



WEST MORETON REGION
CARE AT THE END OF LIFE
COLLABORATIVE

WEST MORETON REGION

Care at the End of Life Knowledge Framework

For Health Professionals and
Professional Care Givers

November 2019

The Care at the End of Life Collaborative is hosted by
West Moreton Hospital and Health Service.

Acknowledgement:

We acknowledge and give our respects to the Jagera, Yuggera and Ugarapul people, Traditional Owners and Caretakers of this land, where they have performed age-old ceremonies of storytelling, healing, music, dance and celebration. We would also like to acknowledge and give our respects to our Elders, past, present and emerging, for they hold the memories, traditions and knowledge of Aboriginal and Torres Strait Islander culture.

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Care at the End of Life Collaborative - Chair's Foreword

On behalf of the West Moreton region Care at the End of Life Collaborative, I am delighted to present the Care at the End of Life Knowledge Framework. This Knowledge Framework has been developed to provide guidance for all health professionals and professional caregivers providing care at the end of life regarding their baseline knowledge needs.

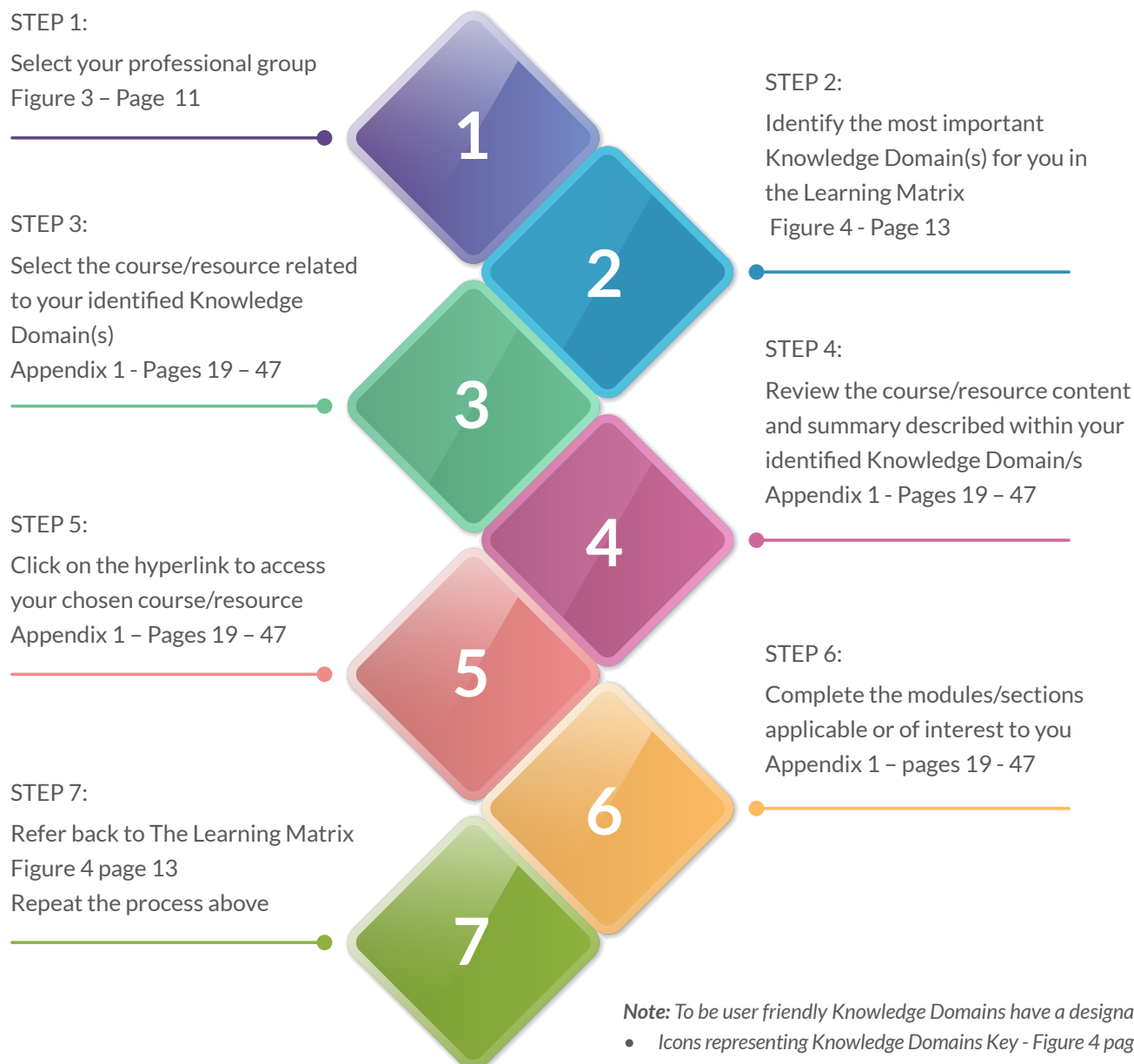
The Knowledge Framework is part of a suite of work being undertaken by the Care at the End of Life Collaborative. The purpose of this work, and the collaborative is to work together as a well connected community of caregivers to ensure quality end of life care for all members of our community; regardless of age, cultural background, location or diagnosis.

The Care at the End of Life Collaborative looks forward to continuing to work with organisations and individuals in the West Moreton region to improve care at the end of life for our growing population.

Melinda Parcell

Executive Director Rural and Communities/Executive Director Ipswich Hospital
West Moreton Health

Figure 1: How to use The Knowledge Framework



Note: To be user friendly Knowledge Domains have a designated:

- Icons representing Knowledge Domains Key - Figure 4 page 13
- Icons representing Learning Method Key - Page 17
- Individual colour coded

Courses/Resources are:

- Alphabetically listed

Profile of the West Moreton Region:

The West Moreton region (defined by the area covered by West Moreton Hospital and Health Service) covers all of Ipswich City Council area and parts of the Scenic Rim, Lockyer Valley and Somerset local council areas. The region has a total population of over 290,000 people and covers an area of 9,521 square kilometres from Esk in the north, Gatton in the west, Ipswich in the east and Boonah in the south.

The area has many economic and social indicators known to be linked to poor health outcomes. For example, 13% of adults in the region are daily smokers (9% higher than the Queensland state average) and over half of the population is considered to have low socioeconomic status. West Moreton has a strong identity, which includes an indigenous community that makes up 4% of the total population.



West Moreton covers an area of 9, 521 km²

1433

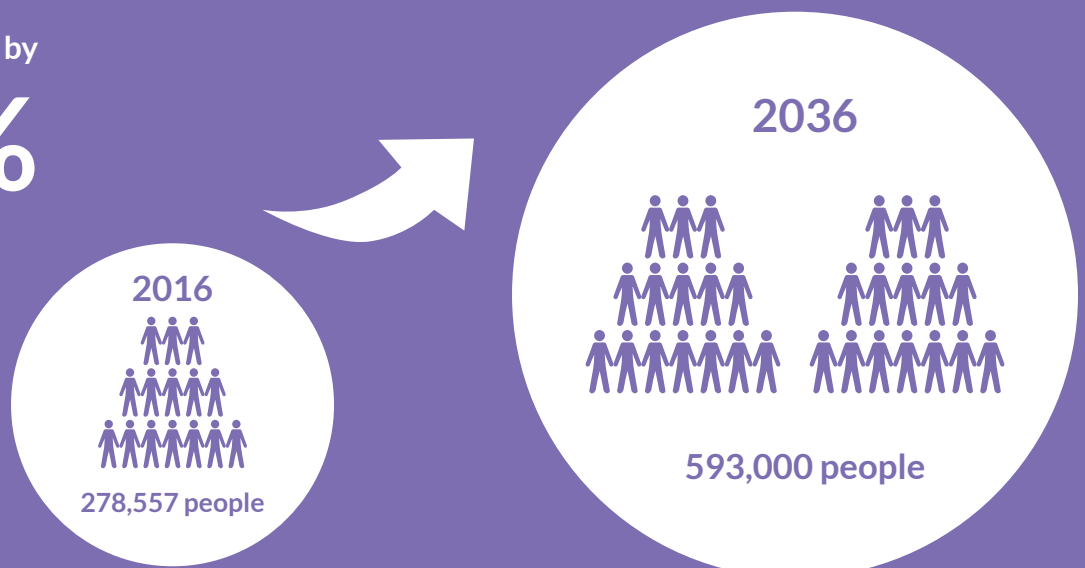
deaths recorded
in West Moreton
during 2015



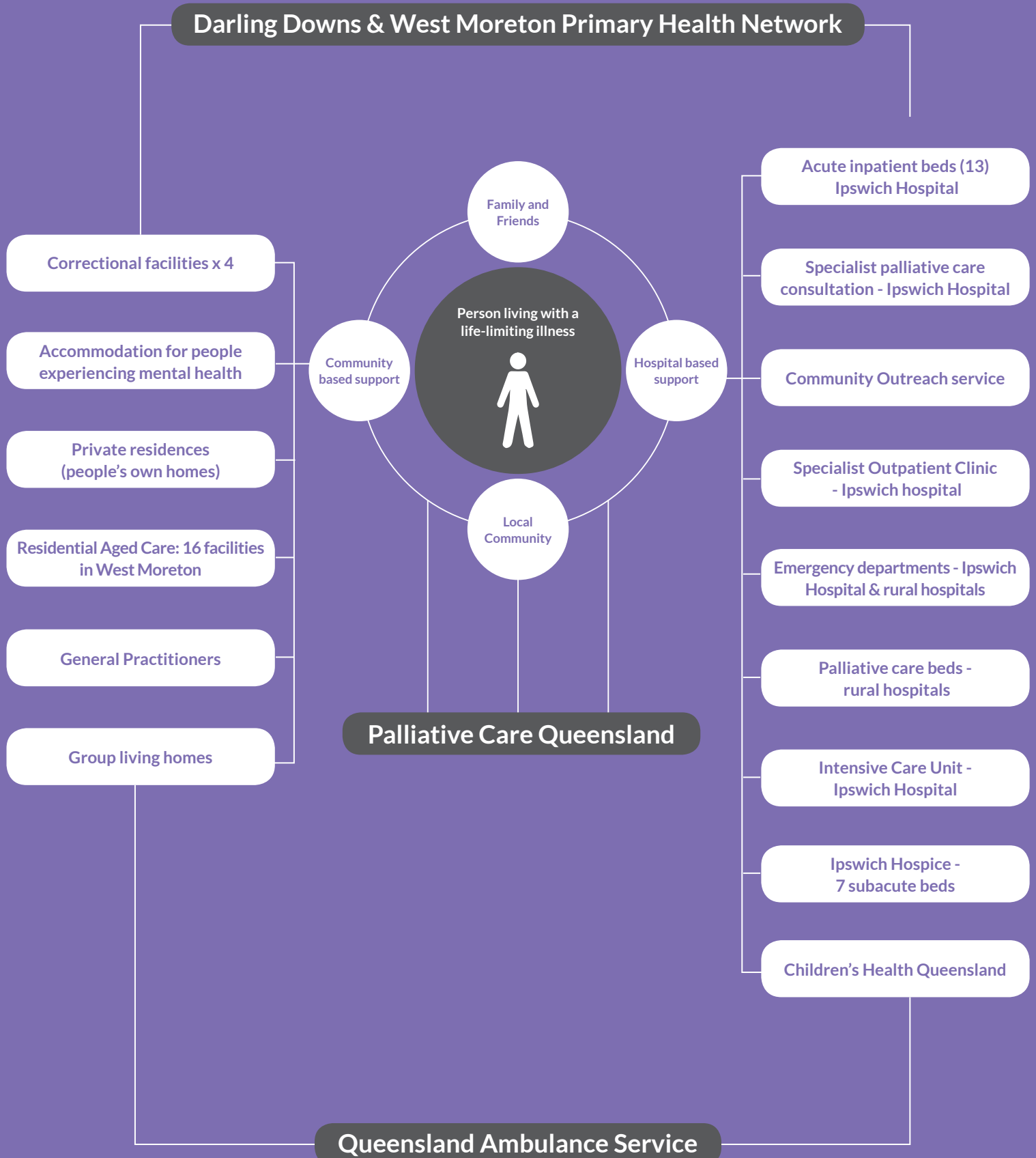
Population will grow by

113%

by 2036



West Moreton Ecosystem of Care at the End of Life:



SECTION 1 - Introduction

Background

Due to the rapid and extensive development of areas such as Ripley and Springfield, services and organisations that provide care at the end of life are facing significant challenges. The population increase will impact services substantially, requiring increases in all aspects of service delivery, including capacity, capability and workforce.

The West Moreton Region Care at the End of Life Collaborative was established in July 2018 to develop and implement an action plan aligned to the Queensland Health Statewide strategy for end-of-Life care 2015. A whole of system approach was taken to this Collaborative to meet the growing needs at the population level. The Care at the End of Life Collaborative have developed and endorsed an Action Plan to address the gaps identified in a diagnostic review of the region, using the four service directions identified in the Queensland Health Statewide strategy for end-of-Life care 2015¹ (Knowledge, Access, Quality Care and Provision). The Action Plan identified the need to develop a West Moreton regional framework for knowledge and understanding of care at the end of life for health professionals and professional caregivers (from herein referred to as The Framework).

Definitions

For the purposes of this Framework the following definitions apply:

Palliative Care:

Palliative Care Australia (PCA) is the peak body for palliative care in Australia and defines palliative care as ‘person and family-centred care provided for a person with an active, progressive, advanced disease, who has little or no prospect of cure and who is expected to die, and for whom the primary treatment goal is to optimise the quality of life’.²

Palliative care is provided by all health professionals who provide care to people living with a life-limiting illness or condition (such as frailty), their families and carers. This includes general practitioners.

Specialist Palliative Care:

Specialist palliative care is provided to people (living with a life limiting illness or condition) who have more complex care needs. Specialist palliative care is provided by multidisciplinary teams with specialised skills, competencies, training and experience in palliative care.

Care at the end of life:

The term ‘care at the end of life’ recognises that people with a life limiting illness or condition receive care from a range of services and organisations. These include health service, disability services and social services. Whilst palliative care is largely considered to be a health concept, ‘care at the end of life’ is intended to encompass all caregivers, including family, friends and local community.

SECTION 2 - The Framework

Purpose of The Framework

The purpose of The Framework is to offer a baseline for knowledge and understanding for health professionals and professional caregivers providing care at the end of life in the West Moreton region.

The intent of The Framework is to provide a guide for individuals and organisations in the West Moreton region regarding what they need to know as 'core business' in their specific role to provide care at the end of life to people in the West Moreton community. The Framework is:

- Specific to West Moreton. It is not intended for other regions.
- A resource of Australian education programs that may help those caring for people at the end of life to achieve the minimum knowledge identified.

The Framework is not intended to be an education program and it does not provide evidence of competency. It is not a mandatory or compulsory requirement for health professionals to be able to care for people at the end of life.

The Framework is not intended for specialist palliative care clinicians. Specialist palliative care doctors, nurses and allied health professionals are required to have an advanced level of knowledge regarding palliative care; and complete specialist training or postgraduate study in the field of palliative care.

The Framework can be used in the following ways:

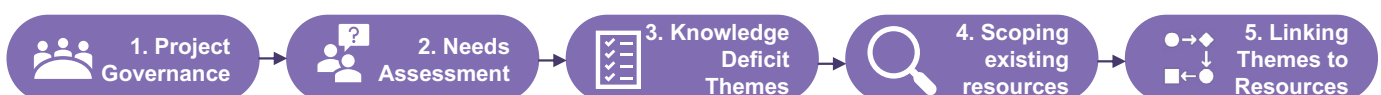
- As an individual reference guide of baseline knowledge for health professionals and professional caregivers providing care at the end of life.
- As a Framework for organisations to develop an education program/strategy regarding care at the end of life (see Section 4).

Development of the Knowledge Framework

The Framework has been developed in line with the *Clinical Excellence Queensland Care at end of life: Education and training framework June 2019*.³

A five-step process was followed to develop The Framework (see Figure 1 below).

Figure 2: Five-Step Knowledge Development



1. Project Governance:

Project Governance was established through the West Moreton Care at the End of Life Collaborative . A Clinical Advisory Group was also established to provide expert multidisciplinary guidance from a range of clinicians from different settings of care.

2. Needs Assessment

Twenty-three face-to-face semi-structured interviews were held with representatives from a variety of health professional disciplines (Professional Groups) and settings of care. The purpose of the interviews was to understand knowledge deficits, knowledge development needs and preferred methods for learning.

3. Knowledge Domains

Knowledge Domains emerging from the interviews were identified in consultation and collaboration with the Clinical Advisory Group. Six knowledge domains emerged.

4. Scoping Existing Resources

Existing online education and training resources relevant to the six knowledge domains were identified (via the CareSearch website – www.caresearch.com.au) and reviewed. Due to the volume of resources and online learning aids available, the review included Australian developed resources which are freely available to everybody via an online platform.

5. Linking Knowledge Domains to Resources

The final step in the development process was to link the identified knowledge domains for learning to specific resources that health professionals (and professional caregivers) caring for people approaching the end of life can access.

The Framework also links the Professional Groups to relevant educational opportunities and resources, including recommendations of modules to be completed within some courses. This enables The Framework to be specifically tailored to meet individual health professional needs, according to their prioritised knowledge requirements.

The Framework is designed to be as flexible as possible. The Framework identifies specific professional groups (see Figure 3) who provide care at the end of life in West Moreton, and the Knowledge Domains required regarding care at the end of life. The Knowledge Domains are further classified in order of perceived level of importance by the professional groups. See below and Figure 1, page 5 for step by step guide on how to use The Framework.

How to use The Framework

1

Select your professional group
Figure 3 – Page 11

2

Identify the most important Knowledge Domain(s) for you in the Learning Matrix
Figure 4 - Page 13

3

Select the course/resource related to your identified Knowledge Domain(s) Alphabetically listed. Appendix 1 - Pages 19 – 47

4

Review the course/resource content and summary described within your identified Knowledge Domain/s. Appendix 1 - Pages 19 – 47

5

Click on the hyperlink to access your chosen course/resource.
Appendix 1 – Pages 19 – 47

6

Complete the modules/sections applicable or of interest to you. Appendix 1 – pages 19 - 47

7

Refer back to The Learning Matrix
Figure 4 page 13
Repeat the process above

Professional Groups:

Figure 3: Professional Groups identified in The Framework



The professional groups have been established based on common Knowledge Domains identified and prioritised in the consultation process. Whilst disciplines and settings of care vary in the professional groups, it is recognised that these groups have similar baseline knowledge needs.

Senior Medical Professionals:

This professional group includes senior doctors who have either completed advanced training (Staff Specialists, Medical Director's, General Practitioners etc.) Or are currently enrolled in an Advanced Trainee program (senior Registrars, General Practice Registrars etc.). Specialist Palliative Care Physicians and Advance Trainees in Palliative Medicine are excluded from this group.

This group generally have medical governance for a cohort of patients in a particular setting of care (for example, in Hospital, in their own home etc.). Some of those patients will have life limiting illnesses that require palliative care.

Junior Medical Professionals:

Junior medical officers are doctors in the first few years of their postgraduate career who have not yet specialised in an area of medicine. This group are generally providing the day-to-day medical support to patients, some of whom may require palliative care.

Registered & Enrolled Nurses Caring for Adults:

All registered nurses and enrolled nurses working with adults are likely to care for somebody approaching the end of life at some point. It is important that all registered and enrolled nurses have basic knowledge and understanding about care at the end of life. This group includes registered and enrolled nurses working in acute, subacute and primary care settings in the West Moreton region, including (but not limited to):

- Acute hospitals
- Subacute hospitals
- General Practice
- Residential Aged Care
- Prison Health
- Mental Health (including Forensic Mental Health)
- People's homes

This group does not include advance practice nurses who have completed postgraduate studies in palliative care nursing.

Allied Health caring for Adults:

Allied Health professionals have a significant role in providing quality care for people approaching the end of life. This group includes all allied health professions working with adults in West Moreton.

Queensland Ambulance Service:

Paramedics are often called by family members of people approaching the end of life, including afterhours service provision. This group includes all paramedics in clinical roles in the West Moreton Local Ambulance Service Network.

Paediatric Services:

The needs of children living with life limiting illnesses can be very different to those of adults. Many children with degenerative diseases (and their families) will require periodic symptom and psychosocial support. This group includes all health professionals (from all disciplines) working in a paediatric service, including (but not limited to):

- Ipswich Hospital Paediatric Service
- Child Health

Professional Care Givers:

Professional caregivers provide a significant proportion of care in the community and sub-acute settings for people approaching the end of life. Professional caregivers are paid carers in service provider settings and include, but are not limited to:

- Residential Aged Care
- Community Aged Care
- Ipswich Hospice
- Disability Services
- Sub-acute hospitals

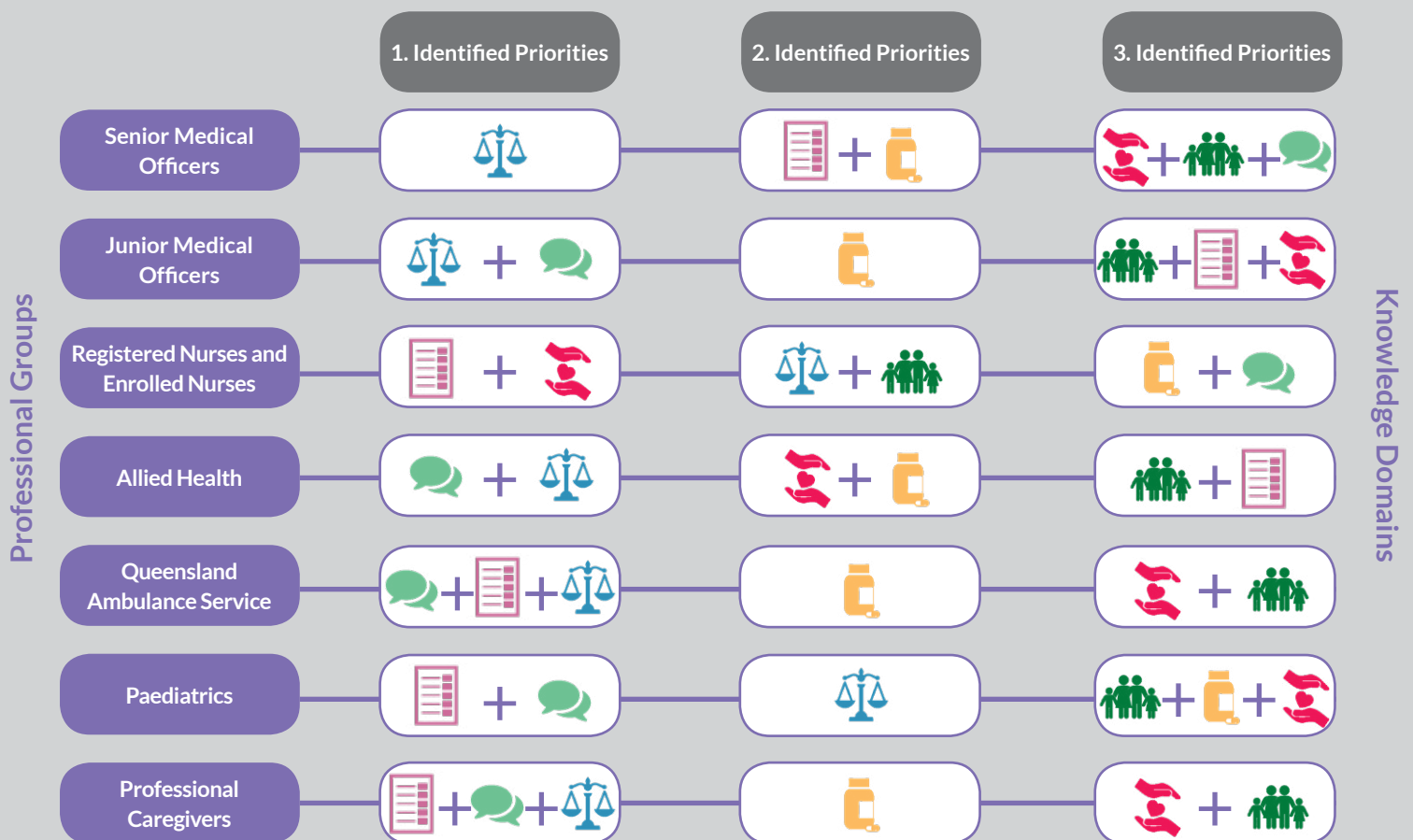
Individual Mentorship

The consultation process for developing The Framework identified that health professionals and professional caregivers seek information and advice from a respected and trusted colleague/mentor/supervisor/expert. This includes direct questions, phone calls, text messaging and emails.

The Palliative Care in Queensland Priorities for 2019⁴ called for Workforce Development to improve mentorship and supervision.

It is recommended that all health professionals caring for people approaching the end of life identify an accessible, expert mentor/supervisor for further support when needed.

Figure 4: Knowledge Domains Learning Matrix



Knowledge Domains Key:

- | | | | |
|--|--|--|---|
| | Identifying, assessing and planning for people who may be approaching the end of life. | | Good symptom management and maintaining comfort. |
| | Developing communication skills around death and dying. | | Caring for the person and the family after death. |
| | Improving knowledge regarding role, purpose and legal implications of Advance Care Planning (ACP). | | Identifying people who would benefit from referral to a specialist palliative care service. |

Knowledge Domains

This section provides more detail about each of the Knowledge Domains.

Knowledge Domain 1



Identifying, assessing and planning for people who may be approaching the end of their life

Identifying when people are approaching the end of life is essential for well-coordinated, high quality care, providing the opportunity for people to talk about their preferences and goals; and enabling individuals (and their families) to participate in their own care planning.⁵

This Knowledge Domain will facilitate development of a greater understanding in one or more aspects of the following: -

- Recognising when a person is approaching the end of their life
- Identifying people who may be at risk of deteriorating and dying
- Identifying common end of life pathways or illness trajectories
- Knowing when to implement the Care Plan for the Dying Person (West Moreton Hospitals).
- Prognostication or 'diagnosing dying'
- Discussing treatment options and goals of care with the person and/or their Substitute Decision Maker
- Withdrawing and withholding restorative treatment and interventions
- Timing of transition to a palliative approach for symptom management
- Accessing tools to assist recognition for end-of-life
- Establishing clear goals of care as a person moves towards the end of their life

Clinical leadership is required to ensure only clinically necessary and available treatment is offered and provided to patients.⁶

Knowledge Domain 2



Developing communication skills around death and dying

This Knowledge Domain aims to improve overall communication skills & confidence through:

- Working collaboratively with multidisciplinary teams
- Discussions with the person, their family and carers about the possibility of deteriorating and dying
- Resolving complex psychosocial issues, including in conflict situations
- Discussions regarding the validity of providing or withdrawing from life-sustaining measures for a person approaching the end of life
- Provision of culturally appropriate end of life care, meeting spiritual needs, and family support

Knowledge Domains continued

Knowledge Domain 3



Improving knowledge regarding the role, purpose and legal implications of Advance Care Planning (ACP)

This Knowledge Domain will improve understanding of the following areas:

- Identifying people who may benefit from ACP (including tools and triggers)
- Checking for existing, complete and legally accurate ACP documents
- Reviewing documents to ensure currency and consistency with the person's goals and preferences
- Capacity assessment and implications on decision making
- Queensland law and common law decisions applying to ACP documents and end-of-life decisions
- Legal issues regarding documented wishes and actual care provided
- Reviewing and updating existing ACP documents
- Advance Care Planning documents in Queensland, including their purpose
- Storage and ensuring accessibility of relevant documents
- Preparing and coordinating treatment and care plans with other clinicians based on ACP discussions with the person and Substitute Decision Maker(s)
- Preparing for the person to die at home. Having plans for forms in place for family and attending services e.g. (Queensland Ambulance Service, General Practitioners and Domiciliary Nursing)

Knowledge Domain 4



Good symptom management and maintaining comfort

The aim of this Knowledge Domain is to improve understanding around common symptoms that may affect people approaching the end of life. This includes:

- Assessing and care planning to manage symptoms and reduce suffering at the end of life
- Providing timely, effective, safe comfort care that alleviates suffering, enhances wellbeing and supports the dignity of people in the last days of life
- Pharmacological management of symptoms, including:
 - o Prescribing appropriate, evidenced based, best practice, available medications for symptom management for the Dying Patient
 - o Prescribing & administration of adequate PRN (as required) medications in all settings
- Non-pharmacological management of symptoms:
 - o complementary therapies
 - o basic nursing care – mouth care, pressure care, falls risks
 - o swallowing difficulties, fluid and nutrition

Knowledge Domains continued

Knowledge Domain 5



Caring for the person and family after death

Care at the end of life involves caring for the person and those important to them. Providing quality care before death can significantly reduce the risk of complicated grief for family and friends. The aim of this Knowledge Domain is to address the care needs of the individual immediately post death and those of their family to facilitate death, dying, grieving and loss as a normal part of life.

Post death care for the person includes (but is not limited to):

- Caring for the body
- Sensitive, respectful verbal & nonverbal communication
- Respecting religious or cultural preferences

Post death care for family, friends and significant others (including staff and volunteers) includes (but is not limited to):

- Bereavement support
- Practical support (greater understanding of processes and documents required following a death)

Knowledge Domain 6



Identifying people who might most benefit from referral to a specialist palliative care service

Whilst all people who are dying can benefit from a palliative approach to their care; not everybody requires specialist palliative care services.⁷ This Knowledge Domain aims to increase understanding of:

- The role of specialist palliative care in the care at the end of life continuum
- Who and when to refer to specialist palliative care
- Different models of care, including shared care with specialist palliative care, supportive care etc.
- Referral pathways to specialist palliative care from different settings of care

SECTION 3 - Education Sources

The Framework identifies specific online resources for health professionals and professional caregivers to achieve the baseline knowledge and understanding for care at the end of life (see Appendix 1). Online learning tools are the preferred method for this Framework due to their accessibility and flexibility for individual learning styles (they can be completed at the pace of the individual). The online learning resources identified in The Framework meet the following criteria:

- They were created in Australia specifically for an Australian audience
- They are listed on the Palliative Care Knowledge Network (Caresearch.com.au) and are therefore evidence based
- There are no registration costs to access the resource.

Whilst the evidence base for online learning is still developing, studies suggest that it has an equal impact to learning in face-to-face or traditional environments.⁸

The Framework acknowledges that many health professionals prefer to learn in a face-to-face environment but there are several identified barriers to achieving this, including availability of courses locally, cost and time away from work.


Palliative Care Australia (PCA) expects that governments, the academic sector and professional associations will continue to ensure that suitable courses and programs are available to develop palliative care skills across the disciplines of medicine, nursing, pharmacy and allied health. PCA contends that ensuring the workforce can access these educational opportunities should be factored into planning requirements in resourcing the delivery of specialist palliative care services.²

No single method of education, continuous professional development or training is likely to result in improved quality of care. Each organisation should implement a range of interventions that when used appropriately together, may lead to substantial improvement in the care provided.⁹

Please refer to Appendix 2 for a general description of free-access online courses for health professionals and professional caregivers in Australia.

Learning Method Key:

 E-learning, computer and video resources

 Mobile application


 Brochures and pamphlets

 Email

 Clinical experiences

 Toolkits

 Short courses and workshops

 Conferences

 Phone

SECTION 4 - Implementation and Evaluation

Implementation

This section is intended as a guide for organisations who wish to implement The Framework. Figure 5 (below) shows a four-stepped approach to implementation. Organisations may have an existing education evaluation methodology which they may choose to use

Following successful implementation of The Framework in your organisation, the staff will have achieved a baseline level of knowledge and understanding regarding care at the end of life. For further education options please refer to the Palliative Care Knowledge Network at www.caresearch.com.au

Evaluation

Measuring the impact of The Framework in your organisation may help to identify whether The Framework has been effective in achieving increased knowledge and understanding about Care at the End of Life. An evaluation will also assist in assessing the positive and negative changes resulting from implementation.

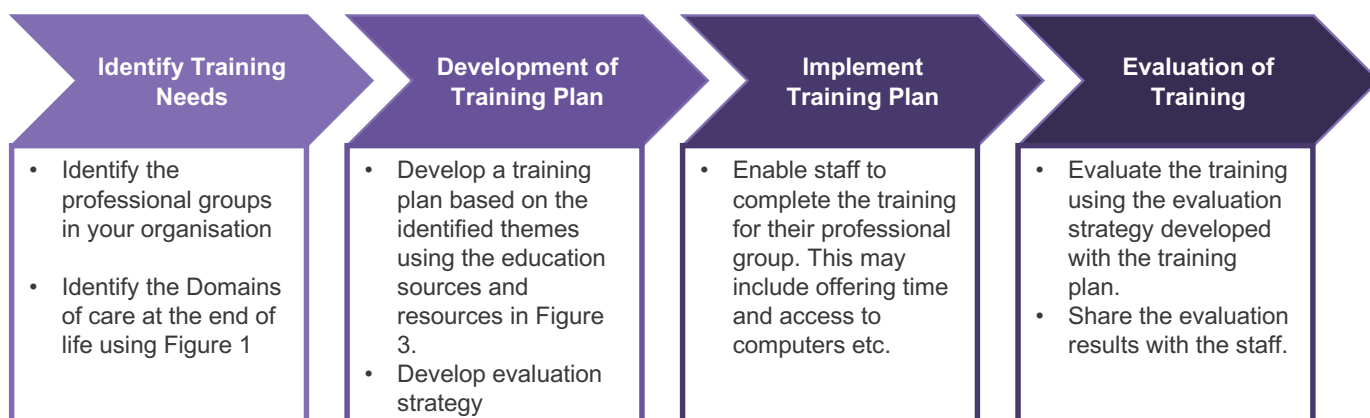
There are various methods for conducting impact evaluations, including (but not limited to):

- Pre and post implementation surveys or interviews
- Self-administered surveys with participants
- Face to face or telephone interviews with participants

Impact measures may include (but are not limited to):

- How well The Framework met the learning needs
- How useful the resources were to the participants
- How engaged the participant was in the education
- How confident the participant feels regarding new knowledge/skills learned to help them to provide quality care at the end of life

Figure 5: Implementation Model








Appendix 1 – Education Sources and Resources Mapped to Knowledge Domains





KNOWLEDGE DOMAIN 1 – Identifying, assessing and planning for people who may be nearing the end of their life





Education






Resource/Tool	Content	Method	Length
Advancing Practice in the Care of People with Dementia www.dta.com.au	Suite of resources providing core information about dementia and care of people with dementia. Residential Aged Care, In home or Community-Based Care, Respite Care, Undergraduates and health professionals Relevant modules: <ol style="list-style-type: none"> 1. Overview of dementia 4. Treatment and intervention options 6. Philosophy of care 7. Younger onset dementia 		Self-paced Approximately 8 Hours
Australian Association of Gerontology https://www.aag.asn.au/news-publications/past-webinar-recordings/past-webinar-recordings	Palliative care in older people The user can choose to watch one webinar or all. Relevant topics include: <ul style="list-style-type: none"> • Common ethical dilemmas at the end of life 		
End of Life Essentials www.endoflifeessentials.com.au	Education modules designed to assist doctors, nurses and allied health professionals working in acute hospitals in delivering end-of-life care. Relevant modules: <ol style="list-style-type: none"> 1. Dying, a normal part of life 2. Patient centered communication and shared decision-making 3. Recognising the end of life 4. Planning end of life care – goals of care 7. Emergency department end of life care 8. Paediatric end of life care 9. Chronic complex illness – end of life care 10. Imminent death – how to respond 		Self-paced





Resource/Tool	Content	Method	Length
Palliative Care Curriculum for Undergraduates (PCC4U) www.pcc4u.org	<p>PCC4U aims to encourage the integration of palliative care training within all health undergraduate (nursing, medical and allied health) and relevant post-graduate curricula and further improve the skill and confidence of the generalist workforce to work with people with palliative care needs.</p> <p>Relevant modules:</p> <ol style="list-style-type: none"> 1. Principles (Principles of palliative care) 3. Assessment (Palliative assessment and Intervention) 4. Optimisation (Optimising function in palliative care) <p>Other:</p> <p>Simulation scenario e-learning module Enrolled Nurses Toolkit Palliative care education resource pack Newsletter</p> <p>Focus topics</p> <ol style="list-style-type: none"> 1. Multidisciplinary care 2. Aboriginal populations 3. Caring for children 	 	Self-paced
Palliative Care – Getting Started www.centreforallcare.org	<p>Introduction on key palliative care concepts for all health professionals</p> <p>Relevant chapters:</p> <ul style="list-style-type: none"> • Who needs palliative care? • How is palliative care provided? 		Self-paced Approximately 2 hours
Palliative Care On-Line Training https://www.pallcaretraining.com.au/	<p>For primary health care providers – community and Residential Aged Care.</p> <p>Relevant modules:</p> <ol style="list-style-type: none"> 1. A palliative approach to care 2. Planning and assessment 4. Delivering a palliative approach for aged care in the community setting 6. Recognising deteriorating clients 		Self-paced
Residential Aged Care Palliative Approach Toolkit www.caresearch.com.au/caresearch/tabid/3582/Default.aspx	<p>Set of resources designed to assist residential aged care providers to implement a comprehensive, evidence-based palliative approach to care for appropriate residents</p> <ul style="list-style-type: none"> • Learning modules • Self-directed learning packages • Educational flipcharts 		Self-paced

Resource/Tool	Content	Method	Length
The Advance Project www.theadvanceproject.com.au	<p>Learning options for GPs, general practice nurses and practice managers to develop their knowledge of, and skills in using, screening tools to support the provision of palliative care and advance care planning in general practice.</p> <ul style="list-style-type: none"> • General Practitioners - The Advance Project GP module (4 CPD points) • Practice Managers - The Advance Project Practice Manager module • Nurses - The Advance Project General Practice Nurse module 		Self-paced Approximately 3 hours
The Palliative Care Bridge www.palliativecarebridge.com.au	<p>Multiple videos of interviews with patients and experts.</p> <p>Targeted at people working with the Aged</p>		Each video is 10 – 15 minutes

Resources


Resource/Tool	Content	Method	Length
CareSearch: Palliative care knowledge network www.caresearch.com.au	<p>The CareSearch Project consolidates online palliative care knowledge for health professionals, people needing palliative care and their families, and for the general community.</p>		Self-paced
Centre for Palliative Care Research and Education (CPCRE) www.health.qld.gov.au	<p>CPCRE is a Queensland Health-funded initiative, developed to enhance palliative care education and research throughout Queensland.</p> <ul style="list-style-type: none"> • CPCRE education • CPCRE education calendar of events 		N/A
End of Life Directions for Aged Care (ELDAC) www.eldac.com.au	<p>ELDAC provides information, guidance, and resources to health professionals and aged care workers to support palliative care and advance care planning to improve the care of older Australians.</p> <ul style="list-style-type: none"> • Toolkits • Information and services 		Self-paced
GP Pain Help App www.gppainhelp.com	<p>Developed by the Centre for Palliative Care Research & Education (CPCRE). This app provides information to help GPs manage cancer pain towards end of life. It includes: an opioid converter, a treatment decision tree, content hub, FAQs.</p>		N/A

Resource/Tool	Content	Method	Length
<p>Palliative Care Aged Care Evidence (palliAGED)</p> <p>www.palliaged.com.au</p>	<p>palliAGEDgp</p> <p>This smartphone app supports GPs who are caring for older palliative patients living at home or in residential care. The app makes use of a framework of care which starts with a GP considering if they would be surprised if this patient died in the next 6 to 12 months. The key clinical processes resulting from their assessment are – advance care plan, case conference, or terminal care management plan. The app provides information and resources to support each of these and includes prescribing support for common symptoms experienced in the terminal phase.</p> <p>palliAGEDnurse</p> <p>An online evidence-based guidance and knowledge resource for palliative care in aged care. Under each topic heading you will find an evidence summary, a concise synopsis of findings of systematic reviews dealing with the topic in a palliative care/aged care context. Each evidence summary has a companion page with practical information found in the Practice Centre. Also includes practice tip sheets.</p>	 	N/A
<p>Palliative Care Queensland (PCQ)</p> <p>www.palliativecareqld.org.au</p>	<p>PCQ is the peak organisation for palliative care in Queensland, representing the interests and aspirations of all who share the ideal of quality care at the end of life for all.</p> <p>PCQ host education events that are also available as webinars for specialists, palliative care providers, or any professional interested in palliative care.</p> <p>Phone: 1800 660 055</p> <p>Email: hello@palliativecareqld.org.au</p>		Various
<p>Program of Experience in the Palliative Approach (PEPA)</p> <p>www.pepaeducation.com</p>	<p>The Program of Experience in the Palliative Approach (PEPA) aims to enhance the capacity of health professionals to deliver a palliative care approach through their participation in either clinical placements in specialist palliative care services or interactive workshops.</p> <p>Placements - PEPA provides free health placements in palliative care services for practicing health professionals.</p>		2 - 4 days duration
<p>Quality of Care Collaborative Australia - 'QuoCCA'</p> <p>(Paediatric Palliative Care)</p>	<p>The QuoCCA project delivers paediatric palliative care education to health professionals who may care for children and young people with palliative and end-of-life care needs.</p>		N/A

Resource/Tool	Content	Method	Length
Quality of Care Collaborative Australia - 'QuoCCA' Continued (Paediatric Palliative Care) www.caresearch.com.au/quocca	Relevant Resources <ul style="list-style-type: none"> Resources to inform Clinical Practice Quality improvement in paediatric palliative care Education resources Communication Website links 		N/A
Queensland Health Care at the end of Life clinician information For clinician information website - www.health.qld.gov.au/careatendoflife For community information website - www.qld.gov.au/careatendoflife For the Care at EOL campaign resources and videos - www.health.qld.gov.au/news-alerts/campaigns/care-at-the-end-of-life	Website Care at end of life information targeted towards clinicians Queensland Health clinical guidelines End-of-life care: <ul style="list-style-type: none"> Guidelines for decision-making about withholding and withdrawing life-sustaining measure from adult patients. <ul style="list-style-type: none"> Flowcharts Life-sustaining measures and legal considerations Care Plan for the Dying Person Care Plan for the Dying Person Health Professional Guidelines Residential Aged Care End of Life Care Pathway Sad News, Sorry Business: Guidelines for caring for Aboriginal and Torres Strait Islander people through death and dying Clinician Video <ul style="list-style-type: none"> Good death, bad death, what's the difference? 	 	Self-paced
Supportive and Palliative Care Indicators Tool (SPICIT™) www.spict.org.uk	The SPICIT™ helps identify people with deteriorating health due to one or multiple advanced conditions and guides holistic assessment and care planning.		N/A




Useful Contacts






Resource/Tool	Content	Method	Length
Ipswich Hospice Care www.ipswichhospice.org.au	Community hospice facility includes: <ul style="list-style-type: none"> 7 inpatient palliative care beds Grief and loss Counselling (Hilda's House) Email: info@ipswichhospice.org.au Phone: 3812 0063 	 	N/A






Resource/Tool	Content	Method	Length
West Moreton Health Palliative Care Service	<p>Tertiary palliative care service based at Ipswich Hospital</p> <ul style="list-style-type: none"> • 13 inpatient beds • Telehealth • Hospital in the Home • Community Outreach Service <p>Phone: 07 3810 1440 Palliative Care Community Program contact: Email: WM-PalliativeCareOutreach-Service@health.qld.gov.au</p>		N/A


KNOWLEDGE DOMAIN 2: Developing communication skills around death and dying

Education








Resource/Tool	Content	Method	Length
<p>Advance Care Planning (ACP) Australia</p> <p>https://learning.advancecareplanning.org.au</p>	<p>For all health professionals and the general public. ACP Australia learning courses cover topics ranging from an introduction to ACP to advanced communication skills.</p> <p>Four modules</p> <p>Relevant modules:</p> <ol style="list-style-type: none"> 1. Introduction 2. ACP conversations 3. ACP decision-making – the legal implications 		<p>Self-paced</p> <p>3 hours</p>
<p>Advancing Practice in the Care of People with Dementia</p> <p>www.dta.com.au</p>	<p>Suite of resources providing core information about dementia and care of people with dementia. Residential Aged Care, In home or Community-Based Care, Respite Care, Undergraduates and health professionals</p> <p>Ten modules</p> <p>Relevant modules:</p> <ol style="list-style-type: none"> 1. Overview of dementia 5. Social and lifestyle considerations 6. Philosophy of care 7. Therapeutic communications and relationships 		<p>Self-paced</p> <p>Approximately 8 Hours</p>
<p>End of Life Essentials</p> <p>www.endoflifeessentials.com.au</p>	<p>Education modules designed to assist doctors, nurses and allied health professionals working in acute hospitals in delivering end-of-life care.</p> <p>Relevant modules:</p> <ol style="list-style-type: none"> 1. Dying, a normal part of life 2. Patient centred communication and shared decision-making 3. Recognising the End of Life 4. Planning end of life care – goals of care 		<p>Self-paced</p>




Resource/Tool	Content	Method	Length
End of Life Essentials Continued www.endoflifeessentials.com.au	5. Teams and continuity for the patient 6. Responding to concerns 7. Emergency department end of life care 8. Paediatric end of life care 9. Chronic complex illness - end of life care 10. Imminent death – how to respond		Self-paced
End of Life Law for Clinicians www.palliativecareeducation.com.au	Designed for all health professionals involved in end-of-life decision making in Queensland. RACGP and ACRRM accredited for GPs Relevant modules: 1. The role of law in end of life care 2. Capacity and consent to medical treatment 3. Withholding and withdrawing life-sustaining medical treatment 4. Advance Care Plans and Advance Health Directives 5. Substitute decision-making for medical treatment Providing palliative care medication 7. Children and end of life decision-making 10. Managing conflict		Self-paced Each module – 15 – 30 minutes to complete
Palliative Care Curriculum for Undergraduates (PCC4U) www.pcc4u.org	PCC4U aims to encourage the integration of palliative care training within all health undergraduate (nursing, medical and allied health) and relevant post-graduate curricula and further improve the skill and confidence of the generalist workforce to work with people with palliative care needs. Relevant module: 2. Communication (Communicating with people with life-limiting illnesses) Other: Simulation scenario e-learning module Enrolled Nurses Toolkit Palliative care education resource pack Newsletter Focus topics: 4. Multidisciplinary care 5. Aboriginal populations 6. Caring for children	 	Self-paced
Palliative Care On-Line Training www.pallcaretraining.com.au	For primary health care providers – community and residential aged care. Six modules Relevant modules: 1. A palliative approach to care 2. Planning and assessment		Self-paced

Resource/Tool	Content	Method	Length
<p>Quality of Care Collaborative Australia 'QuoCCA'</p> <p>(Paediatric Palliative Care)</p> <p>www.caresearch.com.au/quocca</p>	<p>The QuoCCA project delivers paediatric palliative care education to health professionals who may care for children and young people with palliative and end-of-life care needs.</p> <p>Relevant website resources:</p> <ul style="list-style-type: none"> • Resources to inform Clinical Practice • Family Related • Cultural and Spiritual • Advance Care Planning • Education resources • Communication • Website links. <p>Learning Module – One session only:</p> <ul style="list-style-type: none"> • Communication learning module 	 	<p>Self-paced</p> <p>35 - 40 minutes</p>
<p>Talking End of Life (TEL) for people with intellectual disability</p> <p>www.caresearch.com.au/TEL/</p>	<p>Targeted for disability support professionals (DSPs) but suitable for families, other health professionals and educators.</p> <p>On-line Toolkit</p> <p>Relevant modules:</p> <p>3. Teaching how to understand end of life (3 modules)</p> <ul style="list-style-type: none"> (i) Dying (ii) Death (iii) Loss, grief, mourning <p>4. Teaching and planning options (4 modules)</p> <ul style="list-style-type: none"> (i) Organ and tissue donation (ii) Care when dying (iii) Funeral wishes (iv) Bequeathing 	 	<p>Self-paced</p> <p>35 minutes each module</p>
<p>The Advance Project</p> <p>www.theadvanceproject.com.au</p>	<p>Learning options for GPs, general practice nurses and practice managers to develop their knowledge of, and skills in using, screening tools to support the provision of palliative care and advance care planning in general practice.</p> <p>One module:</p> <ul style="list-style-type: none"> • General Practitioners - The Advance Project GP module (4 CPD points) • Practice Managers - The Advance Project Practice Manager module • Nurses - The Advance Project General Practice Nurse module 		<p>Self-paced</p> <p>Approximately 3 hours</p>

Resource/Tool	Content	Method	Length
The Palliative Care Bridge www.palliativecarebridge.com.au	<ul style="list-style-type: none"> Multiple videos of interviews with patients and experts Videos constantly changing People working with the Aged 		Each video is 10 – 15 minutes




Resources

Resource/Tool	Content	Method	Length
CareSearch: Palliative care knowledge network www.caresearch.com.au	<p>The CareSearch Project consolidates online palliative care knowledge for health professionals, people needing palliative care and their families, and for the general community.</p>		Self-paced
Centre for Palliative Care Research and Education (CPCRE) www.health.qld.gov.au	<p>CPCRE is a Queensland Health-funded initiative, developed to enhance palliative care education and research throughout Queensland.</p> <ul style="list-style-type: none"> CPCRE education CPCRE education calendar of events 		N/A
End of Life Directions for Aged Care (ELDAC) www.eldac.com.au	<p>ELDAC provides information, guidance, and resources to health professionals and aged care workers to support palliative care and advance care planning to improve the care of older Australians.</p> <ul style="list-style-type: none"> Toolkits Information and services 	 	Self-paced
Making Choices for life – Palliative Care Resources for home Care workers www.lasa.asn.au/palliative-care-resources	<p>Four videos and fact sheets - visual aids and discussion points</p> <p>Primarily a training resource for Certificates III & IV ageing Support care workers</p>	 	Approx. 5 minutes per video
Palliative Care Aged Care Evidence (palliAGED) www.palliaged.com.au	<p>palliAGEDgp</p> <p>This smartphone app supports GPs who are caring for older palliative patients living at home or in residential care. The app makes use of a framework of care which starts with a GP considering if they would be surprised if this patient died in the next 6 to 12 months. The key clinical processes resulting from their assessment are – advance care plan, case conference, or terminal care management plan. The app provides information and resources to support each of these and includes prescribing support for common symptoms experienced in the terminal phase.</p>		N/A

Resource/Tool	Content	Method	Length
Palliative Care Aged Care Evidence (palliAGED) Continued www.palliaged.com.au	palliAGEDnurse An online evidence-based guidance and knowledge resource for palliative care in aged care. Under each topic heading you will find an evidence summary, a concise synopsis of findings of systematic reviews dealing with the topic in a palliative care/aged care context. Each evidence summary has a companion page with practical information found in the Practice Centre. Also includes practice tip sheets.		N/A
Palliative Care Queensland (PCQ) www.palliativecareqld.org.au	PCQ is the peak organisation for palliative care in Queensland, representing the interests and aspirations of all who share the ideal of quality care at the end of life for all. PCQ host education events that are also available as webinars for specialists, palliative care providers, or any professional interested in palliative care. Phone: 1800 660 055 Email: hello@palliativecareqld.org.au		Various
Program of Experience in the Palliative Approach (PEPA) www.pepaeducation.com	The Program of Experience in the Palliative Approach (PEPA) aims to enhance the capacity of health professionals to deliver a palliative care approach through their participation in either clinical placements in specialist palliative care services or interactive workshops. Placements - PEPA provides free health placements in palliative care services for practicing health professionals.		2 – 4 days duration

Useful Contacts


Resource/Tool	Content	Method	Length
Ipswich Hospice Care www.ipswichhospice.org.au	Community hospice facility includes: <ul style="list-style-type: none"> • 7 inpatient palliative care beds • Grief and loss Counselling (Hilda's House) • Email: info@ipswichhospice.org.au • Phone: 3812 0063 	 	N/A







Resource/Tool	Content	Method	Length
West Moreton Health Advance Care Planning Service	<p>Clinical Nurse led service offering: -</p> <ul style="list-style-type: none"> Local information Face to face ACP discussions to <ol style="list-style-type: none"> Inpatients Outpatients Home visits Residential Aged Care Facilities Processing of completed ACP documents <p>Email: WM-ACP@health.qld.gov.au Phone: 3810 1225 or 3413 5728 Mobiles: 0439 360 907 or 0430 045 657</p>	 	N/A
West Moreton Health Palliative Care Service	<p>Tertiary palliative care service based at Ipswich Hospital</p> <ul style="list-style-type: none"> 13 inpatient beds Telehealth Hospital in the Home Community Outreach Service <p>Phone: 07 3810 1440 Palliative Care Community Program contact: Email: WM-PalliativeCareOutreach-Service@health.qld.gov.au</p>		N/A


















KNOWLEDGE DOMAIN 3: Improving knowledge regarding role, purpose and legal implications of Advance Care Planning (ACP)

Education



Resource/Tool	Content	Method	Length
<p>Advance Care Planning (ACP) Australia</p> <p>https://learning.advancecareplanning.org.au</p>	<p>For all health professionals and the general public. ACP Australia learning courses cover topics ranging from an introduction to ACP to advanced communication skills.</p> <p>Four modules</p> <p>Relevant modules:</p> <ol style="list-style-type: none"> Introduction ACP conversations ACP decision-making – the legal implications ACP implementation <p>Other Courses available on this site:</p> <ol style="list-style-type: none"> ACP in Aged Care ACP and cultural diversity 		<p>Self-paced 3 hours</p>

Resource/Tool	Content	Method	Length
Advance Care Planning (ACP) Australia (continued) https://learning.advancecareplanning.org.au	3. ACP and dementia 4. ACP and volunteers 5. ACP in the Primary Care Setting 6. Advanced conversations		Self-paced 3 hours
Advance Care Planning Talk (ACP Talk) www.acptalk.com.au	ACPTalk is a web-based resource to support health professionals to conduct advance care planning conversations with people from different religions and cultures.		Self-paced
End of Life Essentials www.endoflifeessentials.com.au	Education modules designed to assist doctors, nurses and allied health professionals working in acute hospitals in delivering end-of-life care. Relevant modules: <ol style="list-style-type: none"> 1. Dying, a normal part of life 3. Recognising the end of life 5. Responding to concerns 6. Emergency department end of life care 7. Paediatric end of life care 		Self-paced
End of Life Law for Clinicians www.palliativecareeducation.com.au	Designed for all health professionals involved in end-of-life decision making in Queensland. RACGP and ACRRM accredited for GPs Relevant modules: <ol style="list-style-type: none"> 1. The role of law in end of life care 2. Capacity and consent to medical treatment 3. Withholding and withdrawing life-sustaining medical treatment 4. Advance Care Plans and Advance Health Directives 5. Substitute decision-making for medical treatment 6. Providing palliative care medication 7. Children and end of life decision-making 8. Futile or non-beneficial treatment 9. Emergency treatment for adults 10. Managing conflict 		Self-paced Each module 15 – 30 minutes to complete
Quality of Care Collaborative Australia 'QuoCCA' (Paediatric Palliative Care) www.caresearch.com.au/quocca	The QuoCCA project delivers paediatric palliative care education to health professionals who may care for children and young people with palliative and end-of-life care needs. Relevant website resources: <ul style="list-style-type: none"> • Resources to inform Clinical Practice • Family Related 	 	Self-paced 35 - 40 minutes

Resource/Tool	Content	Method	Length
<p>Quality of Care Collaborative Australia 'QuoCCA' Continued</p> <p>(Paediatric Palliative Care)</p> <p>www.caresearch.com.au/quocca</p>	<ul style="list-style-type: none"> • Cultural and Spiritual • Advance Care Planning • Education resources • Communication • Website links. <p>Learning Module – One session only:</p> <ul style="list-style-type: none"> • Communication learning module 	 	<p>Self-paced</p> <p>35 - 40 minutes</p>
<p>The Advance Project</p> <p>www.theadvanceproject.com.au</p>	<p>Learning options for GPs, general practice nurses and practice managers to develop their knowledge of, and skills in using, screening tools to support the provision of palliative care and advance care planning in general practice.</p> <ul style="list-style-type: none"> • General Practitioners - The Advance Project GP module (4 CPD points) • Practice Managers - The Advance Project Practice Manager module • Nurses - The Advance Project General Practice Nurse module 		<p>Self-paced</p> <p>Approximately 3 hours</p>
<p>Advance Care Planning Australia</p> <p>www.advancecareplanning.org.au</p>	<p>Resource Library</p> <p>Includes national and state-based publications, forms, case studies, articles, videos, fact sheets and forms.</p> <p>Email: – acpa@austin.org.au</p> <p>Phone: 1300 208 582 (M – F 9am – 5pm)</p> <p>Interpreter service: – 13 14 50</p>	  	<p>N/A</p>
<p>Queensland Health</p> <p>Care at the End of Life clinical information</p> <p>www.health.qld.gov.au/careatendoflife</p>	<p>Resources:</p> <ul style="list-style-type: none"> • Advance Care Planning Clinical Guidelines <ul style="list-style-type: none"> o ACP Quick Guide (A multidisciplinary guide to identify those who may benefit from advance care planning) o 6-step ACP process • Sad News, Sorry Business: Guidelines for caring for Aboriginal and Torres Strait Islander people through death and dying • Guide to informed decision-making in health care <p>Clinical Videos</p> <ul style="list-style-type: none"> • Are you talking about dying? • Good death, bad death, what's the difference 		<p>N/A</p>
<p>End of Life Directions for Aged Care (ELDAC)</p> <p>www.eldac.com.au</p>	<p>ELDAC provides information, guidance, and resources to health professionals and aged care workers to support palliative care and advance care planning to improve the care of older Australians.</p> <ul style="list-style-type: none"> • Toolkits • Information and services 	 	<p>Self-paced</p>



Resource/Tool	Content	Method	Length
<p>Office of Advance Care Planning</p> <p>My Care, My Choices</p> <p>www.mycaremychoices.com.au</p>	<ul style="list-style-type: none"> The Office of Advance Care Planning is a statewide service. Provides information and resources about advance care planning to the public and health professionals Provides a standardised clinical approach to receive, review and upload advance care planning documents to the Queensland Health electronic hospital record (The Viewer) Shares healthcare wishes with doctors involved in a person's care Connects people to advance care planning services in their local area. <p>Access: Queensland advance care planning forms</p> <p>Resources:</p> <ul style="list-style-type: none"> Information, government links and useful website Translated recourses available in numerous other languages Information for GPs <p>Email: acp@health.qld.gov.au</p> <p>Fax: 1300 008 227</p> <p>Phone: 1300 007 227</p> <p>Interpreter Phone: 131450 (state required language and ask for The Office of Advance Care Planning 1300 007 227)</p>	   	
<p>Dying to Talk</p> <p>www.dyingtotalk.org.au</p>	<p>Supporting people with starting conversations about how they want to be cared for at the end of life. An initiative of Palliative Care Australia.</p> <ul style="list-style-type: none"> Discussion starter Aboriginal & Torres Strait Islander Discussion Starter Online card game 		N/A
<p>Program of Experience in the Palliative Approach (PEPA)</p> <p>www.pepaeducation.com</p>	<p>The Program of Experience in the Palliative Approach (PEPA) aims to enhance the capacity of health professionals to deliver a palliative care approach through their participation in either clinical placements in specialist palliative care services or interactive workshops.</p> <p>Placements - PEPA provides free health placements in palliative care services for practicing health professionals.</p>		2 – 4 days duration






Useful Contacts





Resource/Tool	Content	Method	Length
West Moreton Health Advance Care Planning Service	Clinical Nurse led service offering: <ul style="list-style-type: none"> Local information Face to face ACP discussions to <ol style="list-style-type: none"> Inpatients Outpatients Home visits Residential Aged Care Facilities Processing of completed ACP documents Email: WM-ACP@health.qld.gov.au Phone: 3810 1225 or 3413 5728 Mobiles: 0439 360 907 or 0430 045 657	 	N/A





KNOWLEDGE DOMAIN 4: Good symptom management and maintaining comfort

Education








Resource/Tool	Content	Method	Length
Advancing Practice in the Care of People with Dementia www.dta.com.au	Suite of resources providing core information about dementia and care of people with dementia. Residential Aged Care, In home or Community-Based Care, Respite Care, Undergraduates and health professionals Relevant modules: <ol style="list-style-type: none"> Overview of dementia Treatment and intervention options Philosophy of care (including palliative care) Younger onset dementia 		Self-paced Approximately 8 Hours
Australian Association of Gerontology https://www.aag.asn.au/news-publications/past-webinar-recordings/past-webinar-recordings	Palliative care in older people Can choose to watch one or all Relevant topics include: <ul style="list-style-type: none"> Common ethical dilemmas at the end of life Nutrition and palliative care 		Self-paced





Resource/Tool	Content	Method	Length
<p>Caring at Home Project</p> <p>www.caringathomeproject.com.au</p>	<p>For Registered Nurses, GPs, Nurse practitioners, Community Pharmacists and Allied Health Professionals caring for people approaching end of life at home</p> <p>On-line learning, resources and information.</p> <p>Two modules:</p> <ol style="list-style-type: none"> 1. Introducing the caring@home resources and their benefits to teach carers to manage break through symptoms at home through subcutaneous medications 2. 2.A & B.- Conducting the one-on-one training session 	 	<p>Self-paced</p> <p>20 minute each module</p>
<p>End-of-life Care Education</p> <p>www.caresearch.com.au/eolcareracf/tabid/4681/Default.aspx</p>	<p>Aimed at educating nurses about end-of-life care in residential aged care.</p> <p>Four modules:</p> <ol style="list-style-type: none"> 1. Nurturing resilience and fostering self-care as an aged care nurse 2. Palliative Care Case Conferences in Residential Aged Care 3. Principles of quality terminal care 4. End-of-Life Care in RACFs; pharmacological symptom management. 		<p>Self-paced</p> <p>15 - 30 minutes each module</p>
<p>End of Life Essentials</p> <p>www.endoflifeessentials.com.au</p>	<p>Education modules designed to assist doctors, nurses and allied health professionals working in acute hospitals in delivering end-of-life care</p> <p>Relevant modules:</p> <ol style="list-style-type: none"> 2. Recognising the End of Life 3. Planning end of life care – goals of care 5. Responding to concerns 6. Emergency department end of life care 		<p>Self-paced</p>
<p>End of Life Law for Clinicians</p> <p>www.palliativecareeducation.com.au</p>	<p>Designed for all health professionals involved in end-of-life decision making in Queensland</p> <p>RACGP and ACRRM accredited for GPs</p> <p>Relevant modules:</p> <ol style="list-style-type: none"> 2. Capacity and consent to medical treatment 3. Withholding and withdrawing life-sustaining medical treatment 6. Providing palliative care medication 		<p>Self-paced</p> <p>Each module – 15 - 30 minutes to complete</p>





Resource/Tool	Content	Method	Length
<p>Palliative Care – Getting Started</p> <p>www.centreforpallcare.org</p>	<p>Introduction on key palliative care concepts for all health professionals</p> <p>Relevant chapters:</p> <ul style="list-style-type: none"> • Who needs palliative care? • How is palliative care provided? • Care of the dying person 		<p>Self-paced</p> <p>Approximately 2 hours (full course)</p>
<p>Palliative Care Curriculum for Undergraduates (PCC4U)</p> <p>www.pcc4u.org</p>	<p>PCC4U aims to encourage the integration of palliative care training within all health undergraduate (nursing, medical and allied health) and relevant post-graduate curricula and further improve the skill and confidence of the generalist workforce to work with people with palliative care needs.</p> <p>Relevant module:</p> <ol style="list-style-type: none"> 1. Principles (Principles of palliative care) 3. Assessment (Palliative assessment and Intervention) 4. Optimisation (Optimising function in palliative care) <p>Other resources:</p> <p>Simulation scenario e-learning module</p> <p>Enrolled Nurses Toolkit</p> <p>Palliative care education resource pack</p> <p>Newsletter</p> <p>Focus topics:</p> <ol style="list-style-type: none"> 7. Multidisciplinary care 8. Aboriginal populations 9. Caring for children 	 	<p>Self-paced</p>
<p>Palliative Care On-Line Training</p> <p>www.pallcaretraining.com.au/</p>	<p>For primary health care providers – community and residential aged care.</p> <p>Relevant modules:</p> <ol style="list-style-type: none"> 4. A palliative approach to care 5. Planning and assessment 5. Pain management 6. Recognising deterioration 		<p>Self-paced</p>

Resource/Tool	Content	Method	Length
Residential Aged Care Palliative Approach Toolkit www.caresearch.com.au/caresearch/tabid/3582/Default.aspx	Set of resources designed to assist residential aged care providers to implement a comprehensive, evidence-based palliative approach to care for appropriate residents <ul style="list-style-type: none"> • Learning modules • Self-directed learning packages • Educational flipcharts 	 	Self-paced
The Palliative Care Bridge www.palliativecarebridge.com.au	Multiple videos of interviews with patients and experts. Videos constantly changing. People working with the Aged		Each video is 10 – 15 minutes

Resources

Resource/Tool	Content	Method	Length
CareSearch: Palliative care knowledge network www.caresearch.com.au	The CareSearch Project consolidates online palliative care knowledge for health professionals, people needing palliative care and their families, and for the general community.		Self-paced
Centre for Palliative Care Research and Education (CPCRE) www.health.qld.gov.au	CPCRE is a Queensland Health-funded initiative, developed to enhance palliative care education and research throughout Queensland. <ul style="list-style-type: none"> • CPCRE education • CPCRE education calendar of events 	 	N/A
End of Life Directions for Aged Care (ELDAC) www.eldac.com.au	ELDAC provides information, guidance, and resources to health professionals and aged care workers to support palliative care and advance care planning to improve the care of older Australians. <ul style="list-style-type: none"> • Toolkits • Information and services 	 	Self-paced
GP Pain Help App www.gppainhelp.com	Developed by the Centre for Palliative Care Research & Education (CPCRE). This app provides information to help GPs manage cancer pain towards end of life. It includes: an opioid converter, a treatment decision tree, content hub, FAQs.		N/A
Palliative Care Aged Care Evidence (palliAGED) www.palliaged.com.au	palliAGEDgp This smartphone app supports GPs who are caring for older palliative patients living at home or in residential care. The app makes use of a framework of care which starts with a GP considering if they would be surprised if this patient died in the next 6 to 12 months.		N/A







Resource/Tool	Content	Method	Length
<p>Palliative Care Aged Care Evidence (palliAGED) Continued</p> <p>www.palliaged.com.au</p>	<p>The key clinical processes resulting from their assessment are – advance care plan, case conference, or terminal care management plan. The app provides information and resources to support each of these and includes prescribing support for common symptoms experienced in the terminal phase.</p> <p>palliAGEDnurse</p> <p>An online evidence-based guidance and knowledge resource for palliative care in aged care. Under each topic heading you will find an evidence summary, a concise synopsis of findings of systematic reviews dealing with the topic in a palliative care/aged care context. Each evidence summary has a companion page with practical information found in the Practice Centre. Also includes practice tip sheets.</p>		N/A
<p>Palliative Care Curriculum for Undergraduates (PCC4U)</p> <p>www.pcc4u.org</p>	<p>PCC4U promotes the inclusion of palliative care education as an integral part of all medical, nursing, and allied health undergraduate and entry to practice training, and ongoing professional development.</p> <p>Resource includes:</p> <ul style="list-style-type: none"> • Resources packs • Enrolled Nurse toolkits 		N/A
<p>Palliative Care Queensland (PCQ)</p> <p>www.palliativecareqld.org.au</p>	<p>PCQ is the peak organisation for palliative care in Queensland, representing the interests and aspirations of all who share the ideal of quality care at the end of life for all.</p> <p>PCQ host education events that are also available as webinars for specialists, palliative care providers, or any professional interested in palliative care.</p> <p>Phone: 1800 660 055</p> <p>Email: hello@palliativecareqld.org.au</p>		Various
<p>Program of Experience in the Palliative Approach (PEPA)</p> <p>www.pepaeducation.com</p>	<p>The Program of Experience in the Palliative Approach (PEPA) aims to enhance the capacity of health professionals to deliver a palliative care approach through their participation in either clinical placements in specialist palliative care services or interactive workshops.</p> <p>Placements - PEPA provides free health placements in palliative care services for practicing health professionals.</p>		2 – 4 days duration





Resource/Tool	Content	Method	Length
<p>Quality of Care Collaborative Australia - 'QuoCCA'</p> <p>(Paediatric Palliative Care)</p> <p>www.caresearch.com.au/quocca</p>	<p>The QuoCCA project delivers paediatric palliative care education to health professionals who may care for children and young people with palliative and end-of-life care needs.</p> <p>Relevant Resources</p> <ul style="list-style-type: none"> • Resources to inform Clinical Practice • Quality improvement in paediatric palliative care • Education resources • Communication • Website links 	 	N/A
<p>Queensland Health Care at the end of Life clinician information</p> <p>For clinician information website - www.health.qld.gov.au/careatendoflife</p> <p>For community information website - www.qld.gov.au/careatendoflife</p> <p>For the Care at EOL campaign resources and videos - www.health.qld.gov.au/news-alerts/campaigns/care-at-the-end-of-life</p>	<p>Care at end of life information targeted towards clinicians</p> <p>Queensland Health clinical guidelines:</p> <ul style="list-style-type: none"> • Care Plan for the Dying Person • Guidelines for the handling of medication in community based palliative care services in Queensland 	 	Self-paced

Useful Contacts








Resource/Tool	Content	Method	Length
<p>Ipswich Hospice Care</p> <p>www.ipswichhospice.org.au</p>	<p>Community hospice facility includes:</p> <ul style="list-style-type: none"> • 7 inpatient palliative care beds • Grief and loss Counselling (Hilda's House) • Email: info@ipswichhospice.org.au • Phone: 3812 0063 	 	N/A
<p>West Moreton Health Palliative Care Service</p>	<p>Tertiary palliative care service based at Ipswich Hospital</p> <ul style="list-style-type: none"> • 13 inpatient beds • Telehealth • Hospital in the Home • Community Outreach Service <p>Phone: 07 3810 1440</p> <p>Palliative Care Community Program contact:</p> <p>Email: WM-PalliativeCareOutreach-Service@health.qld.gov.au</p>		N/A





KNOWLEDGE DOMAIN 5: Caring for the person and family after death
Education

Resource/Tool	Content	Method	Length
End of Life Essentials www.endoflifeessentials.com.au	Education modules designed to assist doctors, nurses and allied health professionals working in acute hospitals in delivering end-of-life care. Relevant modules: <ol style="list-style-type: none"> 8. Emergency department end of life care 9. Paediatric end of life care 10. Chronic complex illness - end of life care 11. Imminent death – how to respond 		Self-paced
Palliative Care – Getting Started www.centreforallcare.org	Introduction on key palliative care concepts for all health professionals Relevant chapters: <ul style="list-style-type: none"> • Bereavement 		Self-paced
Quality of Care Collaborative Australia - 'QuoCCA' (Paediatric Palliative Care) www.caresearch.com.au/quocca	The QuoCCA project delivers paediatric palliative care education to health professionals who may care for children and young people with palliative and end-of-life care needs. Relevant Resources <ul style="list-style-type: none"> • Family Related • Cultural and Spiritual • Bereavement • Communication • Wellbeing/self-care • Website links. Learning Module – One session only <ul style="list-style-type: none"> • Communication learning module 	 	Self-paced 35 - 40 minutes
Residential Aged Care Palliative Approach Toolkit www.caresearch.com.au/caresearch/tabid/3582/Default.aspx	Set of resources designed to assist residential aged care providers to implement a comprehensive, evidence-based palliative approach to care for appropriate residents <ul style="list-style-type: none"> • Learning modules • Self-directed learning packages • Educational flipcharts 	 	Self-paced




Resource/Tool	Content	Method	Length
<p>Talking End of Life (TEL) for people with intellectual disability</p> <p>www.caresearch.com.au/TEL/</p>	<p>Targeted for disability support professionals (DSPs) but suitable for families, other health professionals and educators.</p> <p>On-line Toolkit</p> <p>Relevant modules:</p> <ol style="list-style-type: none"> 1. How do I do this? <ol style="list-style-type: none"> (i) Cultural beliefs (ii) Managing feelings 2. Teaching how to understand end of life <ol style="list-style-type: none"> (i) Dying (ii) Death (iii) Lose, grief, mourning 3. Teaching and planning options <ol style="list-style-type: none"> (i) Organ and tissue donation (ii) Funeral wishes (iii) Bequeathing 	 	<p>Self-paced</p> <p>35 minutes each module</p>
<p>The Advance Project</p> <p>www.theadvanceproject.com.au</p>	<p>Learning options for GPs, general practice nurses and practice managers to develop their knowledge of, and skills in using, screening tools to support the provision of palliative care and advance care planning in general practice.</p> <p>One module:</p> <ul style="list-style-type: none"> • General Practitioners - The Advance Project GP module (4 CPD points) • Practice Managers - The Advance Project Practice Manager module • Nurses - The Advance Project General Practice Nurse module 		<p>Self-paced</p> <p>Approximately 3 hours</p>
<p>The Palliative Care Bridge</p> <p>www.palliativecarebridge.com.au</p>	<p>Multiple videos of interviews with patients and experts.</p> <p>Videos constantly changing.</p> <p>People working with the Aged</p>		<p>Each video is 10 – 15 minutes</p>

Resources

Resource/Tool	Content	Method	Length
CareSearch: Palliative care knowledge network www.caresearch.com.au	The CareSearch Project consolidates online palliative care knowledge for health professionals, people needing palliative care and their families, and for the general community.		Self-paced
Centre for Palliative Care Research and Education (CPCRE) www.health.qld.gov.au	CPCRE is a Queensland Health-funded initiative, developed to enhance palliative care education and research throughout Queensland. <ul style="list-style-type: none"> • CPCRE education • CPCRE education calendar of events 	 	N/A
End of Life Directions for Aged Care (ELDAC) www.eldac.com.au	ELDAC provides information, guidance, and resources to health professionals and aged care workers to support palliative care and advance care planning to improve the care of older Australians. <ul style="list-style-type: none"> • Toolkits • Information and services 	 	Self-paced
Palliative Care Curriculum for Undergraduates (PCC4U) www.pcc4u.org	PCC4U promotes the inclusion of palliative care education as an integral part of all medical, nursing, and allied health undergraduate and entry to practice training, and ongoing professional development. <p>Resource includes:</p> <ul style="list-style-type: none"> • Resources packs • Enrolled Nurse toolkits 		N/A
Palliative Care Queensland (PCQ) www.palliativecareqld.org.au	PCQ is the peak organisation for palliative care in Queensland, representing the interests and aspirations of all who share the ideal of quality care at the end of life for all. <p>PCQ host education events that are also available as webinars for specialists, palliative care providers, or any professional interested in palliative care.</p> <p>Phone: 1800 660 055</p> <p>Email: hello@palliativecareqld.org.au</p>		Various

Resource/Tool	Content	Method	Length
<p>Program of Experience in the Palliative Approach (PEPA)</p> <p>www.pepaeducation.com</p>	<p>The Program of Experience in the Palliative Approach (PEPA) aims to enhance the capacity of health professionals to deliver a palliative care approach through their participation in either clinical placements in specialist palliative care services or interactive workshops.</p> <p>Placements - PEPA provides free health placements in palliative care services for practicing health professionals.</p>		<p>2 – 4 days duration</p>
<p>Queensland Health Care at the end of Life clinician information</p> <p>For clinician information website - www.health.qld.gov.au/careatendoflife</p> <p>For community information website - www.qld.gov.au/careatendoflife</p> <p>For the Care at EOL campaign resources and videos - www.health.qld.gov.au/news-alerts/campaigns/care-at-the-end-of-life</p>	<p>Care at end of life information targeted towards clinicians</p> <p>Resources:</p> <ul style="list-style-type: none"> • Care Plan for the Dying Person • Care Plan for the Dying Person Health Professional Guidelines • Residential Aged Care End of Life Care Pathway • Sad news, sorry business: Guidelines for caring for Aboriginal and Torres Strait Islander people through death and dying <p>Clinical Video:</p> <ul style="list-style-type: none"> • Good death, bad death, what's the difference? 	 	<p>Self-paced</p>




Useful Contacts








Resource/Tool	Content	Method	Length
Ipswich Hospice Care www.ipswichhospice.org.au	Community hospice facility includes: <ul style="list-style-type: none"> • 7 inpatient palliative care beds • Grief and loss Counselling (Hilda's House) • Email: info@ipswichhospice.org.au • Phone: 3812 0063 	 	N/A
West Moreton Health Palliative Care Service	Tertiary palliative care service based at Ipswich Hospital <ul style="list-style-type: none"> • 13 inpatient beds • Telehealth • Hospital in the Home • Community Outreach Service Phone: 07 3810 1440 Palliative Care Community Program contact: Email: WM-PalliativeCareOutreach-Service@health.qld.gov.au		N/A




KNOWLEDGE DOMAIN 6: Identifying people who might most benefit from referral to a specialist palliative care service









Education






Resource/Tool	Content	Method	Length
End of Life Essentials www.endoflifeessentials.com.au	Education modules designed to assist doctors, nurses and allied health professionals working in acute hospitals in delivering end-of-life care. Relevant modules: <ol style="list-style-type: none"> 12. Recognising the end of life 8. Paediatric end of life care 9. Chronic complex illness - end of life care 10. Imminent death – how to respond 		Self-paced
Palliative Care Curriculum for Undergraduates (PCC4U) www.pcc4u.org	PCC4U aims to encourage the integration of palliative care training within all health undergraduate (nursing, medical and allied health) and relevant post-graduate curricula and further improve the skill and confidence of the generalist workforce to work with people with palliative care needs. Relevant modules: <ol style="list-style-type: none"> 1. Principles (Principles of palliative care) 3. Assessment 	 	Self-paced

Resource/Tool	Content	Method	Length
Palliative Care Curriculum for Undergraduates (PCC4U) Continued www.pcc4u.org	Other: Simulation scenario e-learning module Enrolled Nurses Toolkit Palliative care education resource pack Newsletter Focus topics: 10. Multidisciplinary care 11. Aboriginal populations 12. Caring for children	 	Self-paced
Palliative Care – Getting Started www.centreforpallcare.org	Introduction on key palliative care concepts for all health professionals Relevant chapters: <ul style="list-style-type: none"> • Who needs palliative care? • How is palliative care provided? • Care of the dying person 		Self-paced
Palliative Care On-Line Training https://www.pallcaretraining.com.au/	For primary health care providers – community and Residential Aged Care. Relevant modules: <ol style="list-style-type: none"> 3. Providing care to clients and carers 4. Delivering a palliative approach for aged care in the community setting 5. Pain management 6. Recognising deteriorating clients 		Self-paced
Residential Aged Care Palliative Approach Toolkit www.caresearch.com.au/caresearch/tabid/3582/Default.aspx	Set of resources designed to assist residential aged care providers to implement a comprehensive, evidence-based palliative approach to care for appropriate residents <ul style="list-style-type: none"> • Learning modules • Self-directed learning packages • Educational flipcharts 	 	Self-paced
The Advance Project www.theadvanceproject.com.au	Learning options for GPs, general practice nurses and practice managers to develop their knowledge of, and skills in using, screening tools to support the provision of palliative care and advance care planning in general practice. <ul style="list-style-type: none"> • General Practitioners - The Advance Project GP module (4 CPD points) • Practice Managers - The Advance Project Practice Manager module 		Self-paced Approximately 3 hours

Resource/Tool	Content	Method	Length
The Palliative Care Bridge www.palliativecarebridge.com.au	Multiple videos of interviews with patients and experts. Videos constantly changing. People working with the Aged		Each video is 10 – 15 minutes


Resources

Resource/Tool	Content	Method	Length
CareSearch: Palliative care knowledge network www.caresearch.com.au	The CareSearch Project consolidates online palliative care knowledge for health professionals, people needing palliative care and their families, and for the general community.		Self- paced
Centre for Palliative Care Research and Education (CPCRE) www.health.qld.gov.au	CPCRE is a Queensland Health-funded initiative, developed to enhance palliative care education and research throughout Queensland. <ul style="list-style-type: none"> • CPCRE education • CPCRE education calendar of events 	 	N/A
End of Life Directions for Aged Care (ELDAC) www.eldac.com.au	ELDAC provides information, guidance, and resources to health professionals and aged care workers to support palliative care and advance care planning to improve the care of older Australians. <ul style="list-style-type: none"> • Toolkits • Information and services 	 	Self- paced
GP Pain Help App www.gppainhelp.com	Developed by the Centre for Palliative Care Research & Education (CPCRE). This app provides information to help GPs manage cancer pain towards end of life. It includes: an opioid converter, a treatment decision tree, content hub, FAQs.		N/A
Palliative Care Aged Care Evidence (palliAGED) www.palliaged.com.au	palliAGEDgp This smartphone app supports GPs who are caring for older palliative patients living at home or in residential care. The app makes use of a framework of care which starts with a GP considering if they would be surprised if this patient died in the next 6 to 12 months. The key clinical processes resulting from their assessment are – advance care plan, case conference, or terminal care management plan. The app provides information and resources to support each of these and includes prescribing support for common symptoms experienced in the terminal phase.	 	N/A

Resource/Tool	Content	Method	Length
Palliative Care Aged Care Evidence (palliAGED) Continued www.palliaged.com.au	palliAGEDnurse An online evidence-based guidance and knowledge resource for palliative care in aged care. Under each topic heading you will find an evidence summary, a concise synopsis of findings of systematic reviews dealing with the topic in a palliative care/aged care context. Each evidence summary has a companion page with practical information found in the Practice Centre. Also includes practice tip sheets.	 	N/A
Palliative Care Queensland (PCQ) www.palliativecareqld.org.au	PCQ is the peak organisation for palliative care in Queensland, representing the interests and aspirations of all who share the ideal of quality care at the end of life for all. PCQ host education events that are also available as webinars for specialists, palliative care providers, or any professional interested in palliative care. Phone: 1800 660 055 Email: hello@palliativecareqld.org.au		Various
Program of Experience in the Palliative Approach (PEPA) www.pepaeducation.com	The Program of Experience in the Palliative Approach (PEPA) aims to enhance the capacity of health professionals to deliver a palliative care approach through their participation in either clinical placements in specialist palliative care services or interactive workshops. Placements - PEPA provides free health placements in palliative care services for practicing health professionals.		2 – 4 days duration
Supportive and Palliative Care Indicators Tool (SPICT™) www.spict.org.uk	The SPICT™ helps identify people with deteriorating health due to one or multiple advanced conditions and guides holistic assessment and care planning.		N/A

Useful Contacts

Resource/Tool	Content	Method	Length
Ipswich Hospice Care www.ipswichhospice.org.au	Community hospice facility includes: <ul style="list-style-type: none"> • 7 inpatient palliative care beds • Grief and loss Counselling (Hilda's House) • Email: info@ipswichhospice.org.au • Phone: 3812 0063 	 	N/A

Resource/Tool	Content	Method	Length
West Moreton Health Palliative Care Service	Tertiary palliative care service based at Ipswich Hospital <ul style="list-style-type: none">• 13 inpatient beds• Telehealth• Hospital in the Home• Community Outreach Service Phone: 07 3810 1440 Palliative Care Community Program contact: Email: WM-PalliativeCareOutreach-Service@health.qld.gov.au		N/A

Appendix 2 – Palliative Care Online Courses

Additional Information

Course	Target Audience & Depth	Content Summary
Advance Care Planning (ACP) Australia Learning	General public, students, Care workers Basic to intermediate	Covers topics ranging from an introduction to ACP to advanced communication skills. Nine modules: 1. ACP Introduction 2. ACP Conversations 3. ACP Decision-making – the Legal implications 4. ACP Implementation 5. ACP in the Primary Care Setting 6. ACP and dementia 7. ACP Aged Care 8. ACP and Cultural Diversity 9. Advanced Communication Each module provides: Guided reading activities and quizzes Digital video vignettes Reflective practice activities Feedback option Additional resources and references
End of Life Essentials	Health Professionals – Doctors, nurses and allied health professionals Intermediate	Designed to assist health professionals working in acute hospitals in delivering end-of-life care. Ten modules: 1. Dying, a normal part of life 2. Patient centred communication and shared decision-making 3. Recognising the end- of- life 4. Planning end of life care – goal of care 5. Teams and continuity for the patient 6. Responding to concerns 7. Emergency department end-of-life care 8. Paediatric end-of-life care 9. Chronic complex illness end-of-life care 10. Imminent death – how to respond

Course	Target Audience & Depth	Content Summary
End of Life Law for Clinicians	Doctors of all levels, including undergraduates Other Health Professionals Intermediate/Advanced	Aims to address current gaps in clinician's knowledge of end of life law. Overview of the law and its application to clinical practice, case studies, legal case examples, and self-assessment activities. Originally developed by QUT – available nationally. Ten modules: 1. The role of law in end of life care 2. Capacity and consent to medical treatment 3. Withholding and withdrawing life-sustaining medical treatment 4. Advance Care Planning and Advance Care Directives 5. Substitute decision-making for medical treatment 6. Providing palliative medication 7. Children and end of life decision-making 8. Futile or non-beneficial treatment 9. Emergency treatment for adults 10. Managing conflict 11. Accreditation with RACGP and the ACRRM for GPs
Palliative Care Curriculum for Undergraduates (PCC4U)	Undergraduate and post graduate students Intermediate	Aims to develop capacity in the health care workforce, providing care for people with life-limiting conditions. Core modules: 1. Principles 2. Communication 3. Assessment 4. Optimisation Focus Topics 1. Multidisciplinary care 2. Aboriginal populations 3. Caring for children 4. Culture-centred care
Palliative Care – Getting Started	Any Health Professional Introductory	An introduction on key palliative care concepts. One module Six 'primary' chapters: 1. Who needs palliative care? 2. How is palliative care provided? 3. Palliative care teams 4. Carers in Palliative care 5. Symptoms commonly experienced by a palliative care patient 6. Care of the dying person 7. Bereavement Palliative Care Resources

Course	Target Audience & Depth	Content Summary
Palliative Care On-Line Training	Primary care providers – including community and Residential Aged Care Introductory to intermediate	An introduction to Palliative Care for community care providers. Six modules: <ol style="list-style-type: none"> 1. A palliative approach to care 2. Planning and assessment 3. Providing care to clients and carers 4. Delivering a palliative approach of aged care in the community 5. Pain management 6. Recognising deteriorating clients.
Residential Aged Care Palliative Approach Toolkit	Staff working in Aged Care Basic/Intermediate	Palliative approach in Residential Aged Care facilities. Originally developed by Brisbane South Palliative Care Collaborative – available Nationally. Set of resources include: <ol style="list-style-type: none"> 1. Learning modules <ol style="list-style-type: none"> (i) Integrating a Palliative Approach (ii) Key Processes (iii) Clinical Care 2. Self-directed learning packages 3. Education flipcharts 4. Videos

References:

1. State of Queensland (2015). Statewide strategy for end-of-life care 2015. Brisbane: Queensland Health.
2. Palliative Care Australia (PCA). Palliative Care Service Development Guidelines. January 2018. PCA, Canberra.
3. Care at end of life: Education and training framework. Queensland Health. Clinical Excellence Queensland. June 2019
4. The Palliative Care in Queensland Priorities for 2019 – complete publications – www.palliativecareqld.org.au/publications-positions-submissions/
5. Queensland Government Publications – Chronic Conditions Manual 2nd edition 2019. Section 2: Management of diagnosed conditions/Palliative care. P3.
6. Palliative Care Service Development Guidelines – What does it mean for me. Palliative Care Australia – www.palliativecare.org.au – 20/6/2019
7. Factsheet for Healthcare Professionals. Advance Care Planning Australia. Austin Health. August 2018
8. The Palliative Care in Queensland Priorities for 2019 – complete publications – www.palliativecareqld.org.au/publications-positions-submissions/
9. Palliative Care Australia's National Palliative Care Standards (5th Edition, 2018)



WEST MORETON REGION

CARE AT THE END OF LIFE

COLLABORATIVE

The Care at the End of Life Collaborative is hosted by West Moreton Hospital and Health Service.