

BRIGHT LIGHTS AWARDS

2024

**Nomination: 1. Expanding access to team-based care
Hanover Family Health Team**

Navigating Palliative Care – The Whole is Greater than the Sum of the Parts



Palliative care involves a myriad of service providers and communication between providers is often not timely. This leads to frustration amongst patients and caregivers, as well as physicians, in-home and community service providers. With the help of local palliative care physicians, a Palliative Nurse Navigator role was developed to provide clinical remote care monitoring and management of symptoms. The nurse, in collaboration with the primary care provider, coordinates care and communication across the roles. This has resulted in a more coordinated, integrated systemic approach to providing palliative care, which has decreased patients' need to seek alternative care in the emergency departments.