

WORKING TOGETHER

EVIDENCE : STANDARDS : OUTCOMES

CareSearch, NSAP and PCOC are working together to develop an aligned approach to change management in palliative care. All three projects are funded by the Australian Government Department of Health and Ageing with a collaborative interest in enhancing practice in palliative care and, as a result, improving care for patients and their families.

ABOUT THE PROJECTS

CareSearch is an online resource providing health professionals and patients, their carers and families with access to palliative care information and evidence. Evidence is important in quality improvement and change management as it can help services learn about what has been shown to be effective.

The National Standards Assessment Program (NSAP) is a national quality improvement framework that enables services to engage in a structured process of self-assessment against the Palliative Care Australia *Standards for Providing Quality Palliative Care for All Australians* using all available sources of evidence and data, supports the development and implementation of improvement actions, and encourages participation in peer mentoring and collaborative improvement effort.

The Palliative Care Outcomes Collaboration (PCOC) is the only national voluntary program utilising validated clinical assessment tools to benchmark and measure outcomes in palliative care. Participation in PCOC assists service providers to improve practice and meet Palliative Care Australia's *Standards for Providing Quality Palliative Care for All Australians*.

Together, the three projects offer a unique opportunity for those who provide palliative care to review their performance, identify areas for improvement and draw upon evidence to develop their services and teams.

HOW WE CURRENTLY WORK TOGETHER

The three projects are already working together to ensure that resources are shared and used within the individual projects. For example, PCOC data can be used as evidence of meeting standards for NSAP assessments. Services use CareSearch to enter NSAP self-assessment data. PCOC Quality Improvement Facilitators provide services with information about CareSearch resources that relate to symptom and care issues.

WHAT IS PLANNED

CareSearch, PCOC and NSAP have signed a Memorandum of Understanding recognising the organisations' shared interest in improving palliative care in Australia by up-skilling palliative care services, facilitating quality improvement, and encouraging the use of evidence in practice.

The projects will work together to:

- Expand linkages between the existing projects and their activities and responsibilities,
- Collaborate on workshops, conference presentations, reports and analysis,
- Provide evidence-based advice to policy makers as appropriate, and
- Develop aligned approaches to communicating and supporting change management.