

Updates & Innovations in Essential Conversations for the Health Care Team ECHO Series

BCEHS Approaches to Essential Conversations

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Date:



BY
Pallium Canada



*The BC Centre for Palliative Care
is the provincial hub partner of the
Palliative Care ECHO Project in British
Columbia*



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We recognize that all of you joining us online may be participating from traditional territories of other Indigenous peoples. From coast to coast to coast, we acknowledge the ancestral and unceded territory of all the Inuit, Métis, and First Nations people that call this land home.

The Palliative Care ECHO Project

The Palliative Care ECHO Project is a 5-year national initiative to cultivate communities of practice and establish continuous professional development among health care providers across Canada who care for patients with life-limiting illness.

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Thank You

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Introductions

Presenters

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Learning Objectives

By the end of the session, participants will be able to:

Have an understanding of the role Paramedics contribute during a palliative emergency

Have an understanding of the treatment modalities & referral pathways Paramedics have access to.

Have an understanding of a Paramedics communication techniques during a palliative emergency.

Poll

Rate your current knowledge level on today's topic

Who are we?!

- Who (or maybe, what) is a Paramedic? Our role is sometime misunderstood in the community – we're seen at the life-saving interventionist on ER or Grey's Anatomy.
- But to understand our role & communication – we need to understand the *anatomy of a 911 call....our communication really starts here!*

What is an Essential Conversation?

“Conversations aimed at understanding patient goals, values, and preferences during serious illness or end-of-life care.”

From a Paramedics perspective, we must balance the conversation with the degree of the emergency:

- Acute
- Chronic
- Acute on chronic

Why Paramedics play a key role?

- Paramedics often encounter patients in critical moments, where care preferences must be rapidly understood and respected.

Opportunities include:

- Responding to palliative or hospice calls.
- Managing transitions between home and healthcare facilities.
- Navigating "Goals of Care" discussions during acute situations.

Our key goals...

1. Explore goals & values.
2. Understand fears & concerns.
3. Clarify preferences.

Building confidence....

Be prepared:

Review care plans or advance directives if available.

Use **open-ended** questions.

Avoid medical jargon; keep language patient-centered.

Adapt communication for **cultural and situational contexts**.

Provide emotional support for **both patients and families**.

A call to action...building essential conversations into paramedic practice

- The importance of paramedic involvement in palliative care communication.
- The impact of these conversations on patient care and family satisfaction.
- Continued Professional Development - further learning and skill development

“How can you integrate Essential Conversations into your practice?”

Poll

1. Has your knowledge level on today's topic increased because of this session?
2. To what extent does attending ECHO help you feel more connected to others interested in this topic?