

Appendix C: Definitions of Palliative Care Outcomes

Outcome	Definition	Examples	References
Intervention	"... an approach that improves the quality of life of patients and their families facing the problem associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual."	Pain management, symptom management, caregiver support	https://www.who.int/cancer/palliative/definition/en/ https://www.canada.ca/en/health-canada/services/palliative-care.html
Clinical Program	"A clinical program refers to the comprehensive operation of a clinical service that is provided directly to patients. This includes the implementation of the model of care, the accountability for the utilization of human and technical resources, and monitoring of processes, including quality outcomes and program evaluation."	Hospice, inpatient palliative care unit, outpatient palliative care unit	https://www.childhealthbc.ca/care-delivery/clinical-programs
Policies/Guideline	"... decisions, plans, and actions that are undertaken to achieve specific health care goals within a society." "An explicit health policy can achieve several things: it defines a vision for the future which in turn helps to establish targets and points of reference for the short and medium term. It outlines priorities and the expected roles of different groups; and it builds consensus and informs people."		https://www.who.int/topics/health_policy/en/
Access	"...systems, processes, and resources [that] are in place so that people with identified palliative care needs can receive palliative care support whenever they need it"	Virtual appointments, interpreters	https://www.hqontario.ca/portals/0/documents/evidence/quality-standards/qs-palliative-care-clinical-guide-en.pdf

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	<p>“Access to appropriate palliative care means that it meets the needs of those requiring care at the right time, in the right place and by the right provider.”</p> <p>WHO’s definition of access for universal health coverage:</p> <p>“... availability of good health services... and other aspects of service organization and delivery that allow people to obtain the services when they need them”; “... measure of people’s ability to pay for services without financial hardship”; and “... people’s willingness to seek services”</p>		<p>https://www.cihi.ca/sites/default/files/document/access-palliative-care-2018-en-web.pdf</p> <p>https://www.who.int/bulletin/volumes/91/8/13-125450.pdf</p>