

The Freeman Centre for Palliative Care

Cancer Care Program | Information for Patients and Families



Thank you sincerely for embracing our Hospital
and the health of our community!

www.nygh.on.ca

Our Privacy Commitment to you

North York General Hospital and Foundation are committed to protecting the privacy of all information that you share with us. We do not rent or sell our donor lists. The information we collect is used to process donations, keep you informed about the Hospital and Foundation, and to ask for support of our mission of advancing health care in our community. If you do not wish to receive further information, please contact the Foundation. You can view our complete Privacy Policy at www.nygh.on.ca/foundation.

Introduction



Our mission

A community teaching hospital in a continuum of health care, providing compassionate and quality care to diverse communities in North Toronto and beyond.

This brochure is intended to help you understand the meaning of palliative care, and introduce you to North York General Hospital's Freeman Centre for Palliative Care.

What is Palliative Care?

Palliative Care is a specialty that provides expertise in treating the symptoms of serious and life-threatening illness, and supporting the patient and family. Though there may be little hope for cure of the disease, the palliative care team is available to provide:

- care to relieve distressing physical symptoms,
- education and assistance with treatment choices and decisions,
- coordination of available support services to facilitate care at home, in hospital, or in another appropriate setting,
- counseling and support for the patient and family, and
- follow-up during bereavement.

Palliative care neither hastens nor delays death. Rather, its focus is on helping a patient to live life to the fullest with comfort and dignity. Palliative care can be provided most appropriately when everyone understands the patient's medical situation and is in agreement with the palliative approach to care.

The Freeman Centre for Palliative Care



Compassion

The Freeman Centre for Palliative Care was made possible through the generosity of community donors.

Donations through the North York General Hospital Foundation continue to enhance the care provided by the Centre that cannot be supported through government funding.

A Community of Success: Serving with Kindness

The Freeman Centre for Palliative Care supports acute palliative care patients and their families through the Cancer Care program at North York General Hospital.

The Centre provides services on a community outreach and an acute inpatient basis. Within the Hospital's oncology unit, the Centre has six dedicated short-term palliative care beds with a focus on pain and symptom management.

Thanks to the generosity of the Freeman family, the Centre functions like the hub on a wheel, connecting patients and their families to a circle of resources - within our community teaching hospital and in the community.

All services offered by the Centre are integrated into our Hospital's continuum of care. Accordingly, patients and their families can count on the expertise of a diverse, highly skilled care team, dedicated to providing compassionate palliative care.

Inpatient Program



Quality Care

"Sometimes, we have only a very short time to do the right thing. The focus of palliative care is to create positive memories and help alleviate pain and suffering.

We know that there is nothing we can do to cure our patients.

But there is so much we can do to care for them."

Clinical Nurse Specialist, Freeman Centre for Palliative Care

Admission of in-home patients to the Hospital is arranged when :

- their clinical condition cannot be managed at home,
- there is insufficient support for required care at home, or
- the patient or family decide that they can no longer manage to carry on at home.

Admission to a short-term dedicated acute palliative care hospital bed is arranged depending on the need. Whenever possible, we try to arrange the admission so that the patient is brought directly from home to the 3 West bed, without going through the emergency department. Often, private ambulance transport is helpful at this time. However, at times, the physician may want a more immediate assessment in the emergency department. In this case, we would arrange for 911 transport and support.

A full-time Palliative Care physician, Clinical Nurse Specialist in Palliative Care, Social Worker, Dietitian, Pharmacist, Physiotherapist, Occupational Therapist, Registered Nurses and Registered Practical Nurses make up the inpatient palliative care team. Our patients are usually cared for within the Hospital's oncology unit, where six dedicated short-term palliative care beds with a focus on pain and symptom management, are located.

Inside the Freeman Centre

The acute inpatient beds at North York General Hospital are intended for care of patients whose clinical status is unstable. Patients whose clinical condition is assessed by the physician as stable can be cared for in designated palliative care units in other hospitals. The care team will discuss this transfer process with you. However, please be assured that if your loved one's condition has been assessed by the doctor as unstable, even if a bed elsewhere is offered, he or she will not be moved. We strive to provide the most appropriate care to all of our patients and families.



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Outreach (In-home) Program

The Freeman physicians and nurses work with personnel from other community resources to provide care. The patient's family doctor is encouraged to remain involved in his or her care.

One of the Centre's doctors will be assigned to each patient and family. He or she will arrange home visits as necessary. Either the assigned doctor or the physician on call for the program is available by 24 hour pager.

Working with other involved care providers is important. The Centre's physicians and nurses work closely with Community Care Access Centre (CCAC) personnel. The CCAC provides services in the home that are arranged by a Case Manager. Services include visits from Registered Nurses, Physical and Occupational Therapists, Dietitians, or Social Workers and/or assistance from Personal Support Workers. The CCAC also provides medical supplies and equipment.

We consider that the CCAC nurse is the 'primary' nurse, as he/she visits on a scheduled basis. The Centre's nursing role is intended as a support for the physician and the primary nurse. There is availability for other involved caregivers as well as the patient and family at home, and a connection to North York General Hospital if admission to hospital is required.

In cases of emergency, or at times when you do not know what to do, we ask that you call the Freeman Centre's doctor before you call 911. We can often manage a situation without involving people who do not know your circumstances. Space for noting contact information is on the back of this brochure.

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