**Title:**

Program to support cross sector clinical observation placement opportunities between member agencies of the North and West Metropolitan Region Palliative Care Consortium.

**Context:**

In November 2020, the North and West Metropolitan Region Palliative Care Consortium agreed to explore cross sector clinical observation placement opportunities to strengthen communication and understanding between acute and community palliative care services.

**Potential benefits:**

* Improved awareness and understanding of sector models of palliative care and practices across workforces
* Enhanced cooperation between palliative care sectors
* Strengthening opportunity for seamless transition between care sectors supporting improved patient and family experiences
* Raising the profile of palliative care as a career path with the potential to increase recruitment from outside existing palliative care workforce.

**Aim and objectives:**

The aim of this program is to allow the participant to work with specialist palliative care clinicians to increase skills and knowledge in the areas of clinical and psychosocial practice and communication.

The objectives of the program are to:

* raise awareness and understanding of participants of the models of palliative care, work practices, systems, processes and challenges within sectors.
* through observation of various communication styles and strategies used by clinicians at palliative care organisations when interacting with patients and families, strengthen participants communication skills when delivering difficult and challenging information.
* strengthen collaboration and communication between and across sectors that provide palliative care within the North and West Metropolitan Region Palliative Care Consortium.

**Performance measures:**

The following performance measures are proposed:

* Placements on offer are fully subscribed or oversubscribed
* Evidence of completed documentation by each participant to confirm agreement with program conditions including practice limitations and compliance with organisational policies and procedures
* Evaluation from participant demonstrates:
  + a ‘high’ to a ‘very high’ level of satisfaction with placements
  + Experiential and learning objectives are met and/or exceeded.
* No evidence of participants practicing outside agreed practice limitations
* No adverse events associated with the program
* Feedback from participating agencies and supervisors demonstrate a ‘high’ to a ‘very high’ level of support and satisfaction with the program.

**Implementation considerations:**

| **For discussion** | **Considerations** |
| --- | --- |
| Clinical roles to be included in program | * Is the program limited to Nursing workforce? * What opportunities are there to extend to Allied Health, Medical? |
| Promoting program | * Internal within each agency * Across Consortium agencies to attract broader audience * Electronic promotion via Consortium e-newsletter and via Consortium members through internal meetings within agencies |
| MoU between agencies | * Required or not required? * Required between individual agencies? |
| Learning objectives for each sector | Consider agreed sector placed objectives in addition to individual learning objectives |
| Recruitment of participants | * Preconditions for acceptance * Process for acceptance * Clinical placement letter of offer, statement of conditions, agreed behaviours and record of acceptance |
| Placements | Need to discuss and agree:   * Maximum number of placements / month or year for each agency * Number of days * ? Differences between sectors * Specific days per week * Specific hours each day |
| Placement scope – will be influenced by the agreed learning objectives and number of days | Community Palliative Care – one role or multiple roles e.g.   * Intake * Clinical home visits * Telehealth * Aged Care Team   Hospital based – one department or multiple departments e.g.   * PCU * PC Consultancy * Outpatients * Acute response team/palliative care outreach team |
| Supervisor role / responsibilities | * Need to nominate supervisors at each agency / department * Discuss and agree scope of supervisor role/responsibilities * Briefing supervisors re their role and responsibilities and escalation processes |
| Adverse events / complaints | * Need to agree process to manage these types of situations including escalation, reporting, investigation, resolution. |
| Evaluation | * Pre and post evaluation for participants based on learning objectives (sector and individual) * Supervisors (qualitative feedback post evaluation) * Program evaluation to be reported to Consortium Management Group |
| Program administration | * Consortium to coordinate?   or   * Managed by each agency? |