

Using the Three Key Processes

There are three key processes that are important for a palliative approach in residential aged care. They are advance care planning, palliative care case conferences, and use of an end of life (or terminal) care pathway (or plan). Each process involves a set of activities to be carried out by the care team after discussions with the resident, their family and/or substitute decision maker. The key processes encourage open communication to ensure everyone knows what the resident's wishes are for their future care, and support the care team to give the best possible end of life care.

Key messages

- The focus of care is always on making sure that the resident's wishes are respected and their dignity is maintained.
- The resident's wishes and preferences for their care can only be respected and followed when they are known by the care team and the resident's family and/or substitute decision maker.
- Ongoing communication with everyone involved in the resident's care is essential to the success of each process.

What can you do?

- Listen when residents mention their concerns – e.g. “I hope they can keep me pain free”, “what will happen to me?”, and report back to the nursing staff.
- Ask the nursing staff about the resident's condition so you are aware of what care is needed.
- Discuss your role in each key process with the nursing staff.

Why it works

- The three key processes help to improve the resident's care and quality of life.
- Open discussions on death and dying with the resident and the people important to them help ensure a 'good death' for the resident, in line with their wishes.
- Knowing the resident's wishes for their care helps the care team to deliver the right care for each resident.

Advance care planning: this is about planning ahead, discussing wishes and personal values, and writing down preferences for future care.

Palliative care case conference: this is a planned meeting where the resident, their family and the health care team can share information and identify goals of care for the resident.

End of life (terminal) care pathway: this guides the end of life (or terminal) care of the resident provided by doctors, nurses and careworkers.

Clicking on the links below will take you to printable version of a fact sheet on each of the key processes:

[PA Toolkit Fact Sheet 8: Advance Care Planning](#)

[PA Toolkit Fact Sheet 9: Palliative Care Case Conferences](#)

[PA Toolkit Fact Sheet 10: End of Life \(Terminal\) Care Pathways](#)

Related pages

[Introduction to a Palliative Approach](#) - clicking here will open a printable version of a flipchart that gives an overview of the three key processes (see pages 19-30).

[Self-Directed Learning Package](#)

[\[Careworker\]](#) - clicking here will open a printable version of the package that discusses the three key processes.

[Self-Directed Learning Package for](#)

[Careworkers](#) - clicking here will take you to an online version of the package.

[Being Part of the Care Process](#) - clicking here will take you to a video presentation (13 minutes) that highlights the role of the careworker in each of the three key processes.

Relevant links

CareSearch – www.caresearch.com.au

Residential Aged Care Palliative Approach Toolkit – www.caresearch.com.au/PAToolkit

