



All Together Series

Session 1: A Community Collaboration: The Sunshine Coast Hospice Green Sleeve Advance Care Planning Program Thursday- Apr 16th, 2026 (12pm-1pm)

	DISCUSSION
Introductions	<p>Presenter: Jackie Scott, Volunteer Manager, Green Sleeve ACP Program, Sunshine Coast Hospice</p>
Key Takeaways	<ul style="list-style-type: none"> • The Green Sleeve program has distributed over 5,500 kits in the Sunshine Coast community since its 2020 inception. • More than 100 education workshops and presentations have reached over 2,000 people. • Physician confidence in having goals of care conversations increased from 60% to 100% during the pilot project. • Use of the MOST form for palliative patients increased by 80% by the end of the pilot. • Volunteers have provided more than 325 hours of one-on-one support to community members completing their advance care plans. • The program works best when healthcare providers, first responders, and community organizations collaborate effectively. • Sustainable funding remains a significant challenge for community-driven programs. • Advance care planning should begin when people are well, not only after diagnosis of serious illness. <p><u>Program Development and COVID-19 Origins</u></p> <ul style="list-style-type: none"> • The Green Sleeve Advance Care Planning Program emerged in response to the COVID-19 pandemic when Sunshine Coast Hospice could no longer conduct in-person advance care planning workshops. In June 2020, the organization pivoted to a Zoom-based Facebook Live workshop titled "Advanced Care Planning in the Time of COVID," featuring Dr. Carmen Guja (a family and palliative physician), Joan Hibbard (a retired nurse educator), and Jackie as coordinator. • This initial workshop revealed critical gaps in the healthcare system: less than one-third of palliative patients on the Sunshine Coast had goals of care in place, and physicians were using inconsistent goals of care documentation ranging from free text to various official forms. • The program was developed collaboratively with a community paramedic from Madeira Park who was working to create solutions for the rural, isolated elderly population in the northwest area of the Sunshine Coast. • The team identified shared goals: implementing a green sleeve program similar to those in Fraser Health and Alberta Health, increasing goals of care conversations for people with palliative and chronic illness, and moving toward more consistent use of the MOST form.

- The Sunshine Coast community, with approximately 35,000 residents spread along an 85-kilometer ribbon of highway accessible by ferry, presented unique challenges as a semi-rural, island-style community where 50% of residents are over 50 and 38% are 65 or older.

Q&A

Q: Are you aware of the Hope for the Best Plan for the Rest created by the Waiting Room Revolution?

A: Absolutely. Xian Xiao came to present through the hospital foundation to about 125 members of the public. A group of volunteers is working on a presentation to augment the green sleeve work. It's a great resource, especially the first season which outlines seven steps to navigating the healthcare system.

Pilot Project Results and Program Components

- The two-year pilot project, funded jointly by Sunshine Coast Hospice and Shared Care through the Division of Family Practice, achieved significant measurable outcomes. By the end of the pilot, 700 green sleeves had been distributed to community members, particularly those living with chronic or life-limiting illness who were especially vulnerable to COVID-19.
- The team conducted 42 in-services and workshops, with nearly half directed at healthcare professionals and first responders. Dr. Guja facilitated extensive training for healthcare professionals, introducing the green sleeve concept, providing training on serious illness conversations and goals of care discussions, and reinforcing the advantages of the MOST form over the simpler no CPR form.
- The Green Sleeve kit itself is a carefully designed physical package that fits folded 8.5 by 11-inch sheets and features magnets on the back for attachment to or near the refrigerator. It contains an emergency information form providing first responders and initial healthcare workers with immediate information that might otherwise take time to gather, a temporary substitute decision-maker form that guides people through the legal hierarchy of decision-makers, two green identification dots (one for the front door and one near the refrigerator) to alert first responders to the presence of a green sleeve, and a comprehensive 23-page booklet covering workshop content with extensive resources and links to additional information.
- The program became a core offering of Sunshine Coast Hospice after the pilot concluded, with all materials available as PDFs on the organization's website.

Q&A

Q: Are there privacy considerations to be aware of when starting a Green Sleeve program? Were you required to complete a privacy impact assessment?

A: Privacy is an issue for all hospice work. We don't keep personal information unless providing ACP support, in which case clients onboard and information is secured in Info Anywhere, held in Canada and meeting all privacy requirements. Volunteers know that any work with clients is confidential.

Challenges and the Gartner Hype Cycle

- Jackie used the Gartner Hype Cycle framework to illustrate the program's trajectory, with COVID-19 serving as the innovation trigger that generated significant enthusiasm among healthcare providers, paramedics, and the public. The initial Facebook Live workshop received approximately 630 views, demonstrating strong public hunger for information. The program launched successfully with strong physician engagement and

achieved its pilot project goals, but gradually experienced challenges in maintaining momentum and partner communication.

- The "trough of disillusionment" came when a community member reported that after he and his wife had proactively completed their green sleeve, documented their wishes, and talked to family, the paramedics who responded to their call didn't understand what the green sleeve was, didn't want to look through it, and weren't interested in taking it with the patient. Hospital healthcare workers, while impressed by the work, also didn't recognize the green sleeve. This experience highlighted the critical challenge of maintaining awareness and training among healthcare providers and first responders amid high staff turnover, contract positions, and limited continuity of care.
- Additional challenges include the inability to track metrics through the healthcare system due to overwhelming documentation requirements, limited resources as a volunteer-driven program, lack of sustainable funding requiring constant grant applications, the analog nature of the solution in an increasingly digital healthcare environment with non-integrated systems (doctor's offices, hospital systems, and paramedic systems all operate separately), and the reality that approximately 30% of Sunshine Coast residents are unattached patients without family physicians to discuss goals of care.
- Despite these challenges, public motivation has remained strong, with workshops consistently attracting 20-40 attendees and 350 people on the workshop email list showing high engagement rates.

Q&A

Q: Did you recruit volunteers specifically for the one-on-one support role or was it generally from the pool of volunteers?

A: During training, we do presentations about different programs to 12-18 new volunteers, and usually one or two say it resonates for them. Sometimes it's a segue into palliative support. It requires building knowledge around representation and goals of care, so there's a lot of information to learn.

Collaborative Partnerships and Community Engagement

- The program's success has been built on extensive collaborative partnerships across multiple sectors. Core partners include Dr. Guja and the Division of Family Practice (which brought Shared Care funding), BC Emergency Health Services through the community paramedic, home care nurses from the Shishal Nation Health Unit, and a palliative care working group that includes additional doctors, palliative care coordinators, and social workers. Monthly meetings with this shared care palliative care working group provided valuable multi-perspective input, bringing the community hospice organization into medical and healthcare-focused conversations.
- The program has expanded partnerships to include two law offices in Sechelt that now incorporate the green sleeve when preparing planning documents such as wills, powers of attorney, and representation agreements.
- Pharmacists have been identified as an untapped resource, as they often have strong relationships with community members and understand their healthcare conditions.
- Financial advisors represent another potential partner group. The program has also received significant support from the Notary Foundation of BC, which provided funding for kits covering more than two years of distribution. Jackie emphasized that the program requires champions in different sectors- Dr. Guja in healthcare, the community paramedic for first responders, and Jackie herself for the community and hospice- to maintain momentum and engagement.

- The program is now working to reopen and systematize communications with healthcare providers and first responders, exploring ways to integrate green sleeve awareness into onboarding processes for incoming doctors, contract physicians, and contract nurses.
- Recent innovations include expanding workshop presentations into two sessions (an introductory session with exercises and homework, followed by a practical session where participants bring their green sleeve and complete it with support), finding solutions for unattached patients through Division of Family Practice physicians who have agreed to conduct goals of care conversations, and exploring applications for underserved communities such as mental health and addictions populations.

Q&A

Q: I'm a hospice volunteer in Nanaimo. We've set up an advanced care planning team and done a couple of workshops, but we're early days. I'm interested in the whole team of volunteers you have to do one-on-one support. I'm hesitant about the My Voice publication because people start it and quit.

A: I call it the Encyclopedia of Advanced Care Planning. When we do training, usually one or two new volunteers say this resonates for them. You really have to build your knowledge base around representation and goals of care. Feel free to contact me, and I invite you to use our resources on the website.

Benefits for Stakeholders and Future Directions

- The Green Sleeve program provides distinct benefits for multiple stakeholder groups.
 - For healthcare providers, it offers a tangible tool to invite goals of care conversations with patients, provides a clear legal roadmap for patient wishes regarding interventions, and supplies critical patient information in a healthcare environment lacking continuity of care where emergency room physicians and hospitalists may not know patients personally.
 - For first responders, the program provides clear permission not to perform CPR when a MOST or DNR is present, relieving the emotional trauma of performing futile resuscitation on patients and families. One paramedic station supervisor became emotional when receiving green sleeve kits, expressing relief at having documentation that allows them to honor patient wishes and avoid physically traumatic interventions that would be hopeless.
 - For patients and families, the program empowers individuals to take control of their future care, provides a template for organizing advance care planning, encourages early conversations with family members about healthcare wishes, and offers one-on-one volunteer support for those who feel overwhelmed by the process.
 - For Sunshine Coast Hospice as an organization, participation in healthcare conversations has enriched relationships with the home care team, leading to increased referrals for palliative support and grief support, and has contributed to the successful collaboration with Vancouver Coastal Health to build an 8-suite hospice facility opening in 2026.
- Jackie emphasized that advance care planning should happen much earlier than the point of serious life-limiting illness diagnosis, referencing an Interior Health infographic showing that established green sleeve programs in Alberta Health and Fraser Health typically intervene at the point of serious illness diagnosis. However, advance care planning should ideally occur when people are well and can thoughtfully consider what is important to them and who they want making decisions. People over 80 and those

	<p>living with chronic or serious illnesses should definitely have advance care plans, but waiting until then can be too late and too difficult.</p> <ul style="list-style-type: none"> The program continues to evolve, with current costs of approximately \$3.50 per kit for third-party and printing costs (based on a 4,000-unit run), not including staff, design time, or volunteer labor for assembly. <p>Q&A</p> <p>Q: We have 20 registered for our ACP workshop coming up next week in Duncan, also offering it in September and October.</p> <p>A: That's great. Cowichan Hospice has similar demographics with Vancouver Island communities. There is real interest in the population. Our demographic is 50% over 50 and 38% 65 or older, nudging up to a peak within the next 5-10 years.</p> <p>Q: Where can we get green sleeves?</p> <p>A: Contact me at acp@coasthospice.com or through our website's general portal. Our packages are branded for Sunshine Coast but the information is relevant anywhere. The kit costs about \$3.50 per unit for printing and third-party costs based on our last 4,000-unit run, not including staff, design time, or volunteer assembly work.</p>
<p>Resources</p>	<p>Supplemental Resources</p> <ul style="list-style-type: none"> Sunshine Coast Hospice website: Contains PDFs of all Green Sleeve kit materials and additional advance care planning resources Contact: acp@coasthospice.com for inquiries about the Green Sleeve program Hope for the Best Plan for the Rest podcast: Created by Waiting Room Revolution, coming out of Alberta; first season outlines seven steps to navigating the healthcare system BC Centre for Palliative Care: Offers volunteer facilitator training program for advance care planning People's Law School for BC Legal Matters: Provides free infographics through Queen's Press NIDUS: Legal resource focused on planning with improved website design for accessibility BC Centre for Palliative Care Learning Hub: ACP Culturally Adapted Modules Interior Health infographic: Shows advance care planning timeline and intervention points Fraser Health and Alberta Health: Established green sleeve programs that provided support and resources during program development Session recording link Upcoming Session: Thursday- May 14, 2026 (12pm-1pm): <i>Connecting Minds Through Compassionate Hearts.</i> Register here.

