



October 2019

Hospice Care in British Columbia



Hospice Care in British Columbia– October 2019

In autumn 2019, BC Centre for Palliative Care conducted a current state assessment of the not-for-profit hospice care sector in British Columbia to generate a deeper understanding of: 1) the variety of hospice programs and services in BC; 2) the people and care settings supported by these programs; 3) funding sources; 4) workforce structure.

The administrators of 71 hospice organizations in BC were invited to complete an online survey between September 3rd and October 6th, 2019. The survey was completed by 53 hospice organizations, resulting in a 75% response rate.

The hospice organizations that participated in the survey reported that they serve an average of over 10,000 people monthly through their hospice palliative care and education programs. Hospice clients include individuals with life-limiting illnesses, older adults with chronic conditions and comorbidities, caregivers, and grieving family members and friends, among others.

Hospice services focus on the unmet psychosocial and practical of their clients and are provided in a variety of settings including in the person's home, long-term care homes, hospitals, and assisted living residences. Most hospice organizations have programs that provide one-to-one palliative support, companionship, grief support, vigil support, practical support, caregiver support, and arts-based therapy.

Only a few hospice organizations operate inpatient hospice beds or facilities. The survey participants (including those who do not operate hospice beds) reported that they support more than 300 hospice beds across various care settings in the province.

1

Many hospice organizations have established education programs to raise public awareness and knowledge of the benefits of hospice palliative care and how to access these services when needed. In addition, they offer education sessions for the public to enhance their selfcare skills and support their engagement in advance care planning which can help people get the care that is consistent with their wishes.

Most hospice services are provided by well-trained volunteers who support the highly qualified hospice staff at a nearly 10:1 ratio. More than 70% of hospice organizations reported that at least 50% of volunteer hours are allocated to provide direct care and support to patients and families. Hospice volunteers receive 30 hours of basic training before commencing their hospice work and 20 hours of annual training to further develop their skills in facilitation and related topics.

Almost all of the survey participants who do not operate hospice beds report that an overwhelming percentage of their funding (approximately 75%) is derived from community sources including fundraising, gaming grants, and donations. The few organizations that operate hospice beds reported that over 50% of their funding is provided by the Ministry of Health and/or health authorities.

The results of the survey highlight the unique strengths of the hospice care services and workforce structure. The well-trained volunteer networks and highly qualified staff allow hospice organizations to provide a wide range of direct and indirect care to a larger segment of the BC population, thus supporting more individuals and their caregivers to live well in the place of their choice.

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Overview

Overview	Details
Context	<ul style="list-style-type: none">▪ This current state assessment was conducted as part of a bigger initiative by the Provincial Hospice Working Group; a collective of the following non-profit organizations: BC Centre for Palliative Care, BC Hospice Palliative Care Association, Sovereign Order of St. John, Victoria Hospice, and Vancouver Island Federation of Hospices.▪ The aim of the initiative is to co-develop with key stakeholders in the province a path forward to improve access to high quality, integrated, and sustained hospice care for all British Columbians.
Objectives	<ul style="list-style-type: none">▪ Generate a deeper understanding of:<ol style="list-style-type: none">1) the variety of hospice programs and services in BC;2) the people and care settings supported by these programs;3) funding sources;4) workforce structure.5) support needs
Participants	<ul style="list-style-type: none">▪ Hospice Organizations in BC
Data Collection	<ul style="list-style-type: none">▪ Online Survey

Survey Data Collection

- 1 Online Survey Design*
- 2 Survey Launch Sep 03, 2019
- 3 Survey closed Oct 06, 2019
- 4 71 Participants invited
- 5 53 Responses received
- 6 75% Response Rate



* The survey questions were developed in partnership with the Provincial Hospice Working Group

Data Analysis

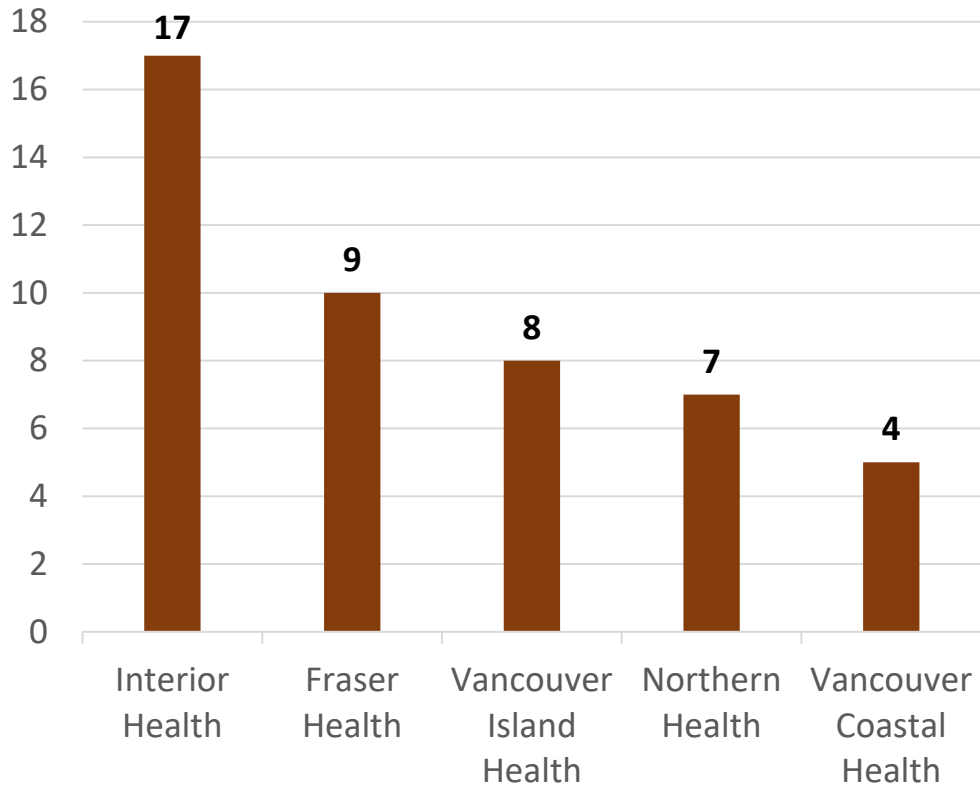
- One response per organization
- Organization represented by different survey respondents: we selected the survey response completed by the person who has authority to represent the organization.

For example, if the executive director and a volunteer responded for an organization, we selected the survey responses completed by the ED and cross referenced the responses from the two surveys for discrepancies.

- Responses from 48 Hospice Organizations included in the analysis.

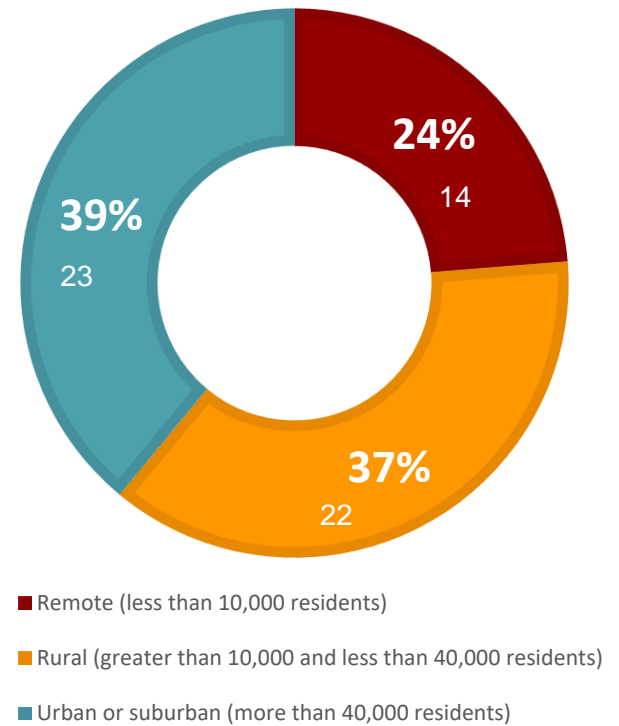
Distribution of hospice organizations across regions and community types

Number of Hospice Organizations by Region



**In addition, two organizations provide services provincially*

% Distribution by community



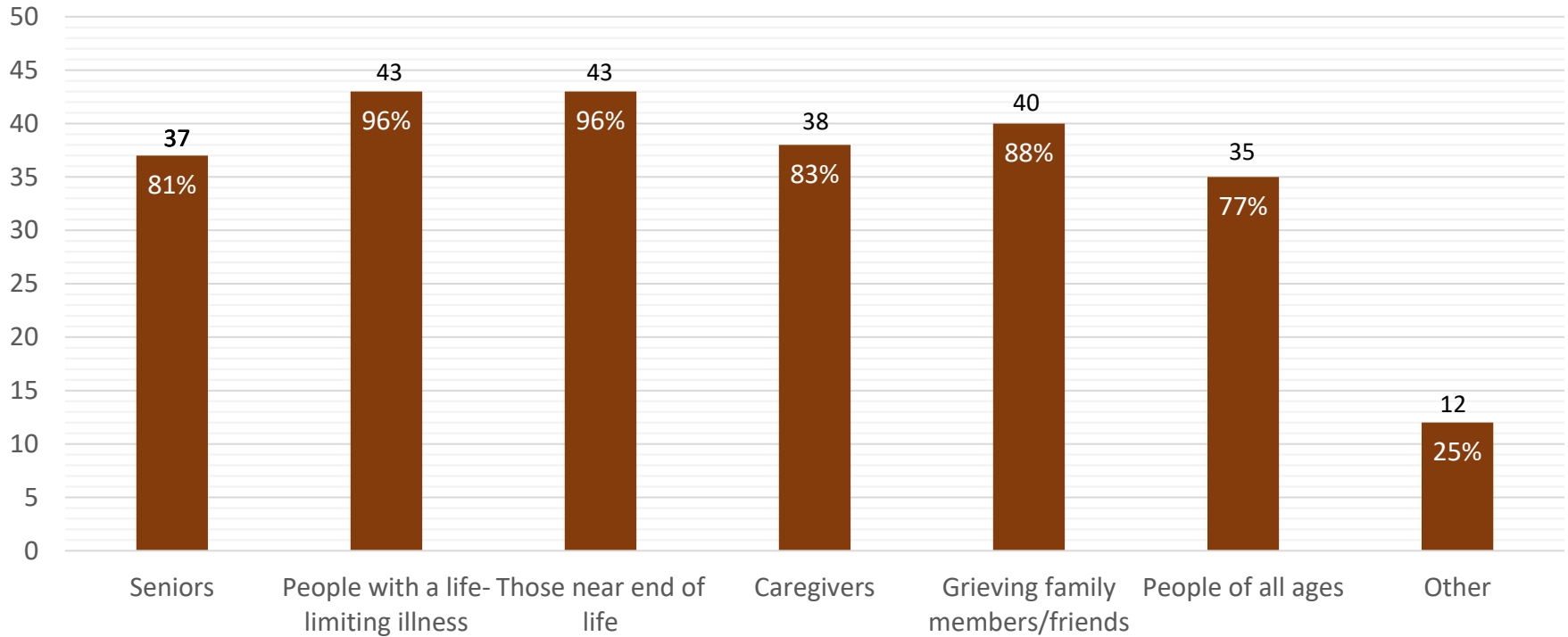
** Some hospice orgs serve more than one community type*



Clients

Clients served by Hospice Organizations

- Chart shows number of hospice organizations that provide services to a category of clients

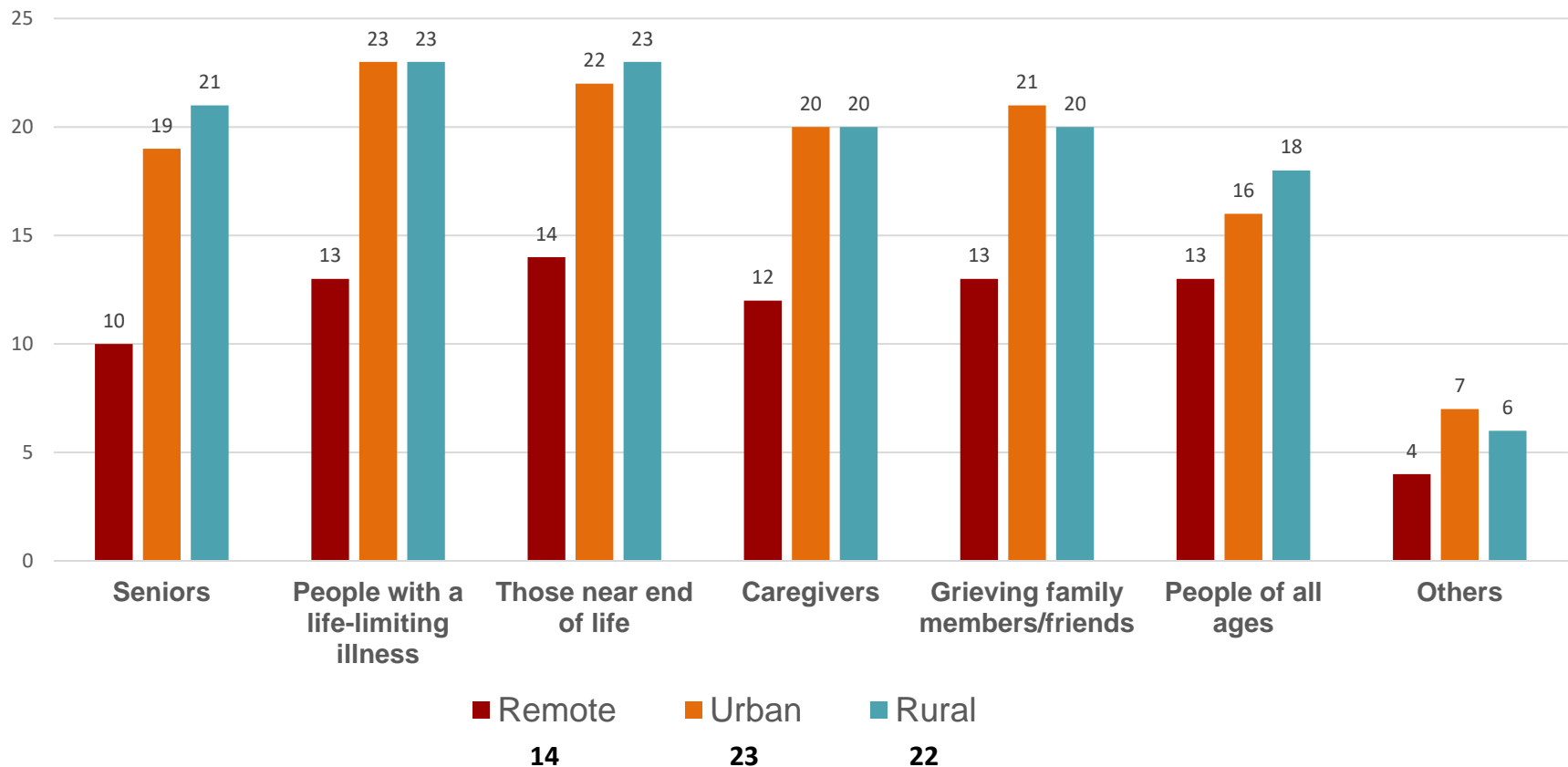


Grouped into "Others" category include:

1. Community members seeking HPC education
2. General public for advance care education
3. Grieving youth ages 14 and above

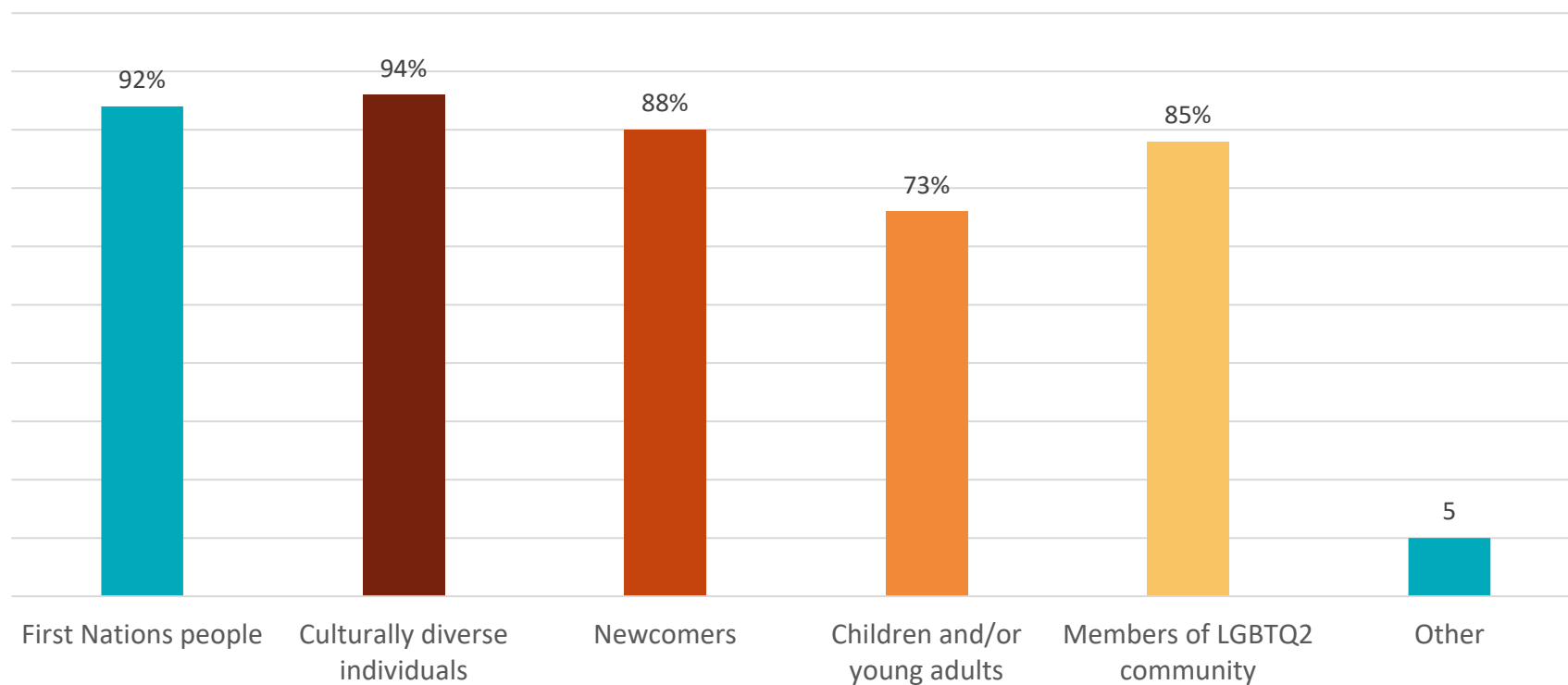
Clients served by hospice services - by community type

- Chart shows number of hospice organizations that provide service to a category of clients across communities



Diversity of clients served by hospice organizations

- Chart shows number of hospice organizations and the diversity of clients they provide services to

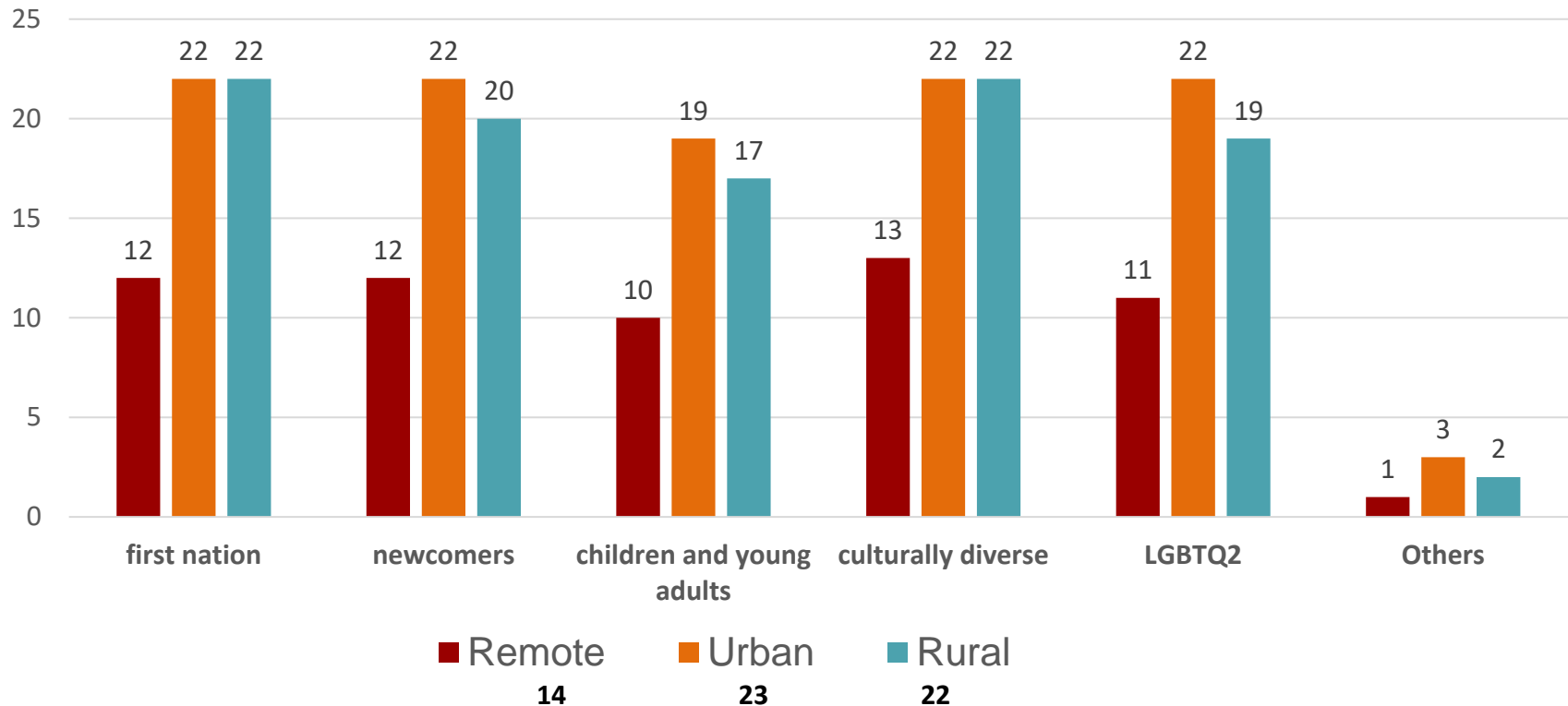


Grouped into “Others” category include:

1. Anyone requesting hospice services
2. People who are homeless or at risk of homelessness
3. People with ability challenges issues

Diversity of clients served by hospice societies by community type

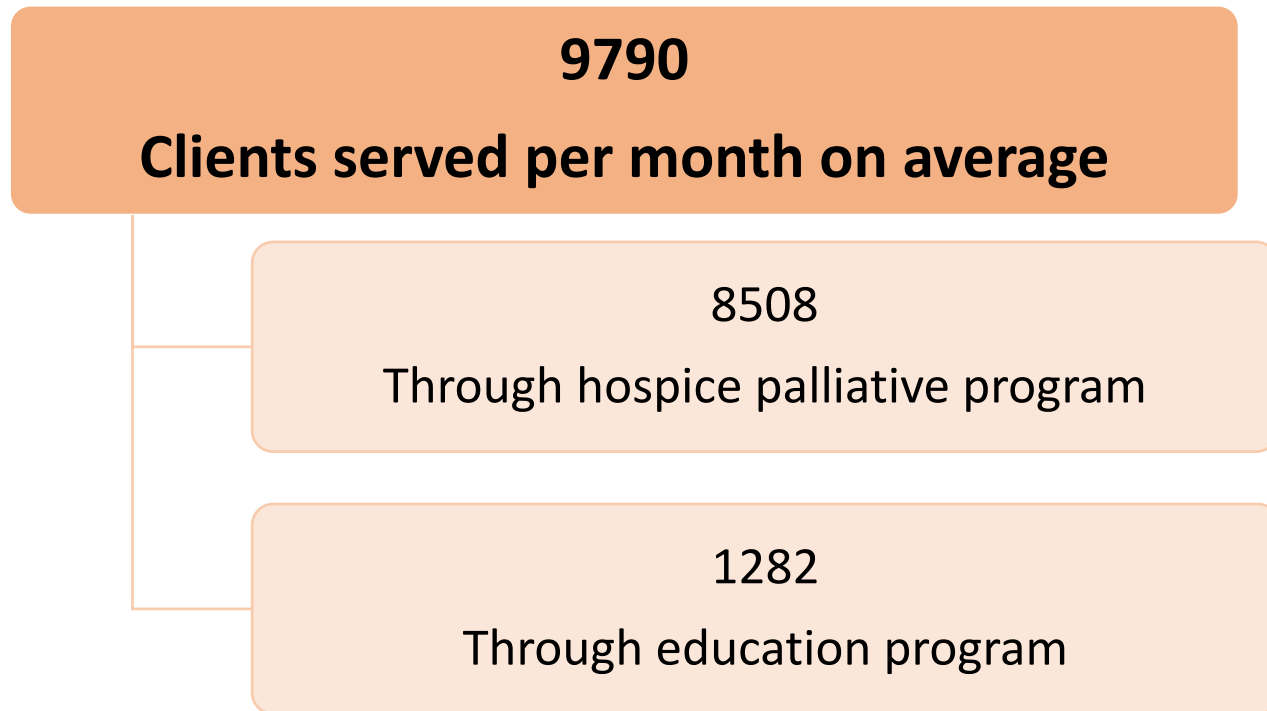
- Chart shows Total number of hospice organizations and the diversity of clients they provide services to in communities



Grouped into “Others” category include:

1. Anyone requesting hospice services
2. People who are homeless or at risk of homelessness
3. People with ability challenges issues

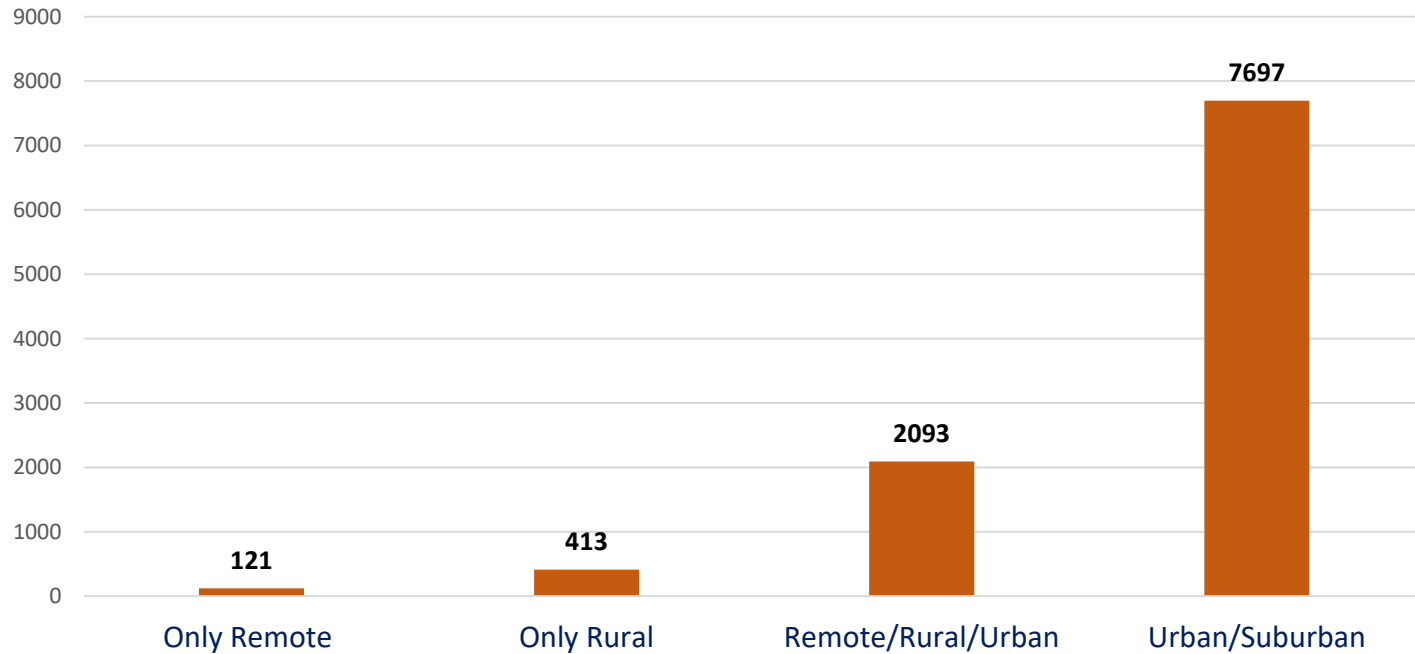
In 2018, Average Number of Clients Served by Hospice Organizations



** 6 organizations reported: numbers are unknown.*

In 2018, Average Number of Clients Served by Hospice Organizations

9790
Clients served per month on average





Services

Services Provided by Hospice Organizations (1/2)

The table shows the percentage of hospice organizations that provide the following services:

LOCATION	BY STAFF (n=46)	BY VOLUNTEERS (n=45)
Palliative Support (1:1)	63%	69%
Palliative Support (Home-based)	44%	65%
Companionship	38%	83%
Vigil Support	40%	81%
Spiritual Support	40%	56%
Complementary Therapies	27%	56%
Practical Support (e.g. IADLs.)	10%	42%
Symptom Management	25%	8%
Physical Support (e.g. ADLs)	10%	8%
Palliative Day Programs	8%	8%
Palliative Response Team	8%	8%

Services Provided by Hospice Organizations (2/2)

The table shows the percentage of hospice organizations that provide the following services:

LOCATION	BY STAFF (n=46)	BY VOLUNTEERS (n=45)
Grief Support (1:1 counselling)	67%	38%
Anticipatory Grief Support	58%	56%
Grief Support Groups	58%	60%
Community Education - Lending Libraries	56%	56%
Community Education - ACP	52%	48%
Professional Education	42%	13%
Complicated Grief Program	40%	13%
Music/Art Therapy	25%	23%
Caregiver Support Clinics	13%	10%
Caregiver Support Groups	29%	21%
Respite Care	19%	38%
Children's Program	29%	21%
Other	23%	19%

Hospices Services by Setting

The table shows the percentage of hospice organizations that provide service in the following settings:

LOCATION	BY STAFF (n=46)	BY VOLUNTEERS (n=45)
Private Homes	59%	84%
Long Term Care Facilities	50%	76%
Hospital & Acute Care Units	46%	64%
Hospital & dedicated palliative care units/beds	48%	60%
Hospice facilities with beds	46%	47%
Independent Living Facilities	35%	58%
Assisted Living Facilities	35%	67%
Other	35%	16%
Outpatient hospice facilities	7%	11%
Physician Offices	7%	4%
Homeless Shelter/Service Providers	7%	4%
Adult Day Programs	4%	11%

Hospices Services by Setting and community type

The number of hospice organizations that provide services **by Staff** in the following settings:

Services provided by Staff in	# of organizations		
	Remote	Rural	Urban/suburban
Private homes	9	13	12
Long term care facilities	8	12	8
Hospital acute care units	7	9	10
Hospital dedicated palliative units/beds	8	9	10
Hospice facilities with beds	4	7	16
Independent Living Facilities	3	9	7
Assisted Living Facilities	3	10	7
Outpatient hospice facilities	1	2	2
Physician Offices	3	2	2
Homeless Shelter/Service Providers	1	1	3
Adult Day Programs	0	1	0

Hospices Services by Setting and community type

The number of hospice organizations that provide services **by Volunteers** in the following settings:

Hospice services provided by Volunteers in	<i># of organizations</i>		
	Remote	Rural	Urban/suburban
Private Homes	11	18	15
Independent Living Facilities	7	12	12
Assisted Living Facilities	8	16	12
Long Term Care Facilities	10	18	12
Hospital acute care units	9	15	12
Hospital dedicated palliative units/beds	10	12	9
Hospice facilities with beds	3	8	15
Outpatient hospice facilities	1	2	4
Physician Offices	2	1	1
Homeless Shelter/Service Providers	1	1	2
Adult Day Programs	0	4	1

Services provided by hospice organizations by community type (1/2)

The table shows the total number of hospice organizations that provide the following services by community type

	Remote (14)		Urban (22)		Rural (23)	
SERVICES PROVIDED	Staff	Volunteer	Staff	Volunteer	Staff	Volunteer
Symptom Management	2	1	10	3	5	3
Palliative Support (1:1)	7	9	18	14	14	18
Palliative Day Programs	0	0	3	3	1	1
Palliative Support (Home-Based)	6	8	14	14	11	17
Palliative Response Team	1	2	3	3	2	1
Physical Support	1	1	4	2	2	2
Spiritual Support	5	8	12	12	8	13
Practical Support	1	8	2	6	3	13
Vigil Support	5	11	8	17	8	18
Complimentary Therapy	3	3	10	16	7	15
Companionship	6	11	9	19	10	20
Anticipatory Grief Support	7	4	19	13	11	14

Services provided by hospice organizations by community type (2/2)

The table shows the total number of hospice organizations that provide the following services by community type

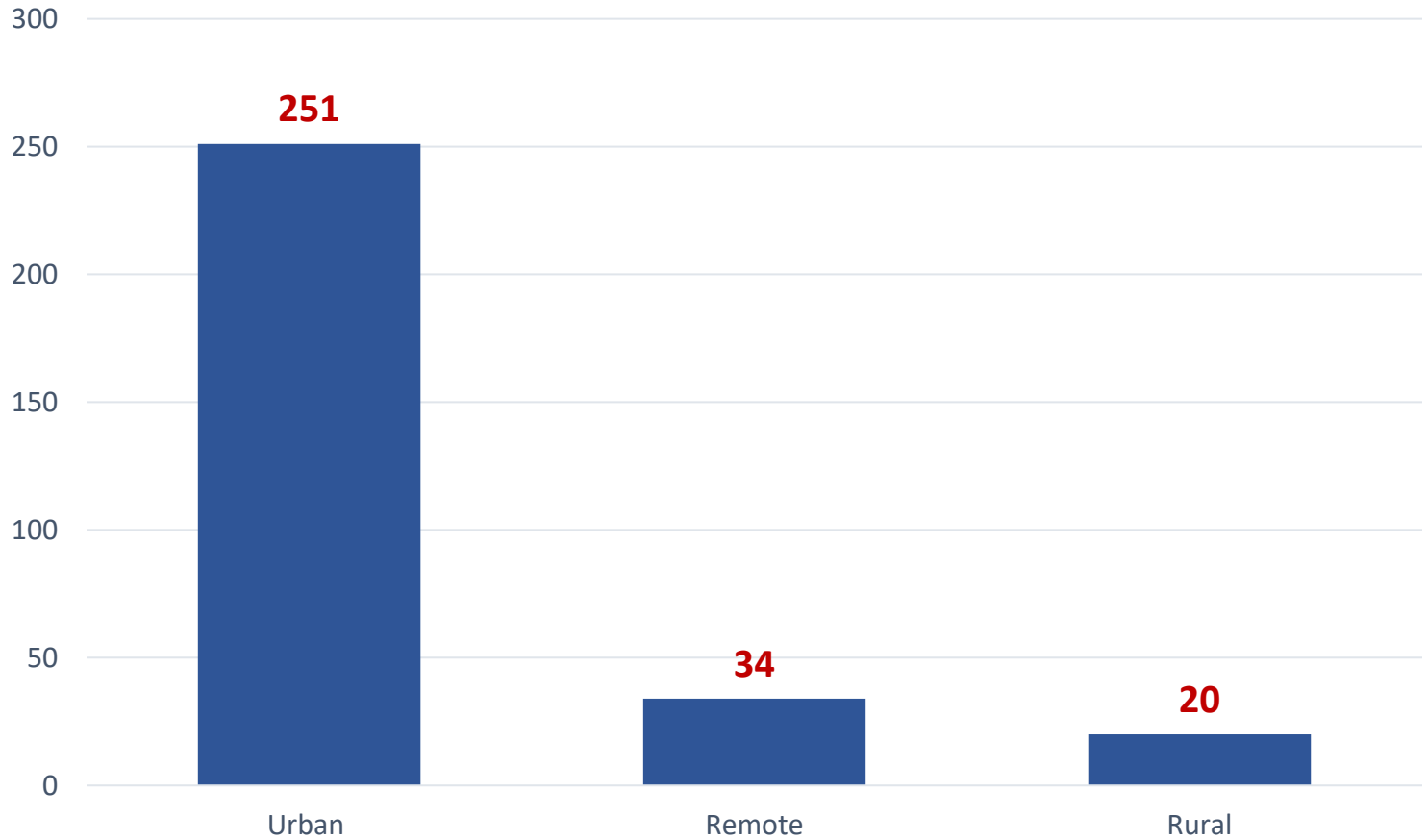
SERVICE PROVIDED	Remote (14)		Urban (22)		Rural (23)	
	Staff	Volunteer	Staff	Volunteer	Staff	Volunteer
Grief Support (1:1 counselling)	8	5	20	6	13	11
Grief Support Groups	7	7	20	16	11	15
Complicated Grief Program	5	2	15	3	8	4
Music/Art Therapy	4	1	12	10	4	3
Caregiver Support Clinics	3	2	5	4	5	4
Caregiver Support Groups	3	2	13	7	5	6
Respite Care	2	5	7	7	4	11
Children's Program	5	1	12	7	4	3
Professional Education	4	1	14	2	13	6
Community Education – Lending libraries	6	7	13	11	14	16
Community Education – Advance Care Planning	8	8	10	6	13	16
Others	4	2	5	4	6	5



Beds

In 2018, Total Beds Supported by Hospice Societies

305 Hospice/Palliative Beds



In 2018, Total Beds Supported by Hospice Societies

2 hospices organizations support **30 beds** (Burnaby & Surrey)

4 hospice organizations support **15-24 beds** (Victoria, St. John, The Bloom, Chilliwack)

14 hospice organizations support **5-14 beds**

18 hospice organizations support **1-4 beds**

10* hospice organization support **0 beds**

70% support 1-14 beds

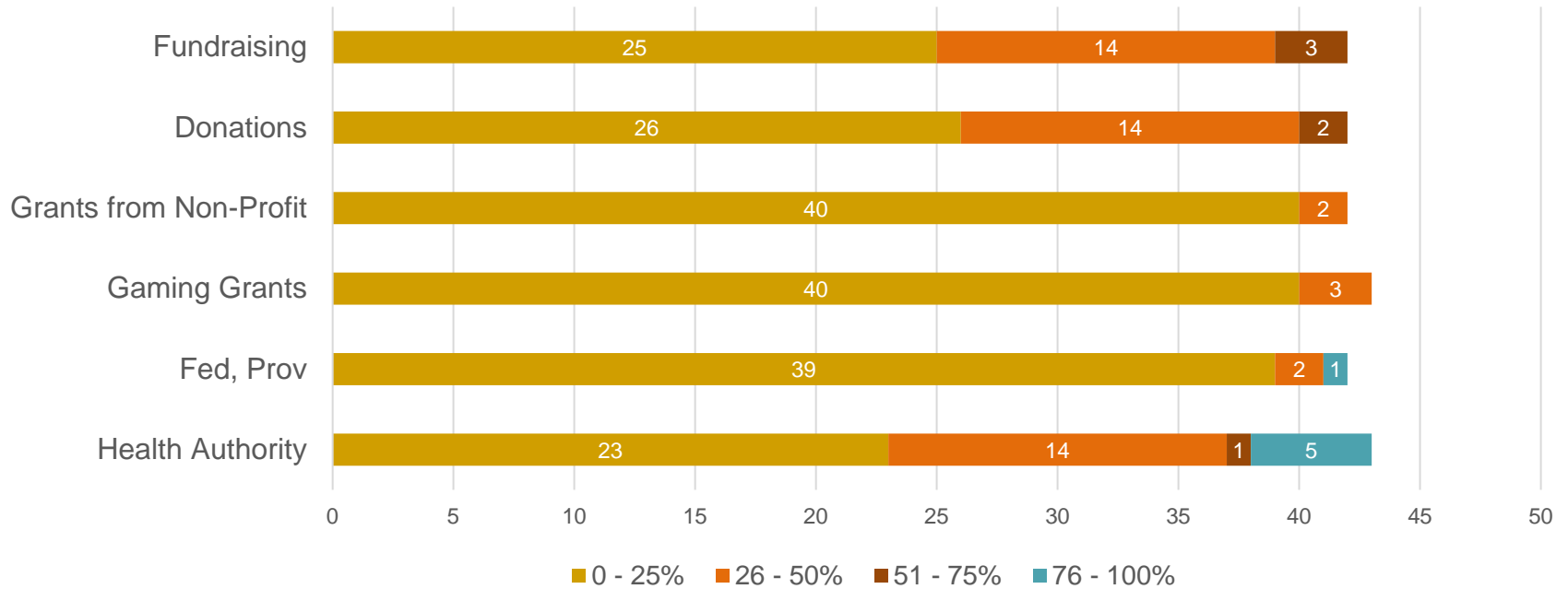
* 3 of the 10 organizations commented that they support clients in long term care facilities



Revenue

Revenue Source

The chart shows the number of hospice organizations who responded to each revenue source



Revenue Range	Health Authority Funding	Federal, Provincial Funding	Grants from Gaming	Grants from Non-Profit	Donations	Fundraising
0 – 25 %	23	39	40	40	26	25
26 – 50 %	14	2	3	2	14	14
51 – 75 %	1	0	0	0	2	3
76 – 100 %	5	1	0	0	0	0



Human Resources

In 2018, Overview of Hospice Paid FTE Staff and Volunteers in BC

Total number of Paid FTE Staff = **422**

Total number of hospice volunteers = **3876**

Average New Training Hours = **30.05**

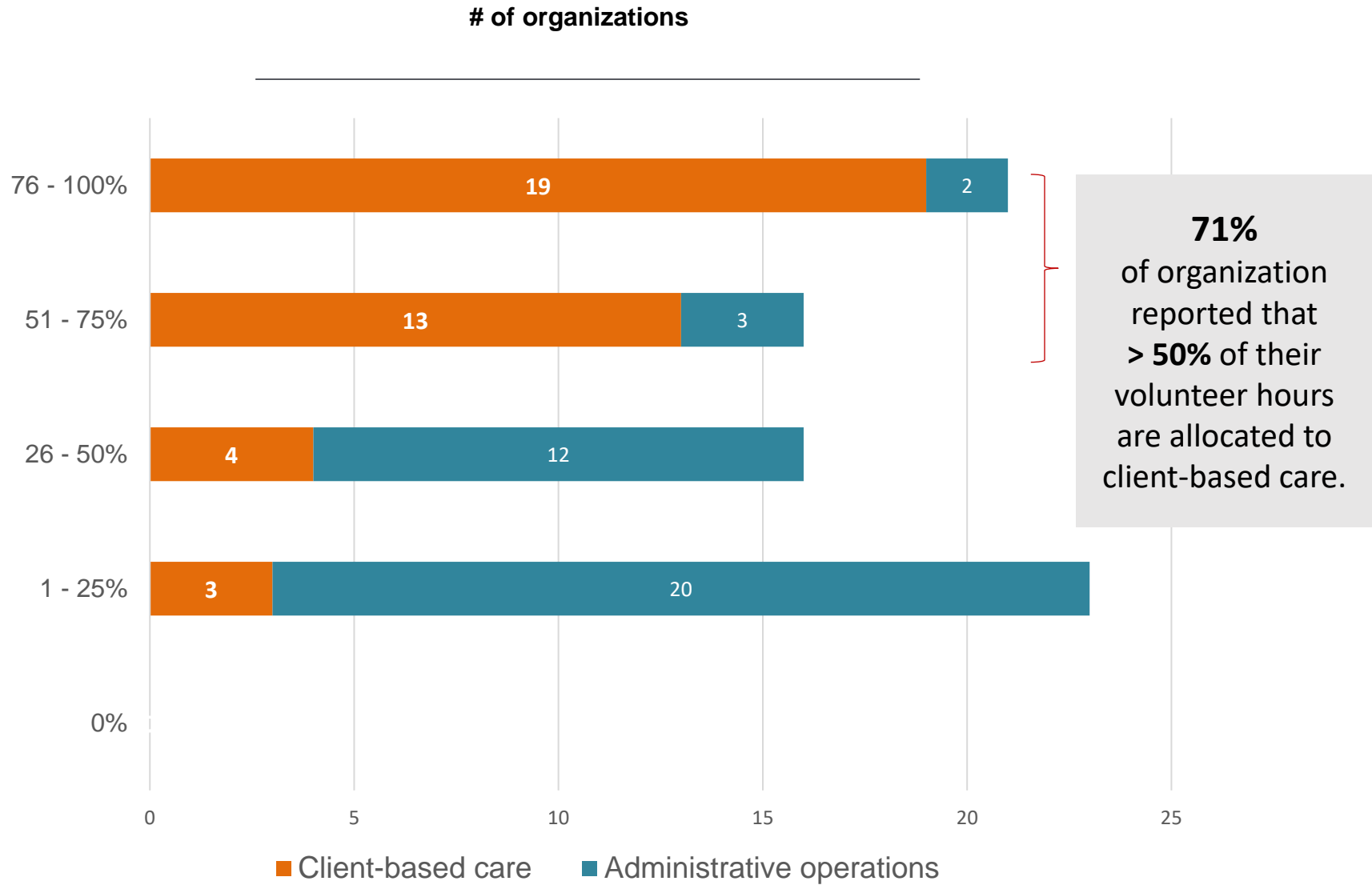
Average Annual Additional Training Hours = **21.18**

Hospice Staff and Volunteer Services by Community & Settings

The table shows the number of organizations that responded to service delivery settings

	Remote (14)		Urban (22)		Rural (23)	
Service Delivery & Support Locations	Staff	Volunteer	Staff	Volunteer	Staff	Volunteer
Private Homes	9	11	12	15	14	18
Independent Living Facilities	3	7	7	12	10	12
Assisted Living Facilities	3	8	7	12	11	16
Long Term Care Facilities	8	10	8	12	13	18
Adult Day Programs	0	0	0	1	2	4
Hospital Acute Care unit	7	9	10	12	10	15
Hospital Dedicated Palliative Units/Beds	8	10	10	9	10	12
Hospice Facilities with Beds	4	3	16	15	7	8
Outpatient Hospice Facilities	0	0	0	0	0	0
Physician Offices	3	2	2	1	2	1
Homeless Shelter/Service Provider	1	1	3	2	1	1
Others	7	2	6	5	1	4

Support provided by Volunteers



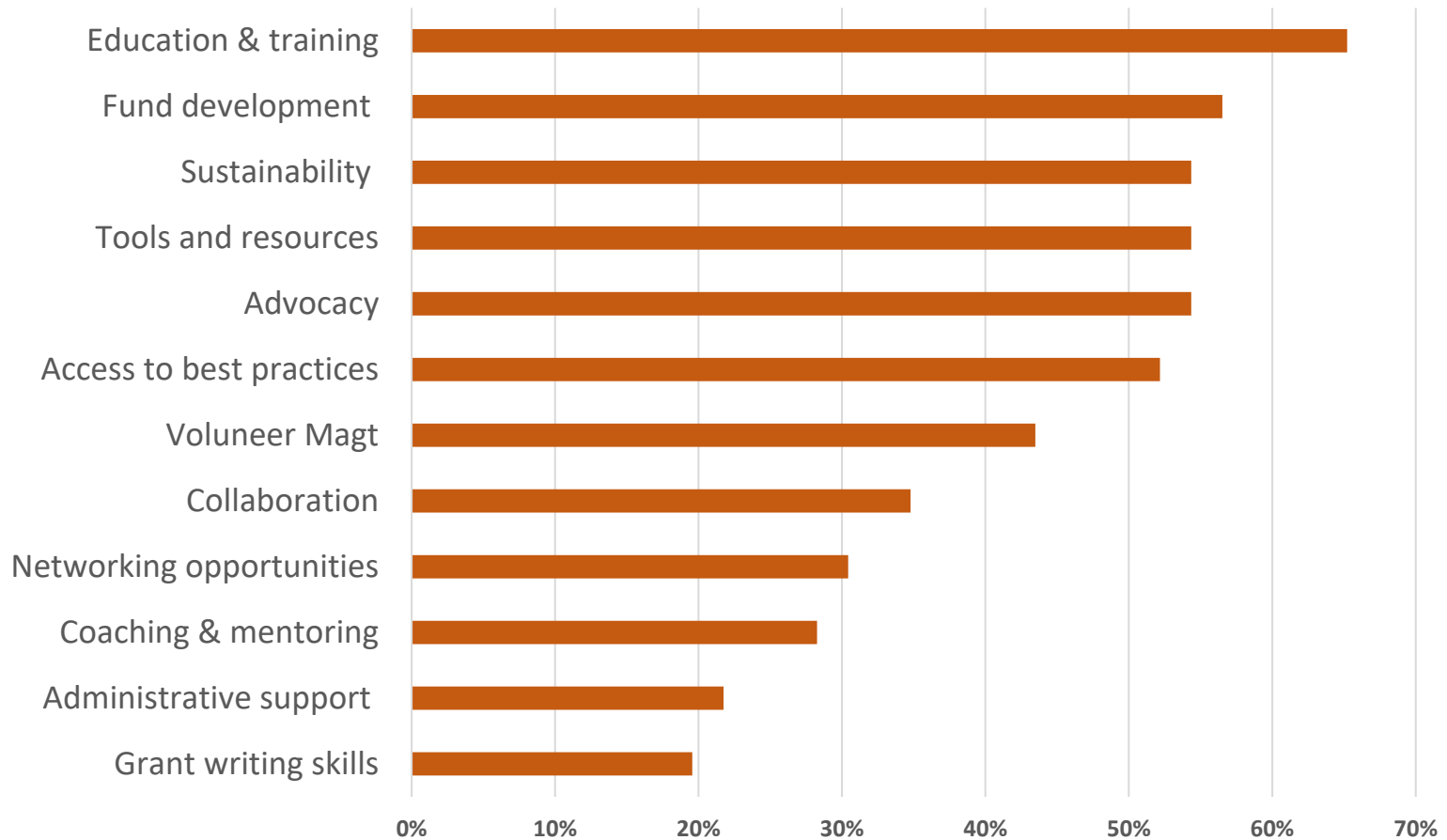


Support Needed

Areas of support requested by and believed to be of most benefit to hospice organizations

n = 46

- Chart shows the percentage of hospice organizations and areas of requested support



48 (out 71) hospice organizations participated in the current state assessment survey that was conducted in the period from September 3rd to October 6th (2019)

Vanderhoof Hospice Society	Camp Kerry Society	Ridge Meadows Hospice Society
Abbotsford Hospice Society	Clearwater & District Hospice Society	Oceanside Hospice Society
The Bloom Group	Delta Hospice Society	Boundary Community Hospice Association
Fort Nelson Hospice Society	Prince Rupert and District Hospice Society	Alberni Valley Hospice Society
100 Mile District Hospice Palliative Care Society	Cranbrook Kimberley Hospice Society	New Denver Hospice
Crossroads Hospice Society	P & D Hospice Society	Cowichan Hospice
Hospice Society of North Kootenay Lake	Castlegar Hospice Society	Campbell River Hospice Society
Creston Valley Hospice Society	Powell River Hospice Society	Ashcroft District Hospice Program
Burnaby Hospice Society	Fort St. John And District Palliative Care Society	Mission Hospice Society
Greater Trail Hospice Society	Sunshine Coast Hospice Society	Victoria Hospice Society
Revelstoke Hospice Society	Canuck Place Children's Hospice	Shuswap Hospice Society
Lillooet Hospice and Palliative Care Society	Salt Spring Hospice Society	Prince George Hospice Society
St John Hospice	Hospice Society of the Columbia Valley	North Okanagan Hospice Society
Surrey Hospice Society	Peace Arch Hospice Society	Nelson and District Hospice Society
Terrace Hospice Society	Comox Valley Hospice Society	Chilliwack Hospice Society
Quesnel & District Hospice Palliative Care Association	Nanaimo Community Hospice Society	Desert Valley Hospice Society



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