



Clinical Connections

“Who am I?” resource workshop

After a time of brainstorming and working together, in March this year the Consortium Spirituality Focus Group launched a unique resource for initiating conversation or reflection on personal spirituality called “Who Am I?” It is easily recognised due to the colourful balloons on the A4 glossy sheet. The balloons form part of the process for conversation or reflection. It has been well received in many settings and there has been mainly positive feedback regarding the simplicity of the resource and its clear guidelines for use.

On October 30th this year as part of celebrating Pastoral Care Week the Consortium Spirituality Focus Group offered a workshop on the clinical application of this resource. It was held at Broadmeadows Health Service and was well attended. The workshop began with a presentation by Molly Carlile and Regina Millard that was presented the week before at the Palliative Care

Victoria Conference called “Who Am I?” - A Spirituality Resource Anyone Can Use. This presentation covered how the resource was born and how it has developed thus far. This was followed by input from committee members Sr. Benedicta Quinlin (Mercy Palliative Care), and Margaret Haywood (Banksia Palliative Care) on clinical application of the resource that they had observed. Then followed Dr. Bruce Rumbold from La Trobe Uni and a committee member on evaluation of the resource. Following afternoon tea the large group went into groups of two and Molly Carlile led the group in role play using the resource. This created a lot of energy in the room as everyone entered into the exercise. This was followed by observations from each group as both clinician and client where lively discussion filled the room.

The afternoon concluded with a beautiful reflection around the theme of Pastoral Care week—Listening Presence.

Dan Murphy (Health Care Chaplaincy Victoria) and Trudi Keur (Mercy Palliative Care) with the assistance of Lucy Forrest (Music Therapist Mercy Werribee) led the group in an interactive reflection with an Aboriginal theme Dadirri—inner deep listening and quiet still awareness. A reflection by Miriam-Rose Ungunmerr-Baumann. As part of the ‘giving thanks’ Molly Carlile particularly made mention of committee member Gloria Butler (RN Melbourne Citymission Palliative Care) who has moved on to another journey in her profession and thanked her for her insightful contributions to the group. She will be missed. All participants left the afternoon a little wiser about the “Who Am I?” resource and a desire to use it wherever the opportunity arises. The group were encouraged to give the Consortium Spirituality Focus Group feedback at any time.

“Written by: Regina Millard—Melbourne Citymission Palliative Care”



Above: Role Play / Middle: Lucy Forrest, Music Therapist on the harp / Above Right & bottom: Music Reflection

Clinical Connections cont



Palliative Care Victoria Conference—October 2008

The sixth Palliative Care Victoria Conference was aptly titled 'Beyond the Boundaries'. A diverse crowd of people attended over two days—presenting, listening, enquiring, socializing, networking and learning.

The NWMRPCC was strongly represented by both the Clinical Committee and the Spirituality Focus Group. Marian Allison discussed the reasons behind the development of the SCTT Palliative Care Clinical Referral Tool. She talked about the challenges of each separate organization and entity having their own referral tools, and how the conception and maturity of the new referral tool had lead to greater consistency across our region. Marian also discussed the mandatory need for a specialized tool to accommodate the diverse needs of a palliative care patient.

Molly Carlile and Regina Millard jointly presented the 'Who Am I?' spirituality assessment worksheet. They spoke alternatively, both from an operational / organizational perspective (Molly), and from a sensitive pastoral care approach (Regina). Feedback from attendants at both of these sessions was very positive. There were many clinicians who had adopted one or both of the tools to use in their everyday practice, some from interstate.

The conference successfully delivered the concept of 'Beyond the Boundaries'. There is no doubt, that as a health manager, I was taken way outside my comfort zone to be confronted with the overwhelming and understated issue of our aged care population. Professor Jenny Abbey spoke

with passion and vigor about the potentially neglected population of dementia sufferers and of aged care in general. Her research and her presentation was raw and confronting and forced many of us to search our souls for the compassion and understanding that these people require. She certainly ignited lots of interesting conversations amongst attendee's. Professor Abbey showed an image of a frail, highly cachetic elderly woman sitting naked on a shower chair. The photograph was particularly haunting as it is an image that is common to many of us as health practitioners. It affected me greatly, and others I have spoken to have felt very similar. If anything, it really highlights the fact that dying (with or without cancer) is a natural process, and that to do it with dignity and self respect is not only our ultimate goal, but also our ultimate challenge.

Fortunately, some of us wore our favourite dancing shoes and were up for some fun and frivolity at the Conference Dinner. The Broadmeadows crew certainly demonstrated some refined dance moves along with a great sense of humour. Molly and Kevin (PCV) got into the swing of things and a great night was had by all.

Hopefully we are now thinking ahead to the Perth Conference 2009, as abstracts are due end of January 2009.

Written By: Vanessa McColl
Manager Inpatient Palliative Care, Broadmeadows Health
(Northern Health)
Chair Clinical Committee



Getting to know . . . YOU

Fiona Hearn has broad experience in community nursing, and is currently a General Manager—Director of Nursing, with the Royal District Nursing Service. Fiona has represented Community and District Nursing on a broad range of Government policy development areas including Primary Care Partnerships, Hospital Admission Risk, Post Acute Care, Veterans Care and Palliative Care.

Fiona is interested in the development of Community services and has held a number of positions on Boards of Management for Community Services, most recently as a Board Member of a rural health service providing both acute, com-

munity and residential services.

Academic qualifications include Master of Health Science majoring in Health Administration and a Bachelor of Nursing. She is a member of the Royal College of Nursing Australia and the Australian Council of Community Nurses.

SUBMIT YOUR NEWS!

Do you have a photo from an activity conducted in your organization? Do you have a symptom management issue you want explored?

Please send for inclusion in the next edition.



Clinical Connections cont

DHS Update on Palliative Care Initiatives / Projects

Palliative Care for People at Home pilot projects

'Improving access to palliative care for people who have had a stroke and their carers' - The first steering committee meeting was held on 22/10/08. Applications for the *Palliative Care Stroke Project Nurse* position close on 28/11/08.

'Developing the role of a pharmacist in community palliative care multidisciplinary teams to improve outcomes for people at home, and their carers' - expressions of interest are currently being evaluated and a host site to pilot this project will be announced shortly.

Additional information at www.health.vic.gov.au/palliativecare.

Statewide Palliative Care Consortia meetings

The meetings for 2009 have been scheduled for the following dates:
Thursday 26 March 2009—consortia presentations
Thursday 15 October 2009—statewide services and academic units presentations.

Strengthening Palliative Care Evaluation and Refresh

Thank you to those who have already provided documents for phase one of the evaluation. As per the email of 3/11/08 the types of documents that we would like to receive copies of are -

- Evaluations of consortia or statewide/academic service plans;
- Revised versions of consortia or statewide/academic services plans;
- Any strategic planning day feedback/reports—may inform process evaluation
- Quality reports and/or accreditation docs that relate to the plan;
- Final documents (eg. Project briefs, business plans, work plans, final reports, recommendations) relating to pro-

jects/initiatives undertaken as part of the implementation of the SPCP;

- Audits/data related to demand, access, workforce, service coordination, costings or other elements of service provision in your region or statewide/academic service

The conceptual framework for the evaluation is currently being finalized and will be made available via the website shortly.

Clinical Service Improvement Framework

This project will consult extensively with the palliative care sector to reduce variations in care by defining and embedding the essential quality elements required to monitor and report on clinical service improvement. This will be achieved through some key objectives including establishing a clinical quality group in each consortia region to ensure clinician participation in the decision making processes for clinical service improvement; to develop a peer review and evidence based benchmarking framework; and to collect, report and monitor quality process and outcomes data to inform service improvement, utilizing existing data wherever possible.

All palliative care services will have monitoring and benchmarking mechanisms in place, and will have the capacity to submit completed performance data to DHS by 2010.

Palliative Care Supplement

The final document is currently with the Service Coordination Team at DHS and will be incorporated into the current revision of Service Coordination Tool Template due for release in 2009. A workshop will be held at DHS 26 November to update vendors and service providers on the changes to SCTT.

Online registration and further information at http://www.health.vic.gov.au/pcps/publications/vendor_forum.htm.

Decision Making Groups Role Statements

Many of you would have received your copies of the Palliative Care Decision Making Groups Role Statements and CD-ROM. The Role Statements were developed as part of stage one of the decision making groups project. The aim of stage two is to develop strategies to achieve a consistently sound approach to decision making and the implementation of the statements.

The role statements are intended to be clear, consistent and achieve effective implementation of the Strengthening Palliative Care policy. All Department of Human Services funded palliative care decision making groups are required to incorporate the role statements into their work. The role statements can also be downloaded from the DHS website at <http://www.health.vic.gov.au/palliativecare/role-statements.htm>.

PEPA

Applications are being accepted for supervised clinical placements. Further information available at: www.health.vic.gov.au/palliativecare/PEPA.

Service Delivery Framework and Funding Model Review (SDF & FMR) Project

This project is now underway. As part of the communication with the sector about the project, a website has been set up. As the project is undertaken the website will be further updated.

www.health.vic.gov.au/palliativecare/sdffmr.

The initial part of the project will be to undertake literature review and begin consultation with the sector. The first workshop will be conducted in December 2008, with the bulk of the consultations to be conducted in February 2009.

... Further overleaf

Clinical Connections cont . . .



DHS Update on Palliative Care Initiatives / Projects continued

Scholarships for the palliative care workforce

Palliative Care Victoria has announced the next round of a funding for scholarships for people undertaking graduate or post-graduate courses relevant to palliative care. The scholarships are for a maximum of \$3,000. Application forms and guidelines are posted on the PCV website (<http://www.pallcarevic.asn.au/>). Applications close on 28 November 2008.

Community performance measure and target setting project

This project has concluded with a performance measure, activity target methodology and adjustment methodology decided. Executive officers of all community palliative care services will be contacted in the coming weeks and be provided with an outline the changes for 1 July 2009 and an indication of the activity target for their service from 1 July 2009.

Implementation of the Strengthening Care for Children Policy

The first meeting of the implementation steering committee was

held on 28 October. At the meeting Dr John Collins (Head of the Pain and Palliative Care Service at Westmead Children's Hospital) gave an overview of work in NSW to improve quality of care and communication (with services and with families).

The steering committee provided feedback about the key priorities for implementation of the Strengthening Care for Children should be—some of the priorities listed included addressing perceived gaps in access to respite, case management and equipment, communication of the policy principles to families, and communications training and support for nursing, medical and other staff.

Better Practice 2009—Call for Papers

The hunt is on for new speakers for the 2009 Better Practice events. These successful events, held in each state over the past five years have been built around inspiring speakers who have shared their own practical journeys and innovations to achieve better practice.

Your opportunity to be part of an event that has given more than 8,000 attendees the ideas and encouragement to raise the bar in their own homes is now here.

Resource: DHS November report

For further information visit:

<http://www.health.vic.gov.au/palliativecare>



Health Promoting Palliative Care Project—update



The project is continuing to expand, with the first small grant initiatives undertaken in the past few weeks. Three initiatives have been completed thus far—Bundoora Community Visitor Scheme: *The hand of friendship information session*; Volunteers of Banyule: *How to care*; and Whittlesea Community Connections: *Grief and Loss workshop*. A general information session like “Knowing what to say” is clearly a concept that resonates with people from a broad range of backgrounds and experiences. It has been rewarding to see that several groups have undertaken information and education sessions around this concept without the need of financial support from HPPC. For others, the small grant has allowed them to progress an idea that may sit beyond the boundaries of their “core business” or beyond the scope of

what their community group is otherwise able to address.

The remaining small grant funds will be dispersed on an ongoing basis rather than directed to an application deadline. Unfortunately some excellent opportunities for initiatives were missed in the first round due to the delay between introducing groups to the project, and the date that applications were received, and also due to changes in staff or committees.

The Health Promotion Officers at Banyule/Nillumbik Primary Care Alliance and Hume Moreland Primary Care Partnership have joined forces with HPPC to try to bring a performance of “Four Funerals in One Day” to the Northern area in April of 2009. An application for

funding support has been developed and we will be notified of the outcome shortly. The local PCP's have strongly supported the idea of health promotion in palliative care, so this would be a fitting conclusion to the project. The project has also continued to gather support from the Banyule/Nillumbik Emotional Wellbeing network.

Barbara Young from the Hume (Rural) PCC and myself were able to present some of the early outcomes of the project at the recent Palliative Care Victoria Conference. As a result we received some very positive feedback, with people keen to see what the final project outcomes will reveal.

Written by: Helen Corbett,
Coordinator—Health Promoting Palliative Care



Clinical Connections cont

Looking Forward—Looking Back

2008 has been a very productive year for the consortium and the sector as a whole. Due to the tireless work of members of all of the consortium committees and staff of our member organizations we have been able to launch a number of initiatives that have raised the profile of palliative care and influenced statewide policy. The inclusion of the Palliative Care Clinical referral (PCCR) in the revision of the SCTT templates is a great example. From 2009 for the first time the statewide SCTT templates will include a Palliative Care Supplement. This will be the very first time that there has been a standardized palliative care referral tool that is used Victoria wide ... something has been years in the making! The work done by our consortium in developing the PCCR was influential in this process and although the Palliative Care Supplement is a little different in format and content, it was built on the foundations laid by our region, something which we should all be very proud of!

In addition to this the development of the "Who Am I?" resource by the Spirituality Focus Group, has had a similar impact. The resource has been embraced across the sector (and beyond) and is currently being used by numerous service providers in both metro and rural regions. Next year will see us formally evaluate the resource (in conjunction with Latrobe University), but as a beginning we currently have a questionnaire circulating to gauge initial responses from people using the resource. If you would like to complete the survey, please go to the website (www.northwestpalliative.com.au) and follow the link.

We have embarked on a number of

other significant projects during the year including the Policy into Practice Project that Ian Millard is currently completing, which looks at patient movement and referral patterns within our region. The Health Promoting Palliative Care Project that Helen Corbett is coordinating and that to date has supported a number of community driven awareness raising activities and the Service Coordination Evaluation Project that Alison Boughey is completing, the result of which will inform our next step on the road to integrated service coordination.

Our region was also well represented at the PCV State Conference in October. Presentations from members of our consortium were given on "Who Am I?", El & Leadership, Policy into Practice, PCCR, Health Promoting Palliative Care, RECIPE, Access, Discharge Planning, Community Models of care, Staff Care, Spiritual screening and Cultural competencies. A wonderful eclectic mix of information and expertise that showcased our region.

These are just a few of the initiatives we have invested time and energy into during 2008. Next year will see us roll out our revised Strategic Plan which is the result of a huge amount of work by the Management Group. The three major priorities identified for the coming year are Workforce, Access and Model of Care. You will be hearing more about the activities associated with these priorities in the new year. In addition 2009 will see a number of large scale statewide activities commencing (see pages 3 and 4) auspiced by DHS. The evaluation and Refresh of the *Strengthening Palliative Care* policy

will provide a great opportunity for us to inform the future policy direction of palliative care services in Victoria and will enable us to reflect on our achievements to date in addition to highlighting opportunities for the future. So this is all very exciting!



On behalf of the consortium, I want to thank you all for your tireless enthusiasm and ongoing contributions to the work of the

consortium during 2008. My job is made so much easier by the support and input I receive from all of you. I would also like to take this opportunity to acknowledge the enormous contribution made by Kerrie Chambers to ensuring that everyone is kept informed on the work of the consortium and also to our Chair Anne Oakley whose drive and enthusiasm inspires us all.

I hope you all have a Merry Christmas and look forward to us working together and embracing the opportunities that 2009 holds for our region.

Written by: Molly Carlile
Consortium Manager

"Let's continue to work together and embrace the opportunities that 2009 holds for our region."



Clinical Connections cont



Four Funerals in One Day

The play *Four Funerals in One Day* toured the Hume region to great acclaim in October 2008. Performances were held in seven sites across the region as an activity of the Hume region Health Promoting Palliative Care project. Over all, nearly 1000 people attended these performances and were treated to the unique talents of Alan Hopgood as both performer and moderator of the community forums that followed the performance. The forums were extremely successful, with lively discussion and numerous attendees telling stories of their experiences of death, grief and loss. The wonderful thing was seeing teenagers at all of these events and in Wodonga two secondary school students were attending as part of a school project,



"Four Funerals in One Day Forum at Wodonga with Alan Hopgood, Molly Carlile, Kevin Larkins and local service providers."

which is wonderful promotion of the work we do to the new generation. It was also inspiring to see the amount of community input into the running of the event, with service clubs, TAFE students and local volunteer groups all contributing time, services, venues and catering. I really look forward to *Four Funerals in One Day* coming to our region in the new year

and there are plans to tour Mildura, Gippsland and Grampians region in 2009. Anyone who is interested in contributing to the organization of a performance in your local area, please contact me. My vision is that the play be seen as far and wide as possible, so that we can "get people talking" about death, grief and loss in their communities!

Written by: Molly Carlile
Consortium Manager



Mercy & Western Day Hospice

The Mercy & Western Day Hospice is a service based at Sunshine Hospital which provides a safe, comfortable and welcoming environment for people with a life limiting illness who are living in the western metropolitan region of Melbourne.

The Day Hospice is a joint initiative between Western Health and Mercy Western Palliative Care which opened in April 2004. Since then a number of clients have attended the hospice either once or twice a week partaking in social interaction and activities such as painting, drawing, mosaics, woodwork, music therapy, relaxation, group discussion and lots of laughter. Lydia, who attended the day hospice for 2 years once said: "The Day Hospice gives me something to look forward to, whether it be participating in activities, socializing or just relaxing on the lounge".

It is somewhere for clients to come and forget or share their worries whilst giving their carers a 'day off'.

The Day Hospice is staffed by Nursing staff, a part-time

Activities person and Occupational Therapist. We also have a Music Therapist and Psychologist visiting regularly. Medical support and Physiotherapy is available as required. We are lucky to have a large volunteer base who are trained specifically in Palliative Care and do a marvelous job in supporting staff and clients.

For further information about the Day Hospice please contact:

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Open: Tue & Thurs 8am—4.30pm

Written by: Jenni Zerafa
Nurse Coordinator, Mercy & Western Day Hospice

