



Service Delivery Review Communique #3

Service Delivery Review – Review and update of palliative care planning guides- Meeting outcomes from 13th September 2017

Literature Review

Since the Steering Committee last met Aspex Consulting have undertaken a comprehensive literature review which was conducted in order to assist in the assessment, revision and updating of the two reference documents:

- A Guide to Palliative Care Service Development: A population based approach
- Palliative Care Service Provision in Australia: A planning guide.

Through the review of these reference documents, PCA is seeking to standardise terminology and provide an overarching framework to inform service planning and development, and consider whether the two reference documents may be combined into a single guiding document.

Outcomes from consultations

Aspex Consulting have also recently undertaken a range of consultations across the palliative care sector and with government departments. Aspex provided to the Steering Committee a summary of the outcomes from their consultations, which were discussed by the Committee. Through the consultations it was evident that there was strong support for updating of the reference documents, strong support for combining both the documents and strong support for retaining the distinction from the National Palliative care Standards document.

Draft Outline of revised documents

The committee worked through the draft outline of updated service development and planning guidelines.

The elements and content of the service framework will not be limited to specialist palliative care settings and will incorporate the service system and wider community. The proposed systems framework was reviewed and confirmation that the patient will be at the centre of that framework and that the system should include primary care and other (non-health) support services.

Terminology

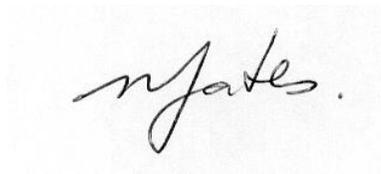
Clarity regarding the complex issue of definitions and terminology was discussed at length and at the conclusion of the meeting the Steering Committee were leaning toward adopting a broader set of definitions that would meet the needs of both policy makers and service planners, but also be able to be understood by people living in our various communities.

The Steering Committee considered the approaches of international bodies in defining terminology, noting that the use of a Delphi model - which is a recognised consensus method for establishing the views and opinions of participants on practice-related problems - could potentially provide a solution. It was however agreed that timeframes for adopting a Delphi approach for this version was a limiting factor in proceeding down this path at this time.

It was noted that agreed terminology will support effective service delivery and will avoid different parts of the health and aged care service system making assumptions regarding which clinicians should be looking after patients, who have been diagnosed as having a life-limiting and life-threatening condition.

Foundational work

The Service Review was noted as being one part of a series of foundational pieces of work being undertaken across the country at the moment. Progress in the drafting of the revised National Palliative Care Strategy was noted, as was the fact that the National Palliative Care Standards are being reviewed and out for consultation. In addition the work of COAG Health Council was noted where following the October 2016 COAG Health Council meeting Ministers requested that the Australian Health Ministers' Advisory Council (AHMAC) provide advice on actions to improve culturally appropriate end of life care including through: pre-service and continuing education; raising community and clinician awareness and engagement; support EOLC conversations happening in primary care and a wider range of community settings such as aged care; and



Professor Patsy Yates – Chair Service Review

examination of opportunities to have a common language and tools to support good practice.

The Commonwealth Department of Health were acknowledged for the important leadership role they are providing in supporting this project and other foundational projects, which will see building blocks put in place for the future of delivery of palliative care.

Next steps

Aspex Consulting will continue to undertake consultations with key stakeholders and work toward a completed draft of the updated service development and planning guidelines, which is due for consideration by the Steering Committee in the first week of October, 2017.



Liz Callaghan- CEO Palliative Care Australia