

Funding Opportunity for Community Palliative Care Teams – FAQ Frequently Asked Questions

Q. Are applicants required to have an existing funding agreement with Ontario Health?

A. No, any organization with experience delivering specialist palliative care services and readiness to implement the Clinical Coach role in fiscal year (FY) 2025/26 are encouraged to apply. Ontario Health regularly enters into agreements with a variety of organizations; the organization must be a legal entity able to provide documentation to confirm the legal name and banking information for their organization.

Q. Who can act as the signing authority for the application?

A. The most senior administrative leader responsible for the program/project area (Director, VP, CEO, CFO) as well as a senior leader who can legally bind the organization should sign the application.

Q. Can several organizations submit a collaborative submission?

A. Yes, we encourage organizations to partner together to submit a joint submission, if they meet the eligibility criteria together. This might be an ideal way for some Ontario Health Teams (OHTs) to become involved.

Q. How should we define our catchment area?

A. Please reflect your geographic catchment area in whatever way you typically describe it. If possible, please provide your OHT and Forward Sortation Areas.

Q. What is the term of the funding?

A. Successful Health Service Providers (HSPs) will receive a one-year funding agreement for FY 2025/26.

Q. What are the expectations for successful Health Service Providers (HSPs)?

A. The successful HSPs will work with Ontario Health to hire a regulated or legislated health professional to act as the Clinical Coach as soon as possible (expectation: April 2025). This Clinical Coach will collaborate with Ontario Health's Regional Palliative Care Implementation Team to develop and execute a local implementation plan, to build primary-level palliative care

competencies of health care providers in community organizations, to support palliative care quality improvement (QI) in community organizations and to work towards better integration of local palliative care services.

Q. Can the funding be used for other expenses, such as administrative costs?

A. This funding is dedicated to hiring expert coaches to implement [the Palliative Care Health Services Delivery Framework in the Community \(The Delivery Framework\)](#) in community organizations. These monies may be used to cover salaries, supplies (such as laptop leasing) and travel expenses.

Q. Is a role description available for the Clinical Coach?

A. A role description has been developed. Ontario Health will work with successful HSPs to harmonize our role description with existing standards from the successful HSPs. Currently, the purpose of the position is described in the following manner:

“The Clinical Coach is responsible for working with participating community organizations to drive practice change, with a focus on improving access to and quality of clinical care, aligned to the Palliative Care Health Services Delivery Framework in the Community (“The Delivery Framework”) and the Ontario Palliative Care Competency Framework. The Clinical Coach has a clinical background, which might include Nurse Practitioners (NPs), Registered Nurses (RNs) or other regulated or legislated health professionals with secondary-level competencies in palliative care. They will:

- *Provide palliative care education, coaching and mentorship to staff and clinicians, to build primary-level palliative care capacity within participating community organizations.*
- *Collaborate with leaders of community organizations on local service integration, and change management initiatives, using quality improvement methodologies to achieve results.*
- *Consult on clinical care when the complexity of the patients’ needs is beyond the existing competencies of providers (in the community organizations) and as needed, provide limited direct patient care.*
- *Provide support to Indigenous communities and Indigenous organizations for their implementation efforts, where Indigenous communities wish to be involved, in collaboration with regional partners.”*

Q. Who will the Clinical Coach work with and be accountable to?

A. The successful HSP will be the host organization for the Clinical Coach; a People Leader within the HSP will be responsible for the management and evaluation of their work. The HSP’s existing palliative care outreach team may provide additional expertise to the Clinical Coach as needed; they may also support new local service integration initiatives or undertakings. The HSP’s People Leader will work closely with the OH Region Director responsible for Palliative Care to ensure that the Clinical Coach is fulfilling their key responsibilities. The OH Regional Implementation Team will support the Clinical Coach to deliver palliative care education and quality improvement activities.

Q. What is the pay scale for the Clinical Coach position?

A. Pay will be determined by the successful HSP and will be aligned with the HSP's pay structure and the available funding.

Q. Can the Clinical Coach provide their palliative care expertise within the HSP itself?

A. The purpose of this work is to implement the Delivery Framework in community organizations. Local organizations will be selected by the OH Regional Implementation team, incorporating the advice of the Clinical Coach. While it is certainly possible that the HSP will benefit from the work of the Clinical Coach via better integration and coordination of palliative care, the focus is on building primary-level palliative care competencies of health care providers in community organizations.

Q. The Delivery Framework contains numerous recommendations. Will the Clinical Coach implement all of them in every organization?

A. The Clinical Coach will assess the current state of palliative care in each of the implementing community organizations. The Clinical Coach will work with the organization to identify which recommendations will have the greatest impact as the starting place for quality improvement activities (with emphasis on the prioritized recommendations).

Q. How will implementation be evaluated?

A. Ontario Health has developed a measurement strategy for this work. The Clinical Coach will work closely with OH's Regional Implementation Team to achieve the overall program goals.

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