Capacity Building: Palliative Care in a Rural Community

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Our definition of Capacity

- Provide resources and opportunities to facilitate stakeholders in developing knowledge, skills, & professional linkages in the area of PC.
- Increase confidence and competencies for all stakeholders and broaden their perspectives of palliation.
- Develop early referrals with a holistic approach to care.
- Develop opportunities for information to be disseminated.
- Aim for long term change – that will impact on real outcomes for patients and their families.
Where do we begin?

- Remembering how it was!
- **Primary Care Team** –
  - GP managing patients until reaching deteriorating/terminal phase where they’d refer to community and/or domiciliary services
  - Domiciliary services would review often in crisis/end stage with limited resources & support
  - Limited support for families
Problems for the Primary Care Team

- Limited after hours support for patients or Carers (GP on call)
- No specialist support for complex cases
- Limited resources for families & Carers
- Limited resources for health providers
Problems for the Primary Care Team

- Limited training/education in palliative care

From the UOW Tool 2.1

- Specialist Qualifications 0%
- Short Course/Formal training 36%
- On Job Training 45%
- No Training 19%
- Less On Job Training 45% compared to 52% (overall projects)
- More with No Training 19% compared to 10.7% (overall projects)
Real need to build capacity!

1. Develop Education plan – with a priority for Primary Care Providers
2. Develop professional links with Brisbane Palliative Care Service
March 2005 –
AIN’s/PC from Community & RACF (43)
RN’s: (11)

October 2005

GP’s and RN’s
• End of Life Pathways
  Advanced Care/Health Directives
• Grief and Loss/Bereavement
• Self Care

2005 Syringe Driver Education : (59)
2006 Syringe Driver Education : (36)
Education

- Sponsored 5 RN’s to attend National Palliative Care Conference in Sydney September 2005
- Sponsored 4 volunteers to attend full day conference ‘The Kaos of Grief’ Mal McKissock
- Sponsored a local GP - Certificate of Palliative Care Monash University
Linkages for Professional Support and Education

Brisbane South Palliative Care Collaborative

*GP’s* supported by Dr Liz Reymond

*RN’s* supported by Fiona Israel and Ben Sankey

**October 2004:** (43)

**May 2005:** (37)

**September 2006:** (35)

Report and Evaluation of the Kingaroy Palliative Care Educational Day 9th October, 2004
Dr Liz Reymond visited monthly for six months
Fly in fly out funded by the Program
Lunch time education sessions were presented to -

RACF x 4
Allied Health Pharmacists
GP’s
Hospital Nurses
An important insight from Dr Reymond
Through an RPAC initiative **Standards for Quality Palliative Care** were reviewed by stakeholders. Including -:

- Medical and nursing personnel
- Ministers and pastoral care representative
- Consumers and volunteers
- Indigenous elder
- Health Services Committee - Kingaroy Council

**Key Point:** Consultation was very important in developing community involvement & identifying their needs
Funding

Local Palliative Care Grants - DoHA

- **LPC1** - due to cease December 2006
  - Link Nurses
  - Resources/Community Education
- **LPC2** - due to cease in June 2009
  - GBSN
  - Volunteers

Project Officer commenced May 2006
Education and Support of Nurses

- Established Link Nurse Group (approx 20 nurses)
- Breakfast Meetings (12)
  - Networking
  - Information sharing
  - Resource development
  - Professional development
  - Debriefing
- Case Conferences (71)
Link Nurse Education Program

- Education plan based on feedback from UoW tool
  2.1, formal and informal discussions

- Education Program (6 sessions + 1 to go):
  - Resource Kit (11)
  - Palliative Care Workshop – Diseases, Symptoms (16)
  - Communication - Answering Difficult Questions, AHD (12)
  - Grief and Loss, Professional Boundaries (11)
  - Palliative Care Workshop – Funeral Tour, EOL care, Caring for children (10)
  - Legal Presentation – Negligence, Documentation, NFR (13)
  - Looking After the Carer, Reducing Burnout (22 registered)
Inservice Sessions

12 sessions + 3 to come

- Central Venous Access Devices (10, 6, 1: 17)
- Neuroblastoma (15)
- Communication (4, 10: 14)
- Palliative Care (13)
- EOL Pathways (10, 10, 8, 9: 37)
- Legal Issues (12)
Other Nursing Education

- Residential Aged Care Facilities:
  - Central Venous Access Devices
  - EOL Pathways
  - Volunteer Training Program
  - Communication
  - Dementia Workshops (series of 4 workshops)

- Practice Nurse Workshop (8)
  - Overview of the Rural Palliative and Advanced Care Project (RPAC)
  - Medications used in Palliative Care
  - Answering Difficult Questions
  - Advanced Health Directives and Enduring Power of Attorney
EOL Pathway

- Documentation audit
- Development of EOL Pathway
- Assist with accreditation process
- Development of Symptom Flowchart
- Development of Bereavement Kit
- GP’s can claim Medicare rebate if they complete EOL pathway in an RACF – item number 712 (refer to p87 2004 book)
EOL Pathway

- EOL pathway in use in Private Hospital
- Interest from Blue Care
- Interest in QH facilities
- Facilities provided with text from Ellershaw/Wilkinson “Care of the Dying”.
- South Brisbane Palliative Care Collaborative developing EOL pathway
Resources

- **Text Books**
  - Therapeutic Guidelines
  - Outline of Palliative Medicine (Victor Chan)
  - Care of the Dying (Ellershaw/Wilkinson)

- **Resource Kit:**
  - Websites
  - QCF resources
  - Documentation tools
    - EOL pathway
    - Discharge tool
  - Fact sheets
    - Hydration
    - Planning Checklist
  - Self Care resources
Grief and Bereavement Support Network

- Identification of providers of Grief and Bereavement Support (open forum)

- 15 participants now 36 on list:
  - Allied Health Professionals
  - Community Health
  - Ministers
  - Pastoral care workers
  - Volunteers
  - Support groups
  - Funeral services
  - QAS
  - Teachers, guidance officers
Grief and Bereavement Support Network

Education plan developed in consultation with stakeholders:

- South Burnett Showcase (17)
- Managing Grief and Loss & Professional Boundaries (10)
- Grief Workshop (13)
- Cultural Issues & Supporting grieving children and adolescents (17)
- Funeral Tour, Legal Issues & AHD (17)
- Looking after the Carer
- Grief Workshop (20 registered)
Volunteers

- Appointed a consultant
- Open forum
- Recruitment of volunteers
- Training of volunteers
- Link volunteers with link nurses
- Training package for RACF
Website
http://www.southburnett.com/health
Advanced Health Directives

Education

- Community Forum
- AHD DVD
- Media Releases
- Education sessions for Link Nurses
Community Education

- Community Forums x 2
  - AHD (35)
  - Residential Aged Care vs Compensated Caring (18)
- AHD DVD
  - Presentation to council (80)
  - Stay on your Feet (10)
    - Arthritis Foundation
- Senior Citizens (20)
- Scholarships
- Media Releases
Adolescent Support

- Adolescent Resource Brochure
- High School Presentation
- Education to guidance officers/school chaplains/teachers
What was the Impact of RPAC

Comments from the stakeholders
Nurses Evaluation

Knowledge of Palliative Care:
- Pre: 39% rated as having None (1) or Some knowledge (2)
- Post: 61% Moderate (3) to Sound Knowledge (4)

Knowledge of Medication Conversions:
- Pre: 61% rated as having None (1) or Some knowledge (2)
- Post: 100% Moderate (3) to Sound Knowledge (4)

Knowledge of dealing with difficult questions:
- Pre: 85% rated as having Some (2) to Moderate knowledge (3)
- Post: 100% Moderate (3) to Excellent Knowledge (5)

Knowledge of Palliative Symptoms:
- Pre: 39% rated as having None to (1) Some knowledge (2)
- Post: 100% Moderate (3) to Excellent Knowledge (5)
Nurses Evaluation

Knowledge of AHD
- Pre: 70% rated as having None (1) or Some knowledge (2)
- Post: 100% Moderate (3) to Excellent knowledge (5)

Knowledge of Local Services:
- Pre: 15% rated as having None (1) or Some knowledge (2)
- Post: 100% Sound (4) to Excellent knowledge (5)

Knowledge of Palliative Care Resources:
- Pre: 100% rated as having None (1) to Moderate knowledge (3)
- Post: 100% Sound (4) to Excellent Knowledge (5)
A valuable resource for education and staff support in rural areas where resources are limited or nonexistent.

Education, information networking at a local level ... awareness of contemporary practice and support to implement change in the workplace.

...improved communication.

...updated information has improved my knowledge and confidence when talking to clients and GP’s.

Grief loss and bereavement education has been most helpful to my interactions re clients and carers.

Networking has been wonderful.

Learnt so much ... passed on to co-workers.

Increased quality of client care.
The focus on palliative care has been highlighted across all areas of the community.

The ongoing phone support was excellent and impacted significantly on the patient and their carer.

The Palliative Care Specialist was very approachable and supportive.

The education and professional networking was greatly appreciated.
coordination of care & improved communication
nursing staff and GP knowledge has increased
improvement particularly in pain management
GP’s are more confident in their prescribing and will seek help with more complex cases
the nursing staff feel empowered to advocate for their patients
EOL pathway is an excellent tool to facilitate Hospital accreditation
early referrals & case conferences have improved management and outcomes for patients and carers

personal linkage with the PC Specialist nurses allows local nurses to ask any question without feeling inadequate

good support for GP’s in solo practice especially OTD (overseas trained doctors)

issues addressed in a more timely manner

improved communication across health services – liaising saves duplication
Thanks for the legal session yesterday, it was one of the most informative sessions I have attended in a long time. Your presentation was spot on - and gave plenty to think about. It obviously met the needs of our staff, for both personal and professional reasons. We are most grateful!

School Chaplin

Excellent morning – I wish I had heard this a long time ago. An excellent helpful morning – just what we need. The coordinators are so organised and aware of the groups needs. This needs to go to all areas of the Fraser Coast, Wide Bay, South and North – it was so good!

Program Officer Young Carers Project

South Burnett Senior Citizens Welfare Association
General responses from education

- Excellent and informative day. Thank-you to all
- Excellent day. Very good and much needed information
- Thank you for presenting this information in the bush. Well done
- Thank you to everyone
- Thank you
- Knowledge base extended. Thank you very much. Also knowing where to go for help and networking
- Would be good to have some combined time with doctors (multidisciplinary) as we should all have similar goals – just from different directions. Overall excellent. Thanks.
- Well organised and would recommend it to any of my colleagues
In Conclusion

“Never doubt that a small group of thoughtful, committed people can change the world. Indeed it’s the only thing that ever has.”

(Margaret Mead)