresher Course May 31-June 2	Thoracic surgeons and allied health professionals	Display booth	Nancy Bush	130
June 17 Toronto	Anderson Program Opinion Leader Conference	Specialists and palliative care physicians	Full day opinion leader program	Kerry Bowman Laura Hawryluck David Ryan	25
October 16 Toronto	MOH Palliative Care Program Small Group Session	Family physicians	Workshop: Conflict Resolution	Kerry Bowman	10
October 23 Toronto	MOH Palliative Care Program Small Group Session	Family physicians	Workshop: Communications with Patients and Families	Laura Hawryluck	10
October 25 Toronto	Surgical Oncology Network Symposium	Oncology health professionals	Workshop: The Humanistic surgeon: an Oxymoron?	Alexandra Easson Laura Hawryluck Lorne Rotstein	30
October 30 Toronto	MOH Palliative Care Program Small Group Session	Family physicians	Workshop: End-of-Life Decision-Making	Laura Hawryluck	10
November 15 Toronto	The Science & Art of Pain and Symptom Management Conference November 15-16	Multidisciplinary health care providers in palliative care	Plenary: The Quest for One Ring: Patient demands and rights to treatment	Laura Hawryluck	260



## IAN ANDERSON PROGRAM ACTIVITIES 2002-2003



			Two Workshops (two hours): Dealing with Demands for Treatment: Improving your skills; with standardized patients/families from the SPP program University of Toronto	Laura Hawryluck Kerry Knickle	40
			Workshop: Last Hours of Living	Larry Librach	10
			Display booth	Nancy Bush	260
December 11 Toronto	Ethics Rounds - Critical Care Toronto General Hospital	ICU nurses	Ethics of End of Life Decision Making	Laura Hawryluck Bill Harvey	20
December 16 Toronto	Ethics Rounds - Critical Care Toronto Western Hospital	ICU nurses	Ethics of End of Life Decision Making	Laura Hawryluck	20
February 19 Newmarket	MOH Palliative Care Program Small Group Session	Family physicians	Workshop: Communication with Patients and Families	Laura Hawryluck	10
March 5 Newmarket	MOH Palliative Care Program Small Group Session	Family physicians	Workshop: Conflict Resolution	Kerry Bowman	10
March 19 Newmarket	MOH Palliative Care Program Small Group Session	Family physicians	Workshop: End-of-Life Decision-Making	Laura Hawryluck	10
February 15 Toronto	Spin Law Conference	U of T Law Students	Workshop: End-of-Life Decision-Making	Laura Hawryluck Judith Wahl	8
February 29 Toronto	Joint Centre for Bioethics MHSC Program	MHSc Internation Bioethics students	Ethics at the end of life (two-hour) workshop	Laura Hawryluck	25
March 19 Toronto	Grand Rounds Sunnybrook Hospital	Multidisciplinary	The Ethics and Law of Pain Management	Laura Hawryluck	40
				<b>SUBTOTAL</b>	<b>1,018</b>





## IAN ANDERSON PROGRAM ACTIVITIES 2002-2003



PROVINCIAL EVENTS					
May 15 Kingston	Anderson Program Opinion Leader Conference	Palliative care physicians	Full day opinion leader program	Kerry Bowman Darlyne Rath David Ryan	22
May 16-17 May 29-30 Ganonoque	Anderson Program Core Teaching Program	Nurses	Core teaching on Anderson Program modules (including teacher training)	Larry Librach & Pat Danes Laura Hawryluck & Kerry Bowman	30
November 15-16 Toronto	Paediatric Oncology Group of Ontario Conference	Multidisciplinary healthcare providers	Display booth	Janet Dodge Nancy Bush	200
June 12-13 June 19-20 Barrie	Anderson Program Core Teaching Program	Nurses	Core teaching on Anderson Program modules (including teacher training)	Larry Librach & Pat Danes Laura Hawryluck	30
December 5 Toronto	Ontario Hospital Association	Multidisciplinary	End-of-Life Decision-Making: Life on the Front Lines	Laura Hawryluck	100
December 6 Peterborough	Peterborough General Hospital Grand Rounds	Staff physicians	Decision Making at the end of life - DNR policies and the ICU	Laura Hawryluck	35
December 6 Peterborough	Peterborough General Hospital Nurse Rounds	Staff nurses	Decision-making at the end of life: the practical perspective	Laura Hawryluck	35
February 24-26 Toronto	Trillium Gift of Life Network Training Conference	Provincial Organ donation coordinators	Two-day workshop with standardized families from University of Toronto SPP program	Laura Hawryluck Kerry Knickle	26
March 23-25 Toronto	13th Annual Hospice Palliative Care Conference	Multidisciplinary	Exhibit Booth	Nancy Bush	500
April 7-8 Sault Ste. Marie	Anderson Program Core Teaching	Nurses	Core teaching on Anderson Program modules	Laura Hawryluck Mary Van Soeren	40
April 10-11 Owen Sound & Walkerton	Grey Bruce Palliative Care Hospice Association	Multidisciplinary	Workshop and Grand Rounds: Core Anderson teaching	Laura Hawryluck	Deferred due to SARS



## IAN ANDERSON PROGRAM ACTIVITIES 2002-2003



May 21 Belleville	Bioethics Committee of Quinte Healthcare Corporation	Multidisciplinary	Core teaching on decision-making/DNR policies: Grand Rounds for hospital staff and workshop	Laura Hawryluck	Deferred due to SARS
				<b>SUBTOTAL</b>	<b>1,018</b>
			<b>NATIONAL EVENTS</b>		
September 21 London	Canadian Association of General Surgeons Annual Meeting September 19-21, 2002	Surgeons	Three-hour workshop: Demands for treatment + Overview of the Ian Anderson Program	Laura Hawryluck Alexandra Easson	8
October 17 Halifax	Internal Medicine Annual Meeting October 17-19, 2002	Internal Medicine Specialists	Two-Hour Workshop: Demands for Treatment + Overview of the Ian Anderson Program	Laura Hawryluck	20
November 6 Montreal	College of Family Physicians of Canada Annual Meeting	Family physicians	End of Life Decisions.....cases and issues: four-hour workshop	Philip Hebert Laura Hawryluck	40
				<b>SUBTOTAL</b>	<b>68</b>
			<b>TOTAL ESTIMATED ATTENDANCE</b>		<b>2,104</b>
			<b>PROGRAM DEVELOPMENT</b>		
2002-2003	Royal College General Surgery Exams	Ethics and EOL Care subjects	Question design	Laura Hawryluck Alexandra Easson	n/a
	Improving EOL care on General Internal Medicine Wards	AMS Wilson UHN wards		Laura Hawryluck	
2002-2003	Incorporating EOL Care Into General Surgery program	General Surgery Residents		Alexandra Easson Lorne Rotstein Laura Hawryluck	



## IAN ANDERSON PROGRAM ACTIVITIES 2002-2003



2002-2003	Trillium Gift of Life Network	Organ donor coordinators	Workshop (standardized family scenarios, core content program development) educational videos	Laura Hawryluck Kerry Knickle	
2002-2003	Anderson Pediatric End-of-Life Care Educational Program	Pediatric palliative care specialists	Module and workshop development	Gerri Frager Yarrow McConnell Laura Hawryluck	
2002-2003	AMS-COFM Conference: Bringing back the humanity; teaching how to care	Provincial Schools of Medicine faculty	Two-day conference development for Ontario Medical Schools funded by Associated Medical Services	Laura Hawryluck Larry Librach Dave Davis	
Spring 2003	ICU Fellowship Exam	ICU Fellows	ICU Fellowship exam using standardized patients	Laura Hawryluck	Cancelled due to SARS
			<b>GRANTS</b>		
	Improving EOL care on General Internal Medicine Wards	AMS Wilson UHN wards	Research project/ faculty development	Laura Hawryluck	\$5,000.00
2002-2003	COFM/AMS Willson	Provincial Schools of Medicine faculty and staff	Two-day conference development for Ontario medical schools funded by Associated Medical Services	Laura Hawryluck Larry Librach Dave Davis	\$25,000.00
2002-2003	Trillium Gift of Life Network	Organ donor coordinators	Workshop (standardized family scenarios, core content program development) educational videos	Laura Hawryluck Kerry Knickle	\$65,000.00
					\$95,000.00
			<b>INTERNATIONAL</b>		
October 31	Toronto Critical Care Medicine Conference	Intensivists/ ICU healthcare providers	End of Life Ethics in the ICU	Laura Hawryluck Mary Van Soeren Jean Louis Vincent Graeme Rocker	25