



Healthcare Excellence Canada (HEC) and the Canadian Partnership Against Cancer (the Partnership) would like to formally acknowledge the generosity of the Kensington Hospice team in sharing their skills, knowledge, expertise and experiences to form this promising practice document. For our program team, it is a privilege to share the details of this work; however, we recognize that the contributions Kensington Hospice has made to equity in palliative care reach far beyond what can be captured in this brief document. Kensington Hospice has graciously shared their work and their time with us and for that we are deeply grateful.



## About Healthcare Excellence Canada

Healthcare Excellence Canada (HEC) is a national organization that works to improve the quality of care and patient experience in Canadian hospitals. HEC is a not-for-profit organization that is funded by the federal government and the provinces. HEC is a leader in the development and implementation of best practices in patient care. In 2021, HEC and the Canadian Partnership Against Cancer (CPAC) announced a new partnership to improve equity in palliative care. This partnership will focus on developing and implementing best practices in palliative care for all Canadians.

This document is a promising practice document, and it is a privilege to share the details of this work. HEC and CPAC are grateful to the Kensington Hospice team for their generous contribution.

# The Promising Practice

## Model and team

Ke... Hl... ce, a 19-bed... - a e...  
xl... ce fi ca ed... di... fi... fi...  
Ke... Hl... ce, a... Ke...  
Hea... a di... t... fi... a... ct de,  
fi... ce ca e, xl... ce ca e, di... ca e  
a da bt... ca e, e... ce.

Ke... Hl... ce fi... a  
di... a... ct d. Hl... e a d  
di... Ca e St... Se... ce... e...  
C... Hea... A... ca e, U... Hea... fi...  
e P... a... fi... a... e U...  
Hea... Ne... a... e a... e... ca e  
... a di... t... fi... a...

Ke... Hl... ce... e... e... a a  
t... fi 25 e... e... e... e...  
xl... ce a a... e... e... e... ce  
... t... a... t... e... ct d. e... e  
e... ce... xl... e... e... e...  
fi... e... t... e... t... ed e... e... e...  
xl... t... ed... a d e... e... e... a  
... e... T... e... Hl... ce, da... -da... fi... e...  
a... bt... t... fi... a... ea... t... a d... ea... t... ce  
a... t... a... fi... de... fi... ca... e... ca... edz Rad ca  
L... e... -T... z... Rad ca L... e... -fi... de... fi... ca... e  
de... e... e... a... e... Ke... Hl... ce t... a... e...  
... a... a... ea... xl... ce, ca... a d... xl... t... d  
t... fi... a... t... fi... re... ed a... t... a... fi... ca... e.  
F... e... e... ca... e... e... Hl... ce de... fi... a... e...  
... a... a... e... e... e... e... di... fi... e... ce, a... r  
... eed ac... e... a... a... bt... fi... ec ca  
t... fi... t... e... a... be... fi... t... a... fi... ac... e... e... r  
xl... ce... Ca... ada... xl... t... d... be... di... ed... fi... di...  
... fi... j...

T... e... Sec... d M... e... Ct... b... fi... fi... a di... t...  
t... fi... fi... a... a d... fi... fi... Ke... Hl...



## Population served

The HIC, ce aje a fi cje fi ad ...  
c... a d... a fi ed... a d a eed - a d  
... -ba eda ... a d ... a e r  
... a fi c... fi e fi ... . T e eade r  
... a a e HIC, ce ... ee, ... a fi ...  
... it d... be a ba... fi acce... fi, ce  
ca e... t... r... e HIC, ce fi fi j... a fi ... e i e  
acce... fi e fi ca de e... a fi x ea x a d  
... c... fi ca t... fi ... a c... e... ca e  
... a e c... r. T a r e fi t a fi ... ct de e i e  
e e r e c... fi e e... e... e i e x fi fi d  
... eq... a d e i e x fi a e e ... a  
a dt... t... ed. HIC e i e r a e... fi t d x a j e e  
... a ... fi ... e r... fi e e e c a c. A fi a  
... a a... fi ... e a e a a j e c a e e a r e fi ... a  
a e... a e c... r.

## Outcomes and Impacts

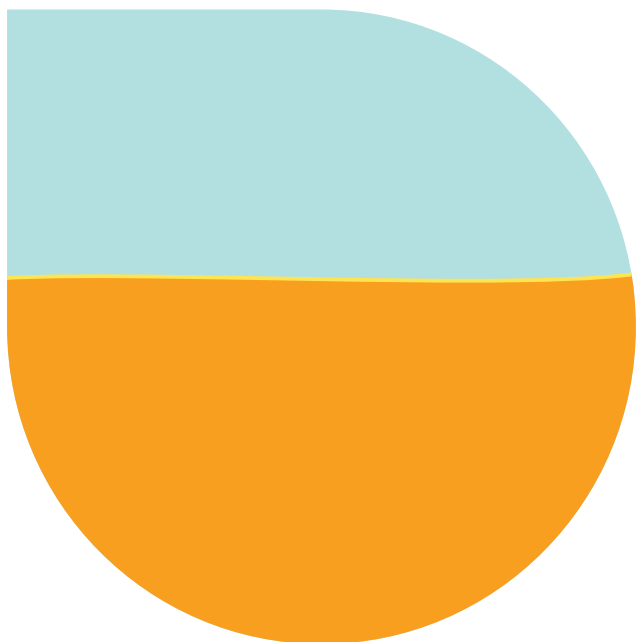
The HIC, ce d i e c... da a fi ... e e i e x fi a e  
ca e d fi ... r... fi ... et t a... e i da a  
d i e e d... x... e fi, ce e c... r. D a a d i e c... r  
... ct de fi ca de e... a fi x ea x ... fi r a fi ...  
... t o a x fi t... a t... d i e, fi fi d, eq...  
e d ca fi... e j e a d... fi r a fi ... ca e j e r a d  
fi ca t... fi ... e... T... e a fi r a c... fi e  
d i e c... r... da a fi... fi d i - e d... fi c... d ca fi... r  
HIC, ce c e... be a... 2019.

The HIC, ce a fi d i e c... da a fi... fi c... a c,  
... e r a d i t... r e, e... fi... a a d i... e r d a a  
fi... r... T... e a r e fi... e HIC, ce... a Na (e -US) MICID, t... t... fi... e (. T... e 5... 2 (a... e 0 0 1 1 5... fi... e HIC... r e) 2 (

# Challenges

Double vulnerability:

This promising practice was co-produced with Kensington Hospice. Information was compiled in the fall of 2023. In keeping with the changing and evolving nature of care, the information may change in the future. We encourage you to reach out to this team for any further information that may be helpful as you work to improve access to palliative care for those you serve.



## For more information

To learn more, contact:

D\_rNad\_e Pe\_r@d, E ec\_t\_j e D\_ec\_i\_r  
K\_e... H\_i... ce a d S\_e...D\_ec\_i\_r  
C e... Se... ce, a K\_e... H\_ea...

[pe\\_r@d@K\\_e... H\\_ea...](mailto:pe_r@d@K_e... H_ea...)

## Additional resources

- [K\\_e... H\\_ea... H\\_i... ce](#)
- [Ca\\_e L. 'Rad ca f\\_i\\_e': T\\_i... ce  
a\\_j\\_e... e a... r\\_a... e e\\_l\\_e  
e... e... e...  
R\\_b... ed... 9, 2023.](#)