

life & death matters

Newsletter of Gippsland Region Palliative Care Consortium

NO.12 WINTER 2010

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Bereavement Risk Assessment & Screening Tool Pilot Project

In May an Expression of Interest invitation to participate in the Bereavement Risk Assessment and Screen Tool Pilot Project was extended to consortium member health services. Four funded community based palliative care services in Gippsland are to participate.

The concept of the tool is to assess patient and family members' level of risk while facing a life threatening illness. Forums facilitated by Bereavement Risk expert Dr Colleen Nordstrom from La Trobe University's Palliative Care Unit identified the need for a pilot to implement consistent protocols across all services. The pilot is supported by the GRPCC, Dr Nordstrom and an Operational Reference Group (ORG) comprising representatives of services. A review of current practices in bereavement support, particularly the use of bereavement risk assessment and screening to prioritise health service provision will form part of the project.

Following identification of relevant existing tools, the ORG will then select the most appropriate tools and protocols to meet the needs of participating services. Anticipated to run for six months, a plan for the pilot will be developed and will include investigations into integrating an assessment tool and protocol into the Pathway for the Care of the Dying (PICD).

A report on the main findings and outcomes of the pilot will be distributed at its conclusion. The report will form the basis of the expected roll out of the Bereavement Risk Assessment and Screening tool and protocol to the rest of the region.

More information about the Bereavement Risk Pilot is available from Anthony Hooper - Consortium Manager.

Life and Death Matters - it's the care that counts

3rd Annual Gippsland Palliative Care Conference 29 May 2010

Our 3rd annual palliative care conference program offered a broad range of speakers and workshop presenters from a variety of professional backgrounds. Under the theme "Life and Death Matters - it's the care that counts" the conference program was developed in partnership with the three local rural Divisions of General Practice and focused on critical areas of palliative care practice and policy.

The day long conference concluded with a Q&A session. This newsletter hears what some participants thought of the programme. Read more inside.

Further information including conference proceedings are available at www.gha.net.au/grpcc



L-R Anne Curtin - Chair GRPCC, Jackie Kearney - Manager, Palliative Care Department of Health, Regina Kalb - CEO, Central West Gippsland Division of General Practice.

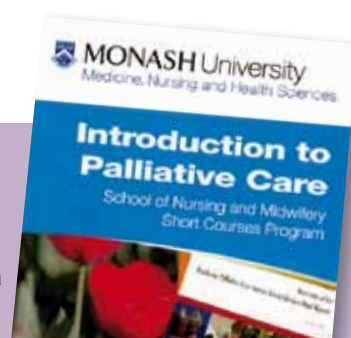
3RD GIPPSLAND
PALLIATIVE CARE
CONFERENCE

*Life and Death
Matters - it's the
care that counts*

SAT 29 MAY 2010 TRARALGON

Announcing the 2011 course

Registrations for the 2011 course close on 30 November 2010. Read more inside.



"Life and Death Matters – it's the care that counts"

Reflections on the 3rd Gippsland Palliative Care Conference

professional development

I thoroughly enjoyed attending the Palliative Care Conference in May. For me the most useful and interesting sessions were these by keynote speakers Dr Barbara Hayes and Ljubica Petrov. Dr Hayes' Advanced Care Planning presentation was very thorough and showed us how a professional system of advanced planning can be incorporated into every patient's care. I thought "wouldn't it be great if we all had the knowledge, expertise and confidence to make this a uniform part of the care for every patient we see in our services across Gippsland". The session presented by Ljubica Petrov Manager Centre for Cultural Diversity was quite a revelation to me. I thought that after 23 years in nursing I had a fair grasp on the issues surrounding the care of people from other cultures; but came away from the session with a new outlook, particularly for dealing with critically and terminally ill people. I know I will approach patients in this situation with more confidence and a better understanding. Thank You!

Kelly Koschade - Oncology Nurse,
West Gippsland Healthcare Group
and Rawson Community Health
Nurse

"What does quality care at the end of life really mean?" Immediate past CEO of Palliative Care Australia, Donna Daniell gave an inspiring presentation posing this question as its theme. Donna suggested that quality care is:

- patient centered and empowers individuals
- needs-based care – the needs drive the services
- involving and supportive of carers
- culturally competent and appropriate

Donna discussed the values that underpin palliative care as dignity, empowerment, compassion, equity, respect, advocacy, excellence and accountability. Recognising that palliative care needs to offer health care to individuals within systems that are already in place, investment in health care education is required and barriers removed to enhance collaboration across all health professional disciplines.

Concluding her presentation, Donna discussed the priorities for future development:

- Leadership – to be clear about what we want
- National End-of-life Guidance document which is:
 - consumer and carer focused
 - driven by information
 - organised for quality and safety
- National Palliative Care Strategy
- National Primary Care Strategy

Mary Ross-Heazlewood – Clinical Practice & Education, GRPCC

Firstly I would like to thank the organisers and congratulate them on a very successful and inspiring conference which attracted participation by so many interested health professionals.

The fact that presenters like Jackie Kearney, Manager Palliative Care, Department of Health, and Donna Daniell, Immediate Past CEO Palliative Care Australia attended our conference indicates to me the high level of respect deservedly gained by the Gippsland Region Palliative Care Consortium.

"Very useful well put together event"

"Very useful and appropriate topics to take back and discuss at workplace"

"The seminar was absolutely helpful. It will help me plan for patients rather than wait for things to happen"

"This is a new developing field. So good to hear from experts. Very learning experience"

"Very thought provoking. Lots of take home messages"

"Very practical. Cover wide area."

Comments from GPs attending

Dr Barbara Hayes, Clinical Leader Advanced Care Planning Program, Northern Health presented a very much needed, easy-to-understand-and-promote Advanced Care Planning document. Ljubica Petrov, Manager Centre for Cultural Diversity in Ageing kept us all captivated with her dynamic presentation on Cultural and Linguistic Diversity.

Dr Jane Fischer, CEO/Medical Director and Dr Jim Howe, Consultant Neurologist both from Calvary Health Care Bethlehem, divided attendees into four groups providing each with a case review. A communal discussion after individual group representations followed. This included complex symptom management in palliative care in a variety of illnesses, malignant and non-malignant.

Dr Leeroy William, Palliative Care Consultant Southern Health presented Changes in the air-Chronic Obstructive Pulmonary Disease and Palliative Care. Dr William described a challenging scenario with a lot of empathy and encouraged us all to think outside the square to ensure quality of life as we worked through the issues presented.

After the Q & A there was some more time for valuable networking, discussion and reflection on an inspiring day.

Toine Bovill, West Gippsland Healthcare Group Palliative Care Team Leader



1. Dr Barbara Hayes - Clinical Leader, Advance Care Planning Program, Northern Health
2. L-R Marian, Amanda Needham, & Toine Bovill (West Gippsland)
3. Jo Kelly, Bronwyn Williams (Bass Coast) Maggie Goss (GRPCC)
4. Donna Daniell - Immediate Past CEO, Palliative Care Australia
5. Ljubica Petrov - Manager, Centre for Cultural Diversity in Ageing
6. Mary Ross-Heazlewood (GRPCC), Kylie Clarke (Central Gippsland)

Conference proceedings available online

Every presenter at "Life and Death Matters – it's the care that counts" has granted the Consortium permission to publish their papers. We encourage the use of this valuable online resource. Go to www.gha.net.au/grpcc and follow the links to the papers listed here.

www.gha.net.au/grpcc

1. **Donna Danielle** – Immediate Past CEO, Palliative Care Australia *What does quality care at the end of life really mean?*
2. **Dr Barbara Hayes** – Clinical Leader, Advanced Care Planning Program Northern Health *Advance Care Planning in 3 steps*
3. **Ljubica Petrov** – Manager, Centre for Cultural Diversity in Ageing *Palliative Care and Cultural Diversity – key considerations for service management and delivery*
4. **Dr Jane Fischer** – CEO/Medical Director & **Dr Jim Howe** – Consultant Neurologist, Calvary Health Care Bethlehem *Symptom Management in Palliative Care – malignant vs non-malignant*
5. **Molly Carille** – Consortium Manager, North & West Metro Region *Medical Records and Beyond - Using an arts based approach to self awareness and self care*
6. **Associate Professor Rosalie Hudson** – Honorary Senior Fellow, School of Nursing and Social Work, The University of Melbourne *Ethical care in end-stage dementia*
7. **Dr Jane Fischer** – CEO/Medical Director & **Dr Jim Howe** – Consultant Neurologist, Calvary Health Care Bethlehem *To peg or not to peg?*
8. **Karen Glaetzer** – Nurse Practitioner, Palliative Care, Southern Adelaide Palliative Services *Building skills in clinical assessment*
9. **Dr Leeroy William** – Palliative Care Consultant, Southern Health *Changes in the air – Chronic obstructive pulmonary disease and Palliative Care*

Monash University "Introduction to palliative care" short course

Reflections on Introduction to Palliative Care Short Course 2010

As I had worked closely with Palliative care services throughout my nursing career, I was unsure what the course could offer me.

Unit objectives were:

- communicating effectively in grief, loss, uncertainty and changing goals of care for people in palliative care
- appreciation and respecting the individual responses of people throughout



their illness

- assessment and management principles of clinical and supportive care needs
- reflection and evaluation of participants' professional and personal experiences; and recognising the cumulative impact on self and others

The online learning package was user friendly and easy to access through the Monash website.

The Workshop days at Monash, networking with other participants were great. We enjoyed a range of interesting speakers including course leader Katrina Recoche, who shared freely with us her wealth of experience as a Palliative Care Nurse.

A component **professional development**

of the course required us to write a reflective journal. While difficult at first, it is a good way to process both professional and personal thoughts. I plan to continue my reflective writing.

Thanks to the Palliative Care Consortium for financial assistance with course fees. I found it valuable and worthwhile.

Judy Woods - Support Services, Leukaemia Foundation

Announcing the 2011 course

Registrations for the 2011 course close on 30 November 2010. Read more on P4.

Pathway for Improving the Care of the Dying (PICD)

coordinated care

The success of the PICD pilot project, involving over forty patients and their carers has secured Consortium agreement to support full implementation across health services in Gippsland. A recently completed report on the PICD pilot reviewed its October 2009 to January 2010 implementation of PICD at Latrobe Regional Hospital and West Gippsland Healthcare Group and key indicators used in pre and post pilot audits suggest that the services, using the PICD prompts show improvement in their compliance indicative of high quality end of life care. Qualitative feedback from junior doctors and nurses who participated in the trial indicates that many found the pathway to be straight forward to use and enabled them to provide better patient care.

Using the implementation framework the Consortium plans to roll out the PICD through to December 2010 to a further seven inpatient and 17 aged care facility members of the GRPCC. It is envisaged that PICD will also be adapted for use by community palliative care teams.

The input of A/Prof Kate Jackson and the team from Southern Health's Supportive and Palliative Care Unit provided education, guidance and ongoing support on key aspects of the pilot project. Up to June 2010 A/Prof Jackson has provided PICD presentations/information to inpatient, community, aged care and GP representatives at:

- West Gippsland Healthcare Group - WGHC
- Latrobe Regional Hospital - LRH
- Kooweerup Health Service - KRHS
- Central Gippsland Health Service - CGHS
- Baimsdale Regional Health Service - BRHS
- Orbost Regional Health Service - ORHS
- Bass Coast Regional Health Service - BCRHS

Central activities at each Health Service include:

- Visits by Kate Jackson
- Nomination of key PICD person
- Establishment of Working party
- Provision of PICD Process Kit

- Health service review of PICD documentation
- Pre audit
- Planning of Education sessions
- PICD roll out

In the second half of 2010 A/Prof Kate Jackson will visit Gippsland Southern Health Service, Yarram and District Health Service, Omeo District Health Service, Latrobe Community Health Service, Bass Coast Community Health Service and Gippsland Lakes Community Health service.

The GRPCC acknowledges funding from the Department of Health for the pilot and subsequent roll out of the PICD; and the dedication and enthusiasm of staff at the two pilot sites which ensured its success. The support of A/Prof Kate Jackson and the team from Southern Health's Supportive and Palliative Care Unit is vital to the success of the broader regional roll out of the PICD. We look forward to working with those Health Services in the coming months.

For further information please contact Anny Byrne - PICD Project Officer, GRPCC

MND shared care workers - Gippsland

coordinated care

In the Autumn newsletter we reported on a free forum delivered in February by Jenny Waites, Motor Neurone Association Regional Advisor; and MND Shared Care Workers Toine Bovill and Jane Law. A further forum, aimed at informing and empowering health professionals in their care for MND patients, has since been presented by this team at Kalimna (near Lakes Entrance) in May. Attended by a total of 100 health professionals these two forums have generated excellent feedback.

In addition, Toine participated in Palliative Care Megacluster Day on 26 May organised

by Dr Michael Kunze, Trafalgar Medical Clinic. This involved an MND case review and a general overview of the West Gippsland Health Group Palliative Care Service to 27 4th year Monash medical students. On 7 June Toine presented a two hour information session about MND to eight 2nd year Monash medical students.

In March Toine and Jane joined other MND Shared Care Workers in Victoria at a Studyday@MND to enhance their knowledge regarding MND. Toine will present her paper "The Motor Neurone Disease Victoria Shared Care Worker Role for the Gippsland

Region Palliative Care Consortium" at the Palliative Care Nurses Australia Conference on 27 August.

Support for health professionals caring for MND patients throughout Gippsland is ongoing and Toine and Jane encourage you to contact them about the range of information on care and available Top-Up funding.

Toine Bovill and Jane Law - MND Shared Care Workers, GRPCC are contactable 8am-4.30pm daily.

Volunteer programs news

Achievements and plans for Gippsland volunteers in 2010 include most recently a workshop on Boundaries for palliative care volunteers, funded by Bass Coast Community Health. Attended by Palliative care volunteers and their Managers from Lakes Entrance, Warragul Gippsland Healthcare Group, Bass Coast Regional Health and Bass Coast Community Health attended. Terry Norquay presented the workshop and everyone learned valuable information about boundaries in their role. His presentation generated excellent group discussion during the workshop and great networking throughout. "Boundaries" is a difficult part of the volunteer's role as it can easily be blurred by well intentioned people. Special thanks to Jo Kelly at Bass Coast Regional Health for inviting us to this workshop.

The Memoir Writing Workshop held at Latrobe Community Health Service at Traralgon was well attended and lively discussion continued all through the day. As a result a Memoir Service for Gippsland is to be developed and a questionnaire will be forwarded shortly to assist.

Kerry Marriott from West Gippsland Healthcare Group will facilitate a Memoir Scrapbooking workshop on July 8th at Latrobe Community Health Service (LCHS). Kerrie's ideas and enthusiasm for our Memoir Service make these workshops fun and informative.

A survey of the Palliative Care Volunteer Training Resource package is currently being conducted. This package

was released in 2008 and this review, aimed at assessing its level of use by managers of palliative care volunteers is timely; and will identify and solve delivery issues faced by some health services.

The National Network of Managers of Palliative Care Volunteers has presented its first report since the inaugural meeting in February. In summary 20 representatives of managers of palliative care volunteers from around Australia attended this meeting in Canberra. I am representing Victoria rural/regional.

The outcomes from the first meeting listed 4 areas of priority:

1. Recruitment, retention and retirement
2. Training and development
3. Funding and resources
4. Service provision

The meeting provided an opportunity for managers of palliative care volunteers to exchange ideas. Funded by the Australian Government Department of Health and Ageing, this project, in consultation with the department will provide a professional structure for Managers and Volunteers' work as well as acknowledging their integral role on the palliative care team.

The Bereavement Risk Assessment Pilot (more details featured in this edition of the Newsletter) is creating a coordinated approach to bereavement support across the region.

Maggie Goss - Regional Volunteer Support, GRPCC

Further funding for GP Divisions and GRPCC partnerships

professional development

Central West Gippsland Division of General Practice has received funding from the Federal Government's Rural Palliative Care Project (RPCP) 2008-2011. The project, supporting Central West Gippsland local GPs in palliative care education aims to facilitate:

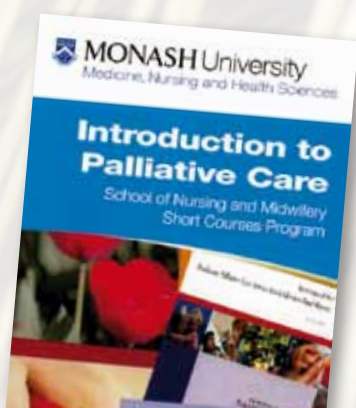
- Collaboration with local & regional palliative services
- GP engagement with community & specialist services at Latrobe Community Health Service (LCHS) & West Gippsland Healthcare Group (WGHG)
- Education for GPs
- Sustainability

The Division will be using the funding to continue its partnership with local services and the GRPCC. It partnered with the Consortium to present the recent Gippsland Palliative Care Conference.

Representatives from the Division and local palliative care services recently visited local medical practices to provide information to medical and nursing staff about palliative care services and the expansion of Specialist Palliative care services funded by the Consortium. Topics discussed included:

- access, management and referral criteria to local & Specialist services
- GP participation in Multidisciplinary Team meetings
- secondary telephone specialist consultation service availability for GPs

Course enquiries: Mary Ross-Heazlewood - Clinical Practice & Education, GRPCC



Introduction to palliative care short course

2011 Course Registrations

In response to service demand, this exciting new course has been developed to improve the capacity of healthcare providers to support people approaching end of life, and their families. National guidelines for the palliative care education of generalist health professionals and the national standards for the provision of palliative care underpin this course.

The Introduction to Palliative Care Short Course is recommended for nurses from all fields of practice, personal care attendants, and allied health professionals.

Registrations for 2011 course close on 30 November 2010.

Course enquiries: Mary Ross-Heazlewood - Clinical Practice & Education, GRPCC

The Gippsland Region Palliative Care Consortium (GRPCC) newsletter "Life and Death Matters" aims to establish a framework for promoting and delivering high quality palliative health care services in partnership with clients, carers, families and the community into the next decade and beyond for the people in Gippsland Region.

The opinions expressed in "Life and Death Matters" are those of contributors and not necessarily shared by the GRPCC or its individual member health services. The Department of Health provides GRPCC with core operational funding. "Life and Death Matters" is produced quarterly and distributed free of charge. To subscribe, email your contact details to grpcc@gha.net.au

The "Life and Death Matters" editorial group is Anthony Hooper (Manager, GRPCC), Steve Kirkbright (Design & Production), Karen Hansen (Editor); and regular contributors Anny Byrne, Maggie Goss, Mary Ross-Heazlewood, Toine Bovill, member health services and friends of GRPCC. **Letters to the editor are welcome.** Please email these to: grpcc@gha.net.au or send to: The Editor "Life and Death Matters" c/- West Gippsland Healthcare Group 41 Landsborough St Warragul 3820 Victoria Australia. Phone (03) 5623 0684

"Life and Death Matters" articles are identified against the relevant GRPCC priority area. For more details please refer to the GRPCC Regional Plan available on the website or contact the Consortium Manager Anthony Hooper.

priority area