



PalliativeCare
AUSTRALIA

Media Release

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Teamwork a priority in award winning palliative care service

A Queensland palliative care service is delivering better patient care through good team work recognised this week in it winning the Inaugural Palliative Care Australia's (PCA) National Award for Outstanding Teamwork.

The Sunshine Coast Hospital and Health Service Specialist Palliative Care Service team has used technology, collaboration and leadership and regular meetings to ensure patients and carers are reached across a broad geographic area.

PCA CEO Liz Callaghan said the team had overcome a range of difficulties – including remoteness – to ensure good quality care.

“The team has a commitment to education, to using technology and a focus on self-care that means all the parts of the system work well together and are well cared for. It has made a difference to patients, clients and colleagues, and created an environment that promotes communication, trust and cooperation.

“Working in a multidisciplinary team the group have a focus on meeting the needs of the client base and undertake telephone meetings, video-conferencing, face-to-face meetings and attending events outside of work hours to meet any challenges in providing good quality care.

“They have also used Telehealth to allow palliative care specialists to provide ‘virtual rounds’ in outlying hospitals and for patients too sick to travel to be treated at home. A clinical nurse visits the patient, links with the doctor via an Ipad and performs any physical examinations required by the specialist.

“Added to this, the nurse is also then available to answer any questions the family, carers or patients may have.

“This service has taken the challenges its geography and patient needs have and turned them into opportunities to build a good team, meet client needs and work together efficiently and collaboratively,” Ms Callaghan said.

The inaugural awards were presented during the 13th Australia Palliative Care Conference Gala dinner. The Awards are supported by My Life My Super.

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