

A collaborative approach to cross-sectoral Advance Care Planning

AIM: To systematically incorporate Advance Care Planning (ACP) as part of usual practice across settings.

FOCUS: Encouraging discussions about future care before people reach an acute stage of illness and decisions have to be made under pressure.

INITIATIVE: Bringing together service providers from a range of sectors to improve systems for advance care planning across settings. The initiative is supported by an existing Collaborative of key health services committed to working together to improve services for the community.



289
RESIDENT
FILE AUDITS

230
STAFF
RESPONSES

13
ORGANISATIONAL
SURVEY
RESPONSES



EARLY FINDINGS*

Organisational/procedural issues relating to ACP:

- Few organisations have formal policies in place
- Limited staff have defined roles
- In primary care settings ACP is not routinely undertaken at earlier stages of illness:
 - Most conversations occur when patients or families raise the topic, or when there is a health crisis
 - Most ACP occurs with palliative care patients or those approaching end of life
- Less than 40% of staff had undertaken ACP training in the past 6 months
- Self-reported knowledge of ACP legal frameworks is low and varies significantly between professions

Reported Barriers to ACP:

- Skills and confidence to discuss and develop plans (nurses and allied health)
- Time (medical professionals)
- Patient or family response (across all professions)

Staff attitudes toward ACP:

- 82% of respondents are interested in learning more
- Majority agree that ACP:
 - ✓ is valuable and worthwhile
 - ✓ can make a person more comfortable about their end of life, and
 - ✓ can make a health professionals' decisions about care easier

*Data gathered through workshops, 289 resident file audits, 230 staff and 13 organisational survey responses

COLLABORATIVE QUALITY IMPROVEMENT ACROSS ALL SECTORS

Includes 5 general practices, 4 residential aged care facilities, 2 medical deputising services and collaborative partners conducting 3 QI activity periods over 10 months

IMPACTS

- ✓ Increased understanding of cross-sectoral activities, barriers and enablers
- ✓ Cross-sector approach underpins project activity

CROSS-SECTORAL EDUCATION AND TRAINING

Education sessions across sectors and disciplines build knowledge and confidence about ACP (through Decision Assist, Local Hospital Networks, Respecting Patient Choices® and others)

IMPACTS

- ✓ Increased staff awareness of, and confidence in, ACP across multiple organisations
- ✓ Increased clarity around staff roles in ACP across sectors
- ✓ More conversations about ACP with patients in multiple settings
- ✓ Champion clinicians available to provide peer education across the catchment

INITIATIVE, ACTIVITY AND EARLY IMPACTS

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COLLABORATIVE PARTNERSHIP

NORTH AND WEST
METROPOLITAN REGION
PALLIATIVE CARE CONSORTIUM

Inner North West
PRIMARY CARE PARTNERSHIP

The Collaborative
working together for better health

cohealth

The Royal
Melbourne Hospital

Merri Community Health Services

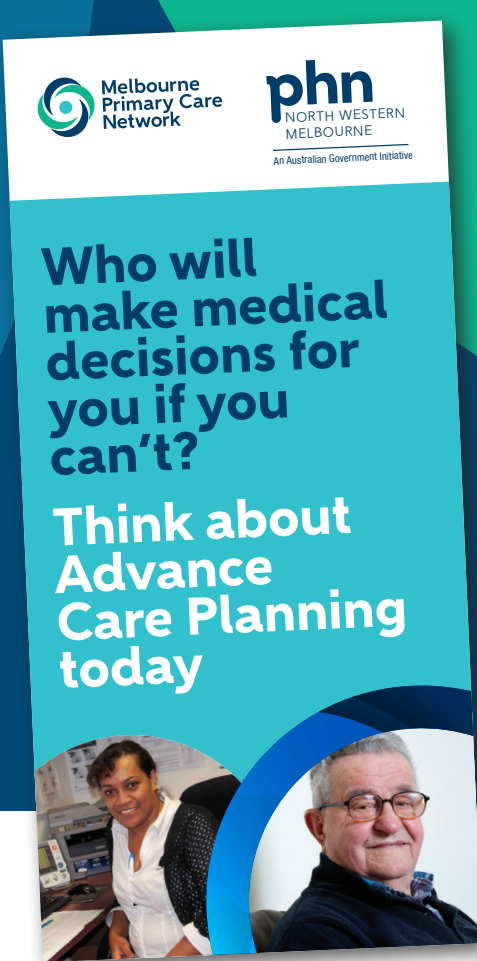
phn
NORTH WESTERN
MELBOURNE

rdns
by your side™

"This process has raised my awareness of how important ACP is and I am now starting to have discussions in aged care homes" GP

*What worked well was:
"...hearing issues across the sector..."
"...positively working together toward a shared goal"*

*"[ACP] discussion at 75
[year old] health assessments
is now routine"*
GP setting



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DEVELOPMENT OF RESOURCES, TOOLS, SYSTEMS AND PROCESSES

Now being tested in individual organisations including

- a. Policies and procedures
- b. Educational resources
- c. Patient information

IMPACTS

- ✓ Increased awareness amongst staff, families, patients and residents
- ✓ Increase in ACPs being documented and stored
- ✓ Increase in sharing information (e.g. between RACF and GP)
- ✓ More GPs contributing to ACP discussions in RACFs
- ✓ Staff utilising ACP resources and seeking information from organisational key contacts

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ENGAGING WITH KEY COMMUNITY GROUPS TO SUPPORT CONSUMERS

- Supported consumer focus groups with Health Issues Centre
- Consumers participate in Project Management Committee
- Engagement through partner organisations

IMPACTS

- ✓ Consumers contribute to project planning and implementation
- ✓ A high level of interest in ACP by a range of community groups is indicated