Introducing the Palliative Approach (PA) Toolkit for Residential Aged Care Facilities

An Integrated Evidence-Based Framework of Care for Palliative Care in Residential Aged Care
Key Learning Outcomes for the Workshop

Completion of this workshop will:

- Increase your awareness of the value of implementing the Palliative Approach (PA) Toolkit in your RACF.
- Enhance your understanding of the framework of care underpinning the PA Toolkit as well as the various components of the PA Toolkit.
- Improve your knowledge about the key processes and evidence-based resources available in the PA Toolkit aimed at strengthening the sustainable delivery of high quality palliative care in RACFs.
- Clarify your role in the implementation of the PA Toolkit.
Workshop Overview

Three parts:

1. Introducing the PA Toolkit for RACFs
   - Definitions
   - Why does RAC need the PA Toolkit?
   - Brief history of the PA Toolkit
   - Benefits from implementation of the PA Toolkit
   - Framework of care underpinning the PA Toolkit
   - Your role in implementation of the PA Toolkit
   - Description of individual components of the PA Toolkit

2. Unpacking the 3 Key Processes of the PA Toolkit
   - Advance care planning
   - Palliative care case conferences
   - Use of an end of life care pathway

3. Group Activity: The 10 Steps of Implementation
Group Activity

• Describe an experience you have had where a resident you were caring for did not die well

• What needs to be in place in an RACF to facilitate a good death for a resident and their family
Definitions:

A Palliative Approach

“An approach that improves the quality of life of individuals and their families facing the problems 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 needs.”
Definitions:

Specialised Palliative Care

• Involves referral to a specialist palliative care team
• Involves assessing and treating complex symptoms
• Involves providing information and advice on complex issues e.g. ethical dilemmas, family issues, psychological or existential distress
• Does not replace a palliative approach but augments it with focused intermittent input as required
Definitions:

End of Life (Terminal) Care

End of life care focuses on the final days or week of life

Goals of care are sharply focused on:

- The resident’s physical, emotional and spiritual comfort
- The family’s needs including bereavement care
Definitions:

The PA Toolkit

• Represents an integrated framework of care that relies upon three key processes, using evidence–based clinical tools, to deliver best practice palliative care in Australian RACFs

• Implementation of the PA Toolkit increases the capacity of RACFs to provide sustainable and comprehensive high quality end-of-life care for residents, both now and into the future
Why does Residential Aged Care Need the PA Toolkit?

- Palliative approach to care required for all residents with advanced life limiting illness
- Physical and psychosocial needs often complex and challenging\(^1\)
- 38% of residents have a length of stay less than one year\(^2\)
- 52% of residents have a diagnosis of dementia on admission\(^2\)
- High incidence of distressing symptoms experienced by residents\(^3\)
- 90% of separations from RAC are due to death\(^2\)
- Consensus that end-of-life care in RACFs is less than optimal\(^4\)
A Brief History of the PA Toolkit

• The PA Toolkit was the primary outcome from the *Comprehensive Evidence Based Palliative Approach in Residential Aged Care (cebparac)* (2009-2010) which was led by the UQ/Blue Care Research & Practice Development Centre

• Evaluation showed clinical and system benefits\(^2,5\)

• *National Rollout of the PA Toolkit for RACFs* (2012-2015) being led by Brisbane South Palliative Care Collaborative in partnership with:
  – Australian & New Zealand Society of Palliative Medicine (ANZSPM)
  – Leading Aged Services Australia (LASA)
  – Royal Australian College of General Practitioners (RACGP)
  – UQ/Blue Care Research & Practice Development Centre
Clinical Benefits from Implementation of the PA Toolkit

• Improves palliative care outcomes for residents and their families\textsuperscript{2,5}
• Provides a structured framework to guide clinical practice\textsuperscript{2}
• Recognises the complexities and challenges of caring for residents with life-limiting illnesses and their families
• Better maintains resident performance status\textsuperscript{6}
System Benefits from Implementation of the PA Toolkit

- Builds sustainable increases in quality palliative care capacity
- Improves family satisfaction\(^2\) so decreases complaints
- Aligns with the mission statement of your facility
- Aligns with the National Palliative Care Strategy
- Meets Aged Care Accreditation Standards and related requirements
- Contributes to workforce development
Framework of Care Underpinning the PA Toolkit

1. Trajectories and Key Processes

**TRAJECTORY A**
- Expected prognosis of greater than 6 months
  - Annual nurse led case conference including advance care planning
  - Review 6 monthly
  - Prognosis 6 months or less

**TRAJECTORY B**
- Expected prognosis of 6 months or less
  - Palliative care case conference including review of advance care planning
  - Assessment and management of palliative clinical symptoms
  - Review monthly
  - Prognosis less than 1 week

**TRAJECTORY C**
- Expected prognosis of less than 1 week
  - Commence Residential Aged Care End of Life Care Pathway
  - Review daily
  - If prognosis is greater than 1 week

**PALLIATIVE PHASE**

**TERMINAL PHASE**

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Framework of Care Underpinning the PA Toolkit

2. Evidence-Based Clinical Tools and Guidelines

Guidelines for a Palliative Approach in Residential Aged Care (2006)

Pain in Residential Aged Care Facilities: Management Strategies (2005)

Therapeutic Guidelines: Palliative Care 2010 (Version 3)
Components of the PA Toolkit

- Workplace Implementation Guide
- Training Support Guide
- Guide to the Pharmacological Management of EOL (Terminal) Symptoms in RAC Residents
- Therapeutic Guidelines for Palliative Care, Version 3
- Resident and Family Resources
- Bereavement Support Booklet for RACF Staff
- 3 Learning Modules
- 3 Self Directed Learning Packages
- 3 DVDs
  - ‘Suiting the Needs’
  - ‘All on the Same Page’
  - ‘Using the RAC EoLCP’
- 2 Educational Flipcharts
  - Introduction to a Palliative Approach
  - Clinical domains
PA Toolkit: Workplace Implementation Guide

Focus:
• Designed to assist RACF managers, link nurses and palliative approach working parties to implement a comprehensive, evidence-based and sustainable palliative approach in their workplaces

Key Features:
• Uses 10 key steps to facilitate implementation
• Provides a set of prompt questions, templates and tools to guide the implementation of each step
PA Toolkit: Training Support Guide

Focus:

• Developed for staff involved in the design, delivery and/or evaluation of education and training activities in the residential aged care sector

• Recommendations for RACFs in building a whole-of-organisation education and training strategy for implementing a palliative approach

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PA Toolkit: Guide to the Pharmacological Management of EOL (Terminal) Symptoms for RAC Residents

Focus:
• Developed for use by clinical teams providing end of life (terminal) care in RACFs

Key Features:
• Overview of principles guiding quality pharmacological management of end of life (terminal) symptoms
• Educational table summarising the uses, doses and routes of administration of the medications endorsed by ANZSPM
• Set of 4 flowcharts to guide the pharmacological management of common end of life (terminal) symptoms:
  - Nausea and vomiting
  - Pain
  - Respiratory distress
  - Restlessness and agitation

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PA Toolkit: Resident and Family Resources

Focus:
• Educational brochures/questionnaire for residents and families

Key Features:
• Questionnaire identifies family concerns for discussion at a Palliative Care Case Conference
• Brochures explain in simple terms what will happen as someone is dying and how to manage grief

Structure:
• Brochure: Now what? Understanding grief
• Brochure: Understanding the dying process
• Invitation and family questionnaire

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PA Toolkit: Bereavement Support Booklet for RACF Staff

Focus:
• Designed as a self-care resource for RACF staff
• Not intended as a stand-alone response to bereavement support

Key Features:
• Provides individual and team strategies to identify and address staff bereavement
• Includes an annotated list of useful resources and links
PA Toolkit: Three Learning Modules

Focus:
• Reference guides for implementing a palliative approach

Key Features:
• Managers’ role in facilitating a palliative approach
• Three key processes
• Provides information on five common symptoms (pain, dyspnoea, nutrition/hydration, oral care, delirium)

Structure:
• Module 1: Integrating a palliative approach
• Module 2: Key processes
• Module 3: Clinical care
PA Toolkit: Three Self-Directed Learning Packages

Focus:
• Self-directed educational resource

Key Features:
• Can be used at orientation or as featured training
• Attract CPD points
• Knowledge tests
• Linked to training DVDs and case study based

Structure:
• Nurses (Introduction)
• Nurses (Advanced)
• Careworkers (Introduction)
PA Toolkit Educational DVDs

Focus:
• Staff education/training

Key Features:
• Educational DVD
• Case study based

Structure:
• *Suiting the Needs*: A Palliative Approach in Residential Aged Care
• *All on the Same Page*: Palliative Care Case Conferences in Residential Aged Care
PA Toolkit Educational DVD: How to Use the Residential Aged Care End of Life Care Pathway (RAC EoLCP)

Focus:
• Designed to train RACF staff on how to use the 5 sections in the RAC EoLCP

Key Features:
• Educational video
• Self-directed learning notes
• RAC EoLCP document
• RAC EoLCP information brochure for relatives and friends
PA Toolkit: Educational Flipcharts: Clinical Care

Focus:
• Brief educational/training sessions with careworkers

Key Features:
• Visually appealing
• Stand-alone resource for short (10 min) education sessions
• Facilitator notes on reverse side

Structure:
• Module 1: Pain
• Module 2: Dyspnoea
• Module 3: Nutrition/hydration
• Module 4: Oral care
• Module 5: Delirium
PA Toolkit: Educational Flipchart: Introduction to a Palliative Approach

Focus:
• Brief educational/training sessions with careworkers

Key Features:
• Visually appealing
• Stand-alone resource for short (10 min) education sessions
• Facilitator notes on reverse side

Structure:
• Module 1: What is palliative care?
• Module 2: Implementing a palliative approach using 3 key processes
• Module 3: Cultural considerations in using a palliative approach
• Module 4: Self-care for RACF staff

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Your Role in Implementing the PA Toolkit

Manager

- Contribute to the development of processes and strategies aimed at building a palliative approach model of care
- Recruit the link nurse and develop strategies to sustain the role
- Ongoing promotion and support of all aspects of the palliative approach within the RACF

Link Nurse

- Promote the model of a palliative approach to resident care
- Act as a resource for staff
- Coordinate implementation of the PA Toolkit
Key Messages

• The PA Toolkit has been designed to assist Australian RACFs to increase capacity to deliver comprehensive best-practice palliative care for residents, both now and into the future

• The PA Toolkit is underpinned by a framework of care that includes three key processes (advanced care planning, palliative care case conferencing and use of an end of life [terminal] care pathway) and evidence-based tools that have been shown to improve care outcomes and resident and family satisfaction

• Implementation of the PA Toolkit supports the sustainable delivery of high quality care across an organisation
References


