

What is the context?

Consortium funded by DHHS to implement State-wide Strategy
– in primary care setting

Aim: to systematically incorporate Advance Care Planning (ACP) as part of *usual practice*

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 to improve systems for advance care planning *across settings*



Who's involved?

The Collaborative

working together for better health

cohealth



The Royal
Melbourne Hospital



Merri Community Health Services

phn
NORTH WESTERN
MELBOURNE



Inner North West
PRIMARY CARE PARTNERSHIP



NORTH AND WEST
METROPOLITAN REGION
PALLIATIVE CARE CONSORTIUM

5 General Practices

4 Residential Aged Care Facilities

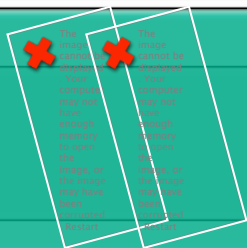
2 Medical Deputising (Locum) Services

4 key elements...



Collaborative QI activity

- Brings together all partners in a cross-sectoral approach
- Uses model for improvement to identify changes and test activity within and between organisations.
- Aim to incorporate ACP as part of usual care –*within* and *across* settings



Resources, tools, systems and processes

Now being tested in individual organisations including

- Policies and procedures
- Educational resources
- Patient information



Cross-sectoral education and training

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



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 in 2016

Impact so far

Project participants report increases in:



awareness



staff confidence



ACP conversations



documentation and storage



**sharing information
between providers and sectors**



**clarity around staff roles
across sectors**

Next steps...

- QI period 2 underway now (final workshop in March 2016)
 - Testing, reviewing and refining systems and processes
 - Defining roles across sectors
 - Developing/refining policies and procedures
- Looking at opportunities for further collaboration across partners
 - Sharing of information and development of systems (eg Secure Messaging)
 - Broader education + training across NW region
 - Engaging with local government and community groups for consumer support
- Evaluation by Latrobe University – includes pre and post comparison, focus groups, key informant interviews and collation of reporting data