



Delivering high quality, person-centred palliative care in aged care

Co-chairs:

- Nicole Fitzgerald, Assistant Secretary, Newborn Screening and Palliative Care Branch
- Ingrid Leonard, Assistant Secretary, Choice and Transparency Branch

Presenters:

- Distinguished Professor Patsy Yates, Executive Dean of the Faculty of Health at QUT
- Fiona McLeod, Nurse Educator PEPA
- Rebecca Moore, Project Coordinator ELDAC
- Professor Claire Johnson, Director, Palliative Aged Care Outcomes Program (PACOP)



Nicole Fitzgerald

Assistant Secretary

Newborn Screening and Palliative Care Branch

- Importance of palliative care in aged care
- How we can support you to deliver quality palliative care in aged care

Palliative care

- Is a vital part of aged care
- Helps people live as fully and as comfortably as possible
- Improves quality of life
- Is holistic, focusing on physical, emotional, psychological, spiritual, and social needs
- Can be provided at any stage of a person's illness, and in a range of settings

What we're doing to improve palliative care in aged care

- Education and training to support the workforce
- Quality improvement
- Aged care reform
 - AN-ACC
 - 24/7 nursing
 - Strengthened Aged Care Quality Standards
 - Aged Care Act

More on education, training and quality improvement

- National Palliative Care Projects support you to:
 - Implement Australian Government reform
 - Upskill in palliative care
- Key programs being showcased today:
 - Program of Experience in a Palliative Approach (PEPA)
 - End of Life Directions for Aged Care (ELDAC)
 - Palliative Aged Care Outcomes Program (PACOP)



“It’s helped me to feel really confident and proud to take care of people as they approach the end of life. Being part of that is a privilege.”
Christine Denton,
Personal Care Worker

Free palliative care education and training

 health.gov.au/palliative-care-education

Supporting aged care providers and the workforce



- Other education, training and resources are available
- Information available on advance care planning and end-of-life law
- Communication toolkit
 - Aged Care
 - Nurses
 - Allied Health
 - GPs



health.gov.au/palliative-care-toolkits



Ingrid Leonard

Assistant Secretary, Choice and Transparency Branch

- Aged Care Quality and Safety Standards



Strengthened Aged Care Quality Standards

Person Centred Care

Key Concepts for Palliative Care

Palliative care and end-of-life care - Outcome 5.7

Implementation

Strengthened Aged Care Quality Standards

- Driven by **Royal Commission** recommendations and stakeholder consultations
- **Emphasised focus on palliative care through Standard 5, Clinical Care**
- Maximising Dignity, Comfort, **Person-Centred care**
- Each standard has:
 - **intent** and **expectation statements**
 - **outcomes** and **actions**



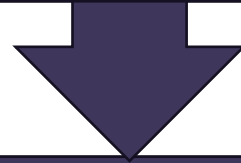


Person-centred care

- Standard 1 **underpins all standards**
- Care directed by **needs, goals, preferences, dignity, choice, privacy, respect**
- **Understand the older person:**
 - Culture, spiritual and religious needs
 - **Choices** and abilities
 - Life experiences
- **Important concepts:**
 - Culturally safe care
 - **Dignity**
 - **Respect**
 - Person centred care
 - Identity
 - Support
 - **Value the older Person**

Key concepts for Palliative Care

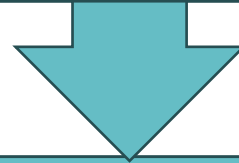
Standard 1 - The Person



Providers to **engage, support and understand the older person** to deliver care that **meets their needs, goals and preferences.**

Key concepts for Palliative Care

Standard 2 - The Organisation



Providers to ensure workers are **skilled, competent, hold relevant qualifications, expertise, experience** and are **trained**.

Key concepts for Palliative Care

Standard 3 - Care and Services



Providers to implement processes for advance care planning that supports older people, identifies their needs, goals, preferences and optimises quality of life.

Palliative care and end-of-life care - Outcome 5.7

Needs

Goals

Preference

Dignity

Support

Comfort

Implementation

- **Final draft** published December 2023
- Preparing for implementation:
 - **Legislative drafting** into new Aged Care Act
 - Development of **guidance, tools and other resources** by the Health Commission and the Commission
 - Communications
- Implementation in line with new Act





Distinguished Professor Patsy Yates AM

Fiona McLeod, Nurse Educator

**Program of Experience in the
Palliative Approach (PEPA)**

PEPA Aged Care

2021-2024

PALLIATIVE CARE EDUCATION & TRAINING COLLABORATIVE



PCC4U

PALLIATIVE CARE
CURRICULUM FOR
UNDERGRADUATES

PEPA

Program of
Experience in the
Palliative Approach



PEPA

Indigenous Program
of Experience in the
Palliative Approach

Funded by the Australian Government Department of Health

PEPA
PEPA

QUT



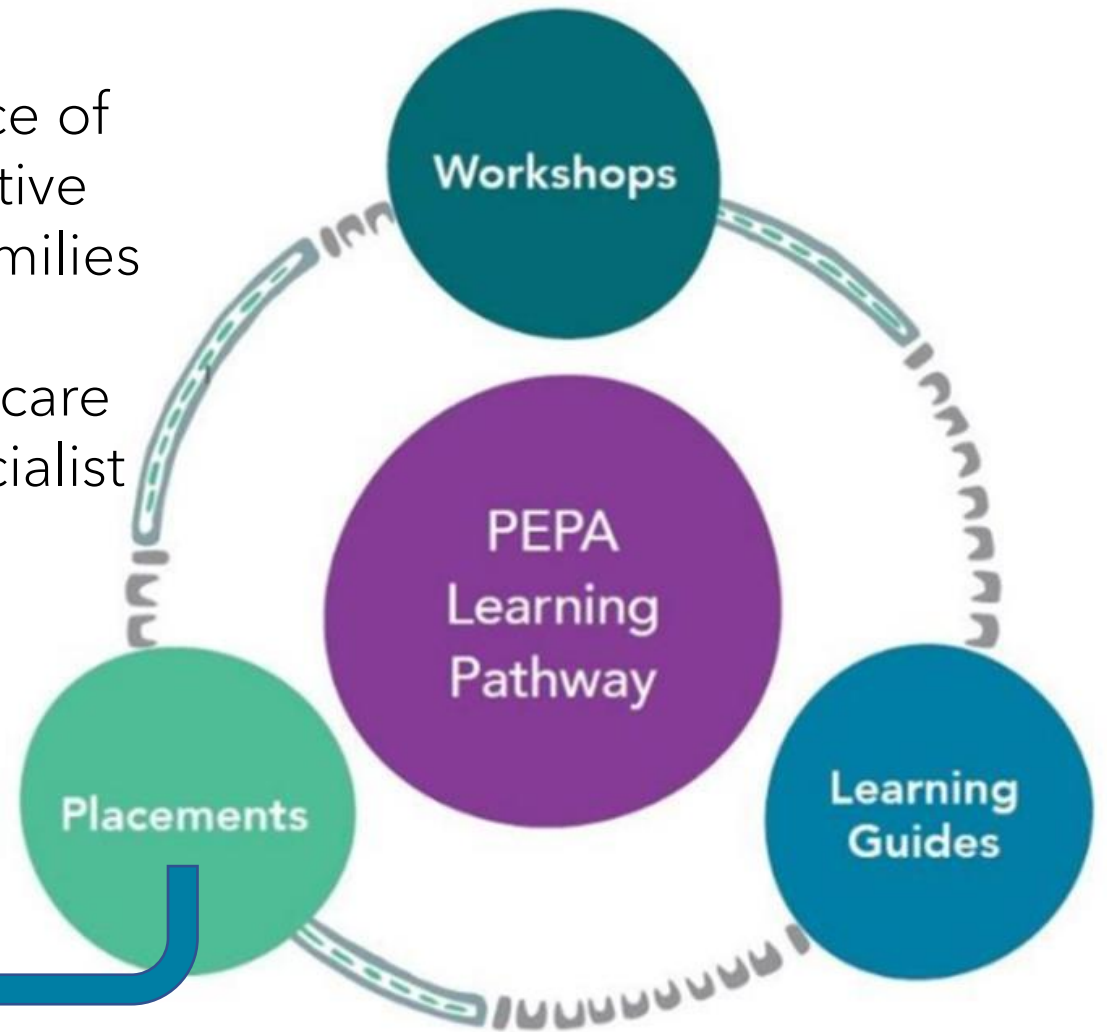
We acknowledge and pay our deepest respect to the past, present and future Traditional Custodians and Elders of the many lands on which we work and live, and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.



PEPA Aged Care (2021-2024) is an extension of the PEPA Project which has been funded to:

- Improve the knowledge, skill and confidence of the aged care workforce to practice a palliative approach to care for all people and their families in aged care contexts.
- Enhance the support networks of the aged care workforce to connect and interact with specialist palliative care.

PEPA Aged Care is facilitated by experienced Nurse Educators providing individualised learning experiences across a range of aged care settings.



What will PEPA Aged Care do?



Provide individualised learning experiences for non-specialist health and aged care workers across rural, remote, and metropolitan settings in a 'reverse' PEPA placement model.

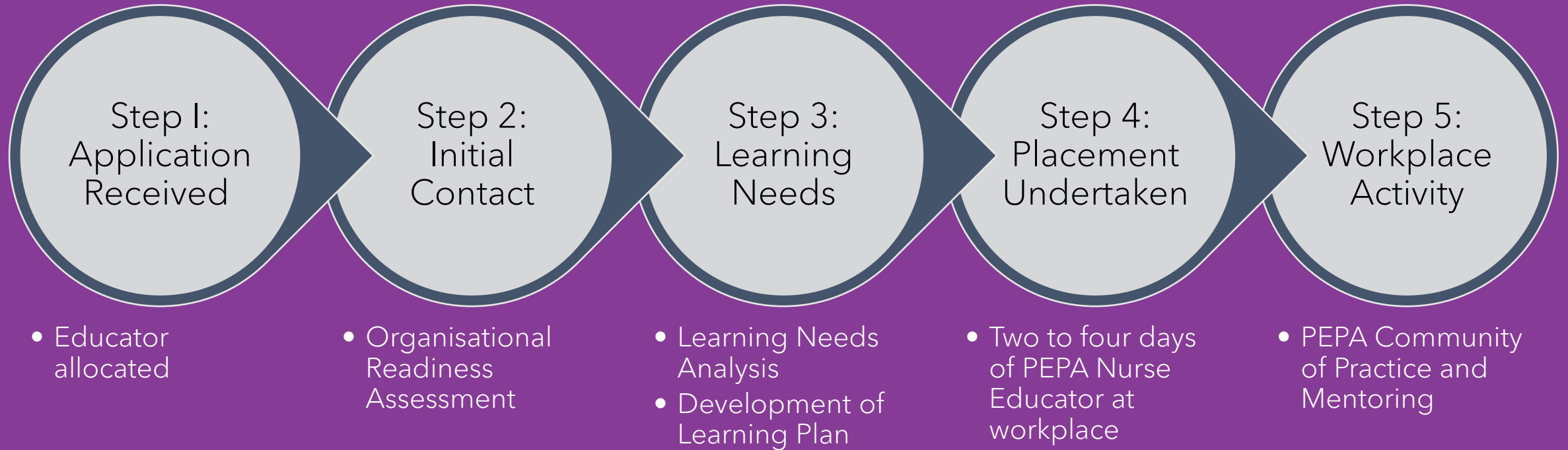


Enhance linkages between specialist and aged care service providers to improve the quality and coordination of palliative care within the aged care context.



Provide mentoring resources and development opportunities, in collaboration with ELDAC, to increase the capacity of each organisation's workforce to support other team members to learn more about palliative care.

PEPA Aged Care Process



What kind of topics can be covered?

Providing care

Communication

Advanced care
planning

Recognising
deterioration
and dying

End-of-life care

Ethical and
legal issues

Loss, grief and
bereavement

Self-care



Find out more at these links:

About PEPA Aged Care

PEPA Aged Care Placement Guide

PEPA Aged Care Placement Information

Site Learning Needs Analysis

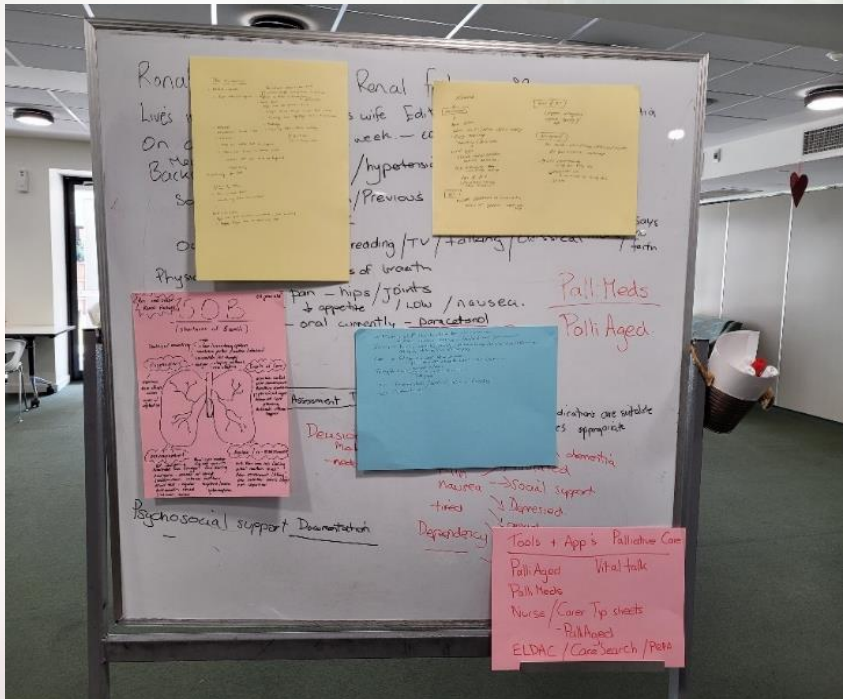
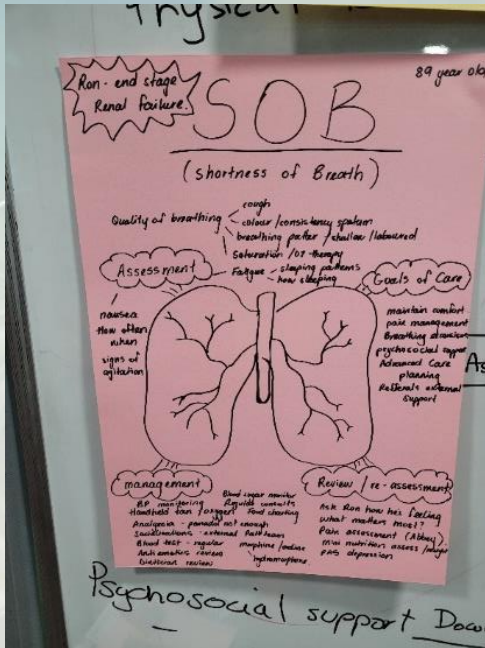
Apply now

Contact us:
pepa@qut.edu.au

PEPA Aged Care : A Case Study

Presented by Fiona McLeod, PEPA Aged Care Nurse Educator

Knowledge



Skills

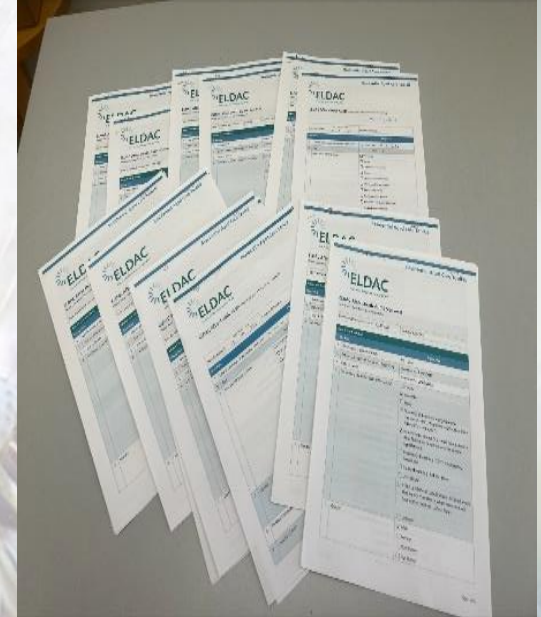
Introduction of End of Life Care Plan: Outcomes

**What matters most
Starting the
Conversation early**



- Introduction of the plans prompted discussions early, appropriate multidisciplinary referrals and decreased hospital readmission.
- Some residents condition were stabilized and subsequently taken off the plan and cared for as per their usual care plan.
- Some residents progress to End of life and this was clearly communicated with family and GP.

**ELDAC After Death
Audit Tool Utilisation.**



Confidence





Professor Claire Johnson, Director

Palliative Aged Care Outcome Collaboration (PACOP)



An introduction to the Palliative Aged Care Outcomes Program

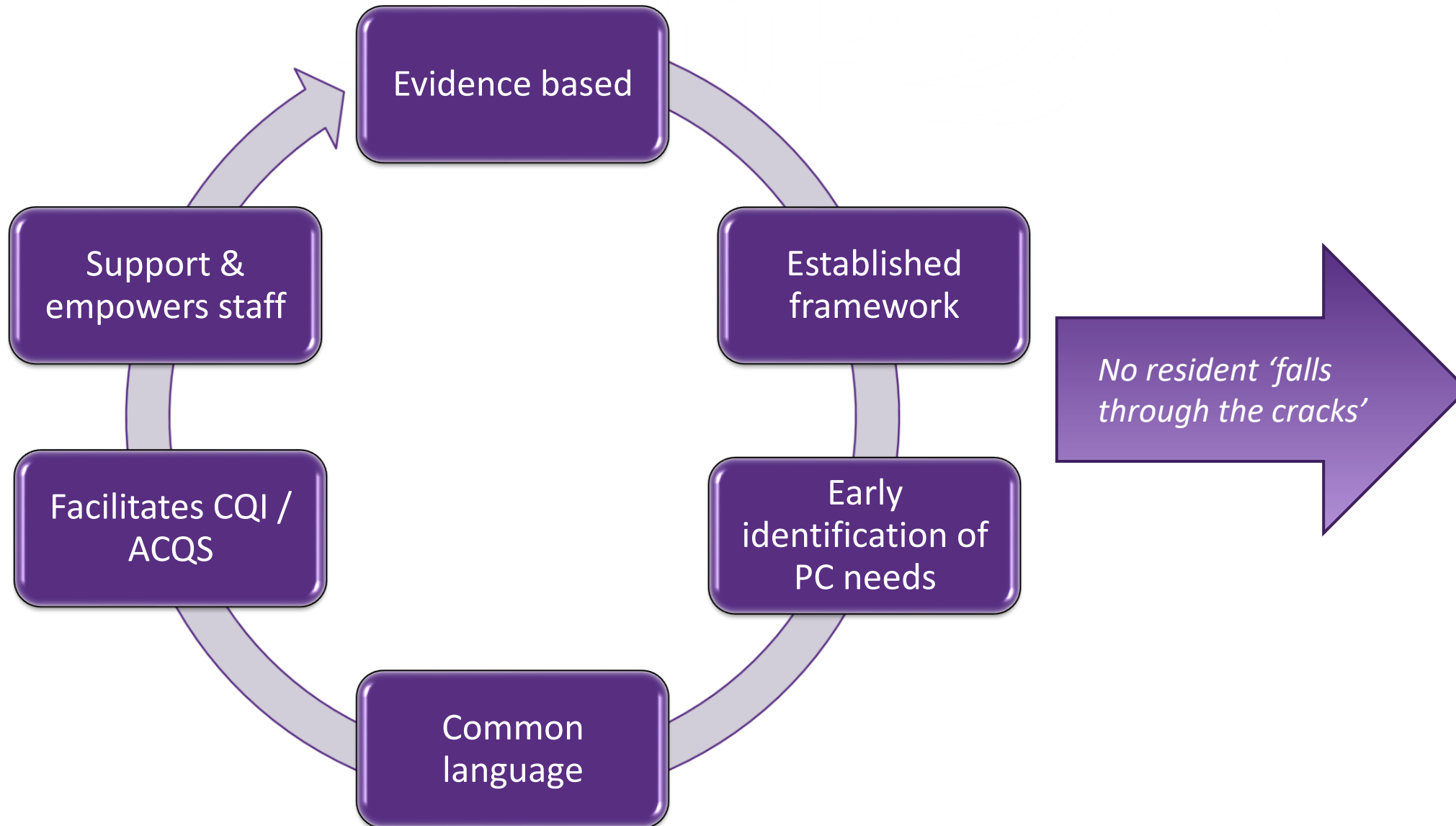
Prof. Claire Johnson, Director



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

Why PACOP?

To systematically improve palliative & end-of-life care



PACOP: One program two collections

PROFILE

Routine assessment screening for early identification of increasing palliative care needs.

P → O

OUTCOMES

Comprehensive & focused model for palliative and end of life care delivery.

PACOP Profile collection

- Tools to facilitate early identification of the need for palliative care & to assess the Deteriorating resident
- Guides resident care planning

[illegible]

PACOP Outcomes collection

- Comprehensive assessment of palliative & end-of-life care needs
- Palliative care needs are assessed & addressed using the PACOP 'Assess, Respond, & Plan' protocol
- Resident needs determine assessment frequency

Outcomes ARP 'Protocol in Practice' (ARP PiP)

The ARP PiP is the **brief guide** to the ARP Protocol for more information please see PACOP ARP Complete guide.

PACOP
palliative aged care
outcomes program

(Please complete or affix Label here)
JPI:
Surname
First name:
DOB:

Scale (SAS)

at bothered, worried, or
will help us to meet their needs.

Severe



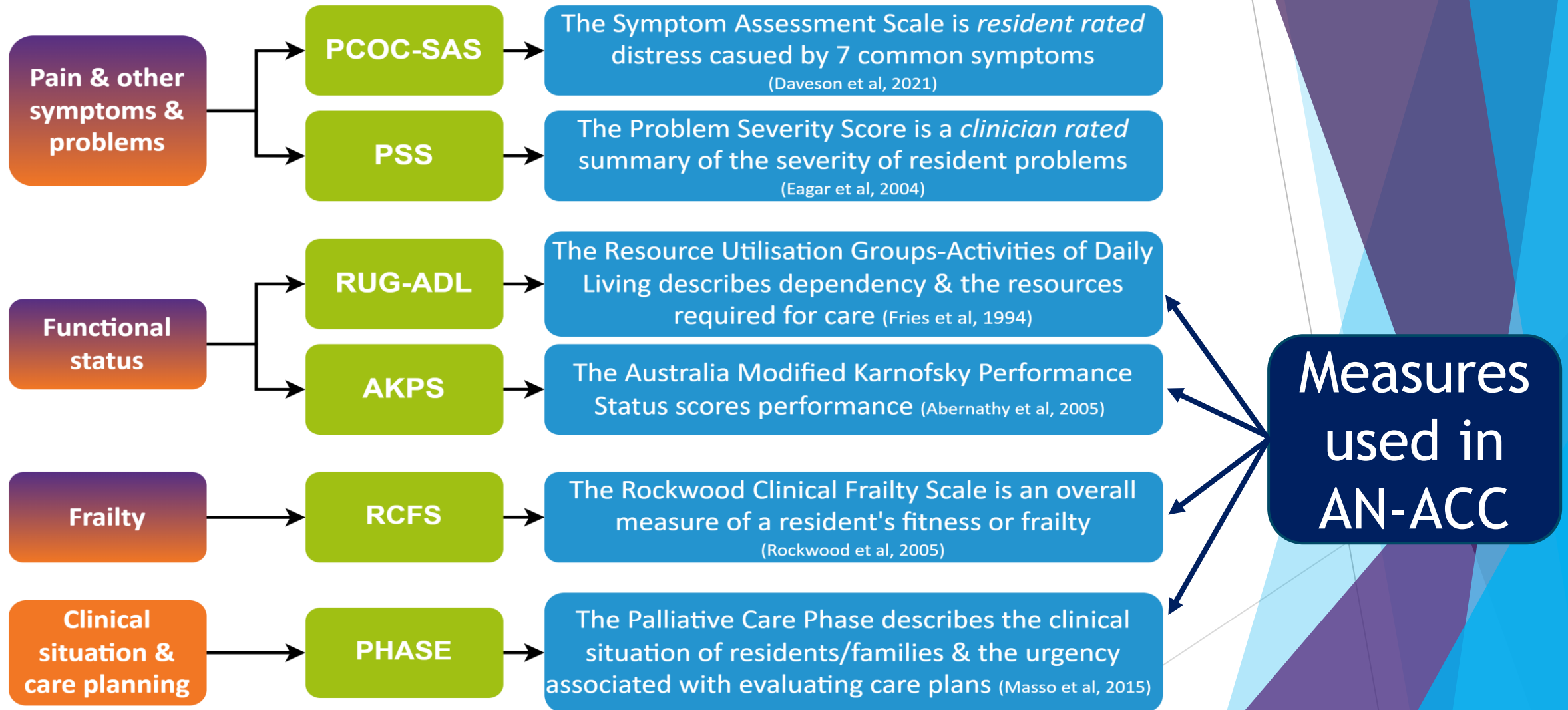
ows how bothered,

n of the list.

REPORT BASED ON SAS SCORES		
Mild (1-3) Report to RN/Supervisor WITHIN SHIFT	Moderate (4-7) Report to RN/Supervisor WITHIN 30 MINUTES	Severe (8-10) Report to RN/Supervisor IMMEDIATELY

PACOP
palliative aged care
outcomes program

PACOP model – clinical assessment tools





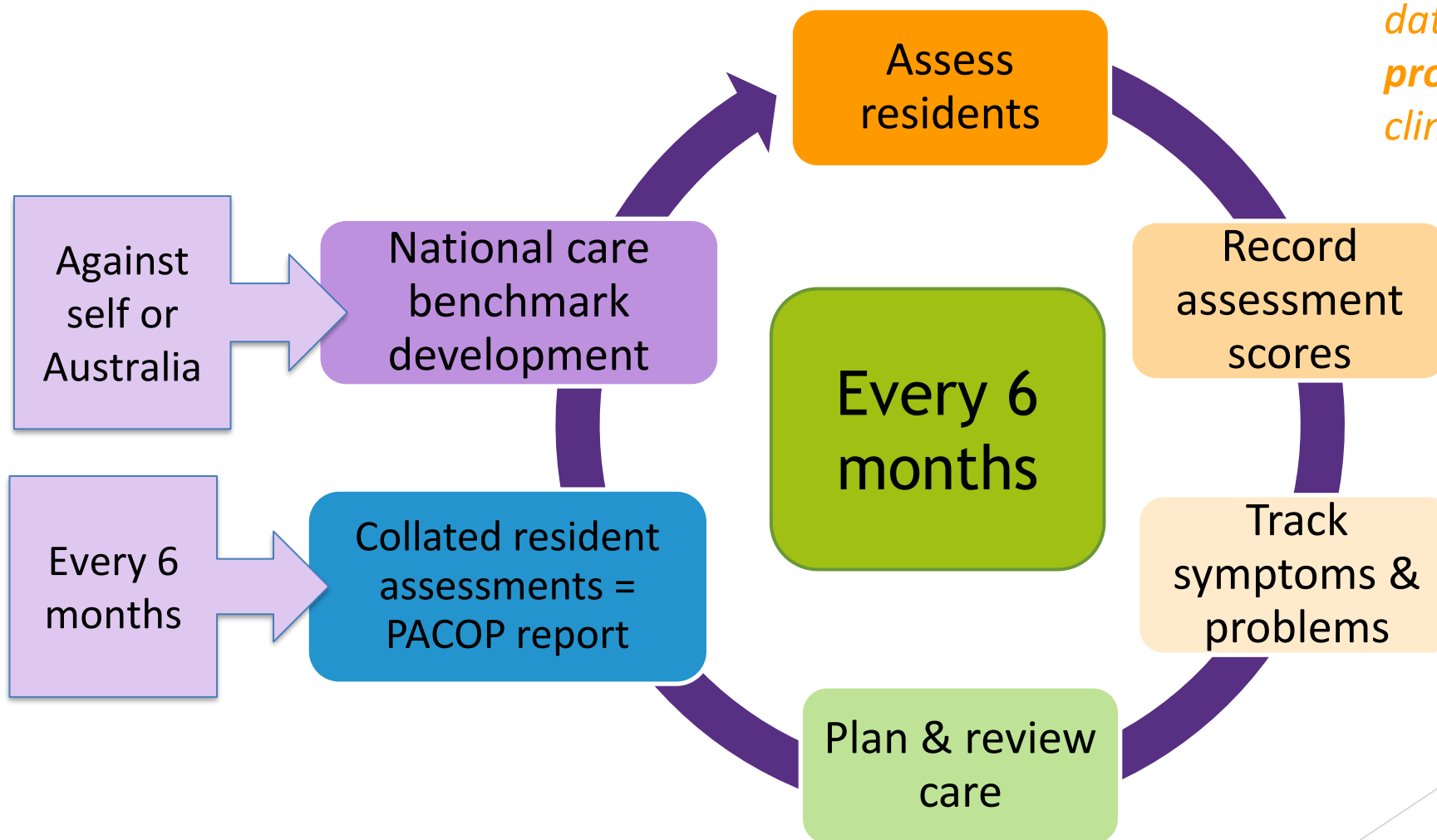
A guide to getting your ACH & staff 'PACOP Ready'

So, you've attended
your PACOP Workshop



Helping ACHs embed PACOP into routine practice

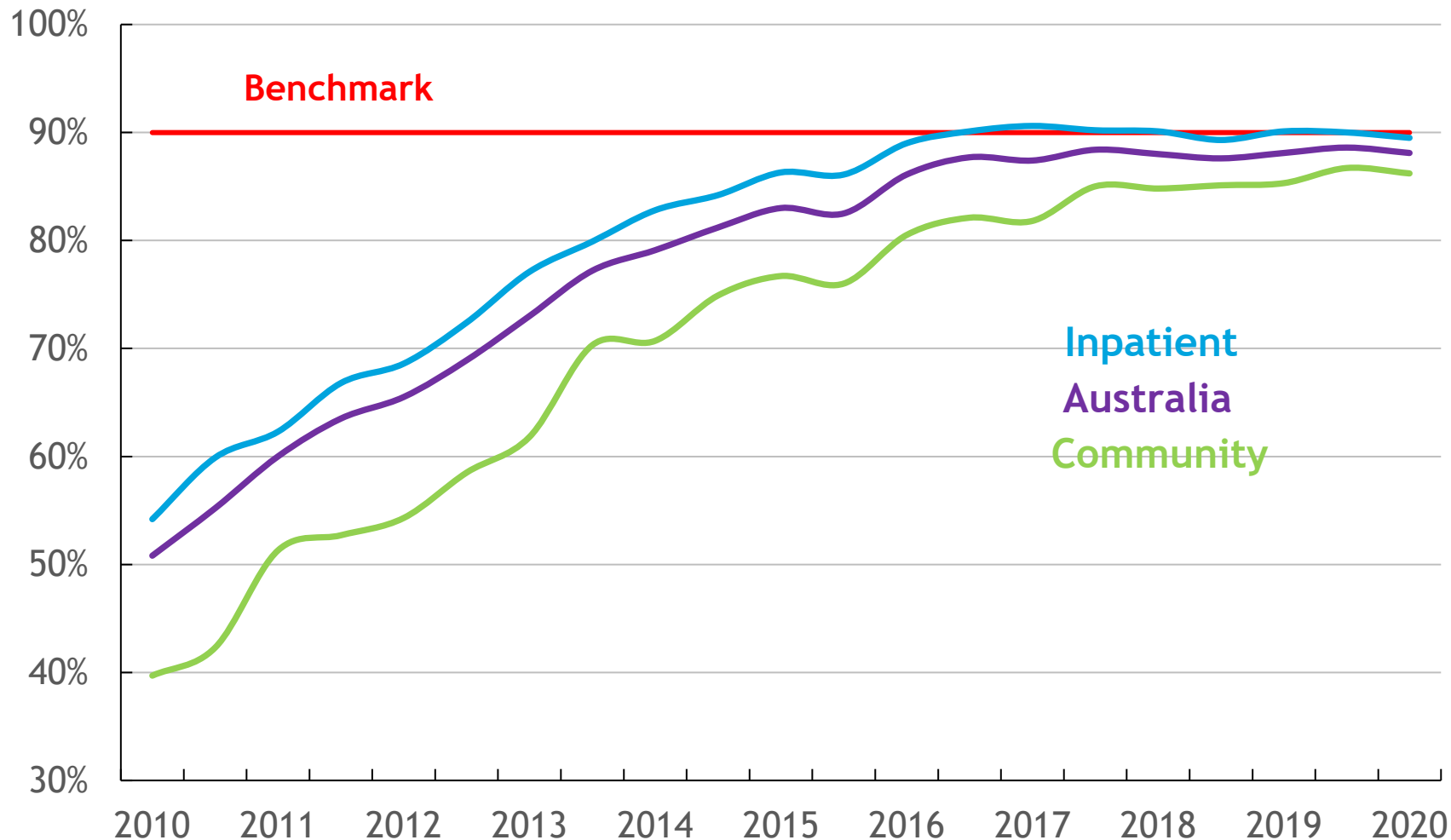
You can't fix what you don't know...



*data are the **by-product** of good clinical care...*

PACOP, aspiring to improve national outcomes

PCOC Benchmark - 90% of patients will be unstable (Phase) for ≤ 3 days



Implementation of the *PCOC* model has led to statistically & clinically significant national improvements for patients & carers.



PACOP is funded by the Australian Government Department of Health & Aged Care

More information?

pacop@uow.edu.au

www.uow.info/pacop





**Distinguished Professor Patsy Yates
AM, Chief Investigator**

Rebecca Moore RN, Project Coordinator

**End of Life Directions
for Aged Care (ELDAC)**



ELDAC Linkages

Distinguished Professor Patsy Yates AM, Chief Investigator
Rebecca Moore RN, Project Coordinator



ELDAC is funded by the Australian Government Department of Health and Aged Care

Program Objectives



Provide specialist palliative care and ACP **guidance** to aged care providers and GPs



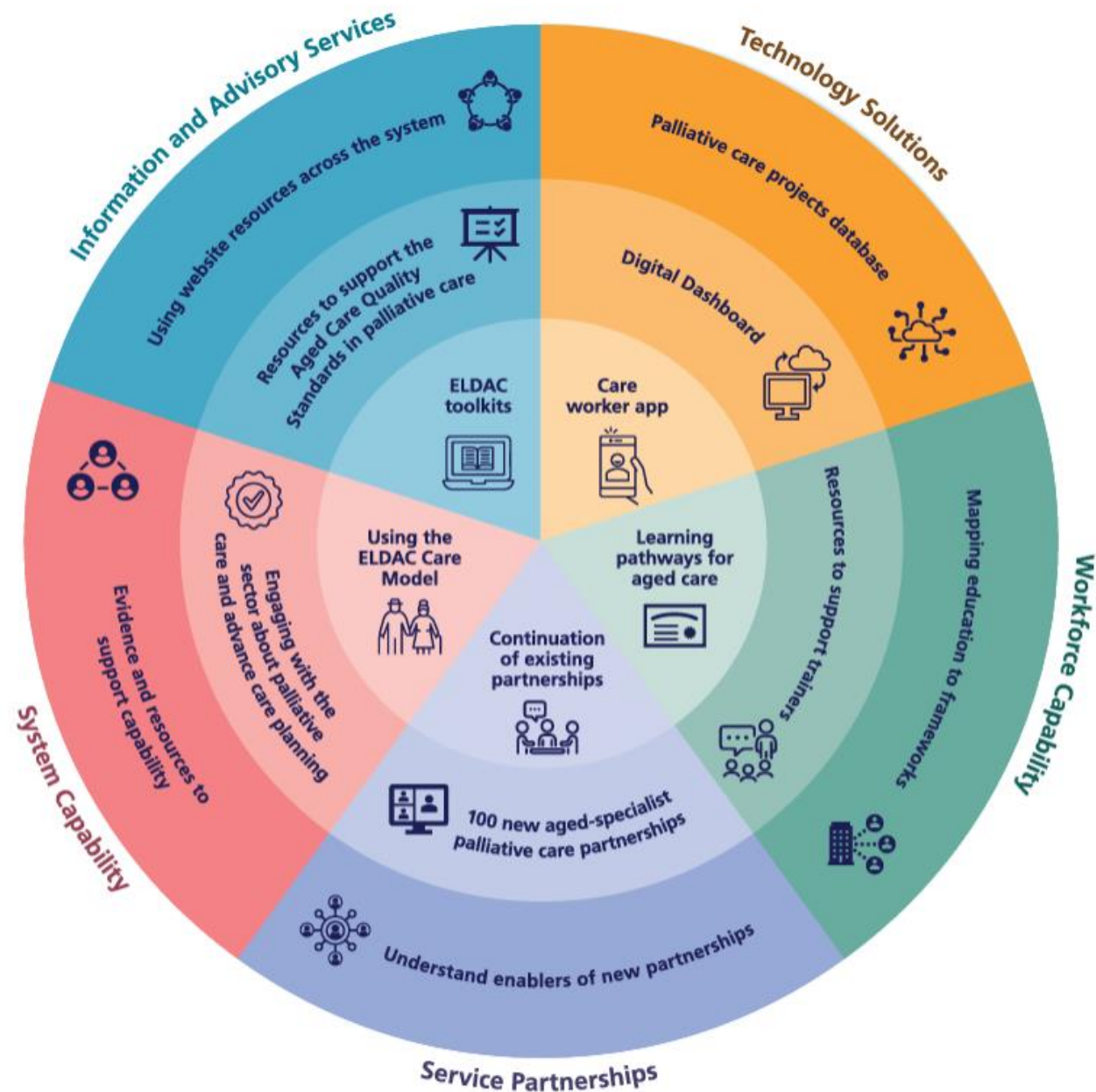
Improve linkages between aged care services and palliative care services



Improve the palliative care **skills** and advance care planning **expertise** of aged care service staff and GPs



Improve the quality of care for aged care recipients, **prevent unnecessary hospital admissions**, and **shorten hospital stays**



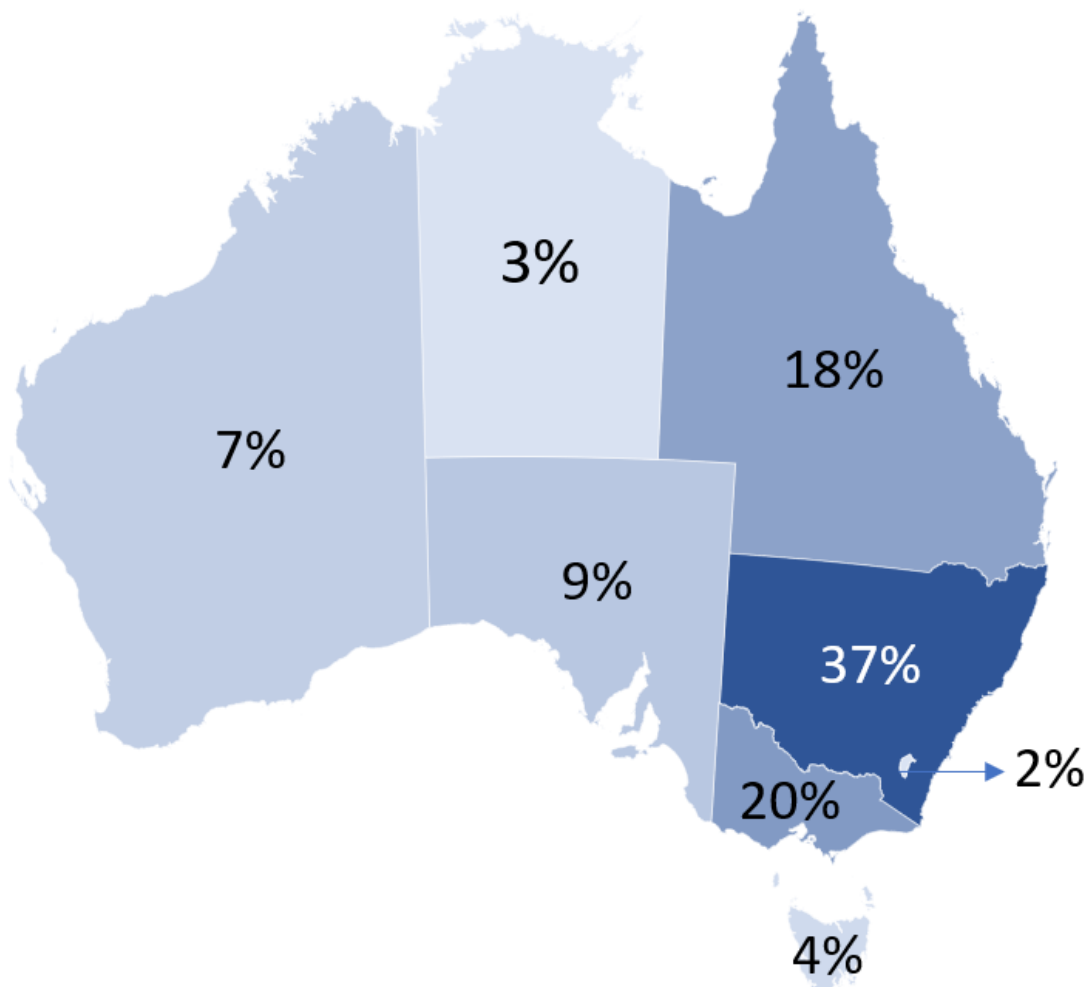
About the ELDAC Linkages Program

- Supported by facilitators to assist with building partnerships, service improvements capacity building to achieve integrated care with a multidisciplinary approach
- Participants are stepped through the program
- Tailored to the needs of each service
- Provides the opportunity to identify gaps and priorities to improve
- Building confidence, skills and knowledge across your teams
- Opportunity to measure your successes

A journey of building improvements in service delivery, capacity building, and supporting partnerships

Service Demographics – All Phases

Location of enrolled services (n=353)



Remoteness of enrolled services (n=335)

Remoteness area	Percentage of total	Number of services
Inner Regional Australia	30%	102
Major Cities of Australia	52%	173
Outer Regional Australia	15%	50
Remote Australia	3%	9
Very Remote Australia	0.3%	1

Target groups in the enrolled services (n=353)

Target groups	Percentage of total	Number of services
Aboriginal and Torres Strait Islander	4%	15
CALD	11%	38
LGBTQI+	2%	7
Homeless	0.3%	1

Case Story – ELDAC Linkages

- 48 bed residential aged care
- Outer regional rural location



Case Story - Onboarding

Onboarding

Orientation

Program
Introduction

Administration
Set Up

Snapshot Audits

- Scoping -> enrolment
- Set up team/admin
- Monthly meetings
- Navigation
- Coaching

ADMINISTRATION



Case Story – ELDAC Linkages



Key Action Plan goals included: -

- Improve connection and working process with Specialist Palliative Care providers (SPC)
- Upskill staff in palliative care and advance care planning
- Review associated documentation, policies and processes
- Build staff capacity to discuss and record resident's advance care wishes

Case Story – ELDAC Linkages



Case Story – ELDAC Linkages

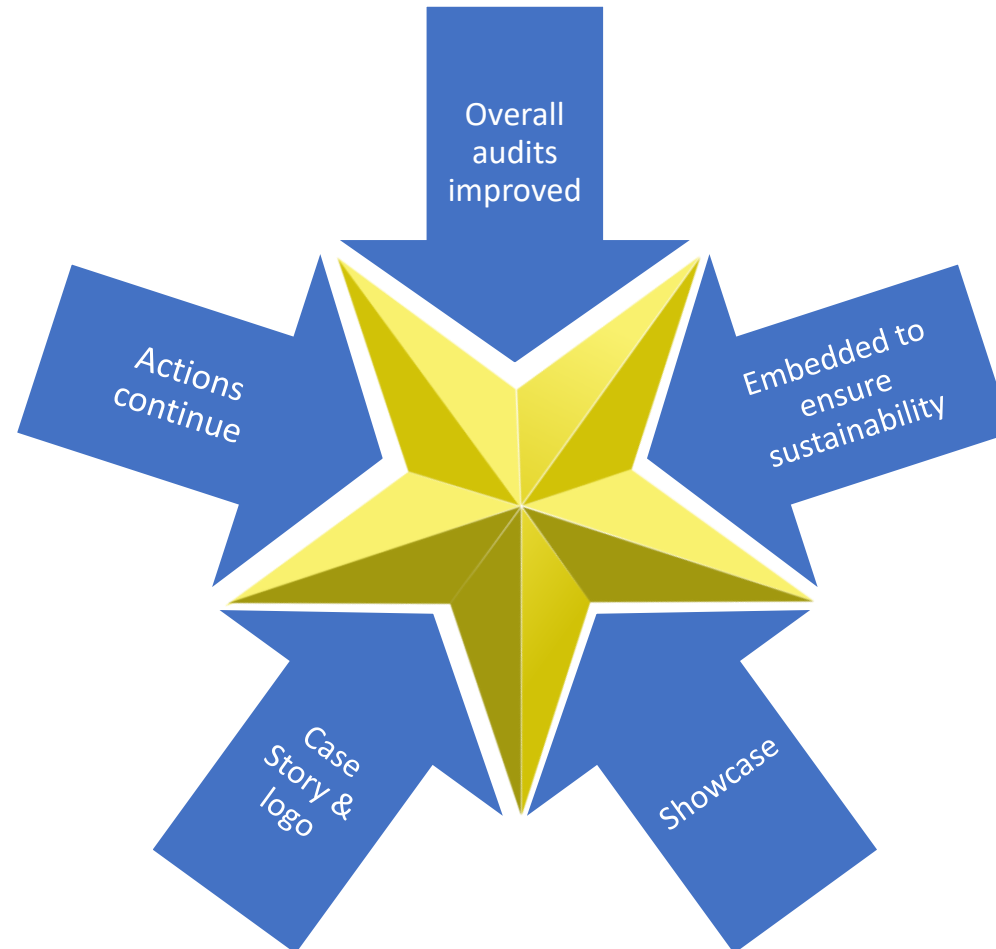
Post Implementation

Post Implementation
Audits

Sustainability
Measures

Renewing and
Reporting

Your Story



Thank you

Thank you for your ongoing support of the
ELDAC Linkages program

Thanks to the Australian Government Department of Health and Aged
Care

Stay Connected with ELDAC

Visit us: www.eldac.com.au

Email us: eldac.project@flinders.edu.au

Sign up to **ELDAC News** or connect with us on social media:



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ELDAC

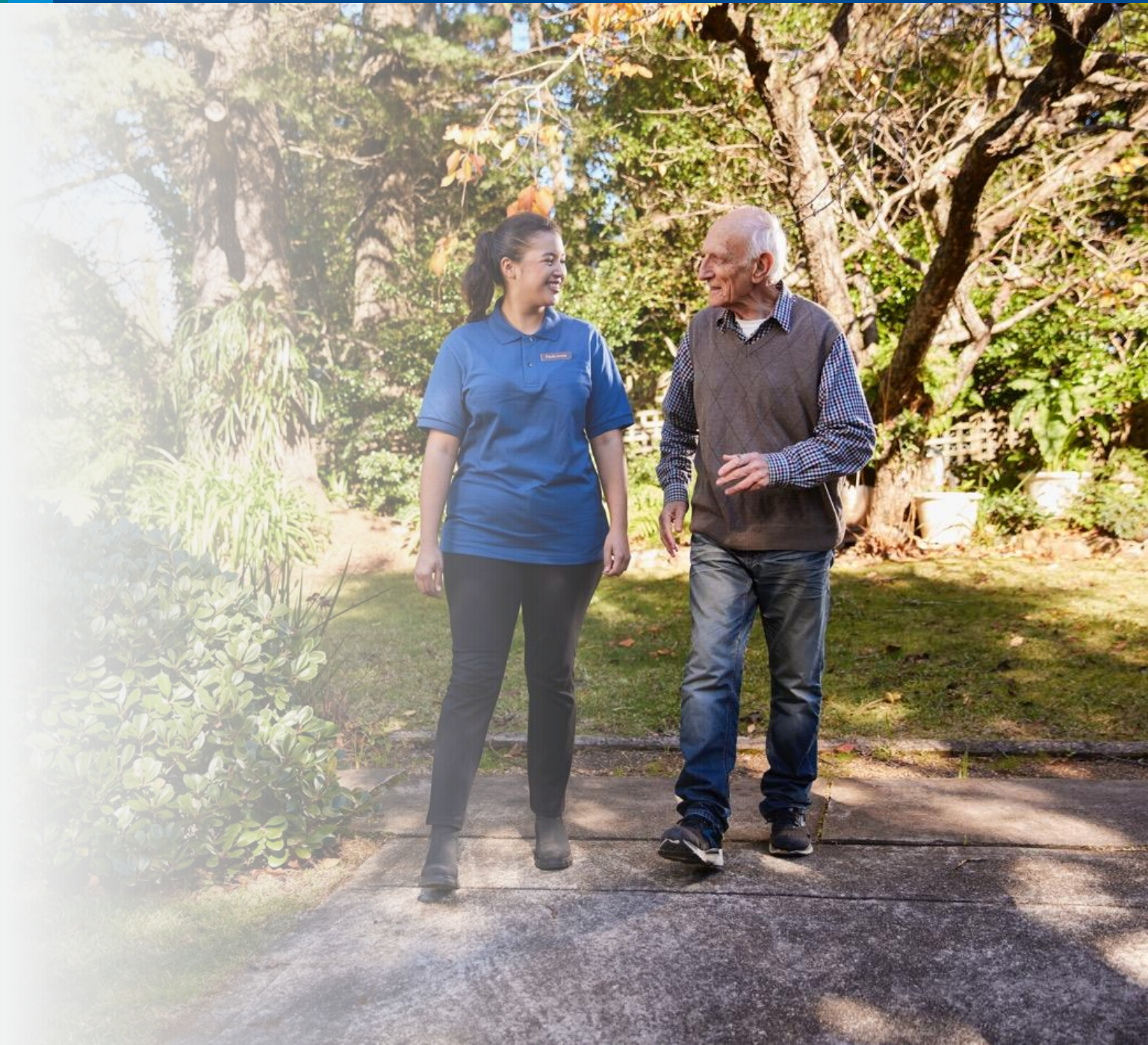




Questions

Please use the Slido Q&A function to submit your questions

Thank you





agedcareengagement.health.gov.au



Phone **1800 200 422**
(My Aged Care's free call phone line)