Caring Communities Program - Project Overview

Organisation: GP Connections

Name of Project: SEAM – Support, Education, Assessment, Monitoring

Length of Project: 2 years

Project Summary:

SEAM is a new model of service delivery for palliative care patients that will be fully sustainable by the end of the second year of the project. The service, to be provided by GP Connections in partnership with the Toowoomba Hospice, will be based at the Toowoomba Hospice. SEAM involves the employment of a Registered Nurse for 30 hours per week to take on the role of Case Manager in the area of Palliative Care.

Project Objectives:

The aim of the project is to develop, implement and evaluate an integrated service model of palliative care (SEAM) that will be sustainable by the end of the second year of the project. SEAM will: - increase the palliative care support available to patients and their families; provide palliative care education for patients and their families and health professionals; assess the palliative care needs of patients and their families; increase networks between care providers to overcome communication barriers and decrease duplication of palliative care services; provide a care coordination model of service delivery for palliative care; and increase the role of the GP and practice nurses in the care coordination of people requiring palliative care

Project Activities:

Regular monitoring of patients and their families; Quality Telephone consultation service provided to GPs and Practice Staff; Quality Face to face consultation service provided to GPs and Practice Staff; Quality Telephone consultation service available to Palliative Care patients and families; Quality Face to face consultation service provided to Palliative Care Patients and their families; Facilitate professional development sessions for GPs and Practice Staff where appropriate; Facilitate education sessions for patients, families and community; Meet regularly with Liaison Nurses at Toowoomba Hospital, St Andrew's and St Vincent's and other services to enhance and coordinate services; Hold joint activities, where appropriate, with other services; Communicate on a regular basis with General Practice, promoting and demonstrating the role of the Practice Nurse;

Conduct regular sessions with Practice Nurses and act as a Mentor when appropriate; Increase number of Health Assessments conducted through the SEAM service; Facilitate the uptake of Practice Nurses within General Practice.