



## This Issue

- Pathway for Improving the Care of the Dying (PICD) Update
- GP Profile - Bronwyn Williams
- MND Shared Care Workers - Gippsland
- GRPCC Volunteer Conference (Spirituality & Self Care) Report
- Volunteer News
- Updated Bereavement Booklet Series
- Palliative Care 2009 Conference
- Inaugural Meeting of the Clinical Practice Group
- GRPCC Organisational Structure

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## Pathway for Improving the Care of the Dying (PICD)

The PICD trial at Latrobe Regional Hospital (LRH) Traralgon and West Gippsland Health Group (WGHG) Warragul, is now at the halfway mark!

PICD information sessions and workshops led by Associate Professor Kate Jackson and CNE Christine Mooney of Southern Health were very well attended at both sites in the weeks prior to the roll out. With ongoing support from Southern Health regarding implementation together with the evaluation results, the ongoing success of the program looks promising. Feedback indicates PICD has been extremely well received by both health services.

### PICD Resources

#### 1. RESOURCE MANUAL:

- PICD package of the medical, nursing and allied health guidelines
- PICD Drug algorithm/guidelines
- Family resources
- Resources regarding CPER family meetings
- Improving our PICD feedback sheet
- PICD registration sheet
- Keeping posted on PICD update sheet

CONTINUED ON PAGE 2

## A Message from The Chair - Anne Curtin

At this time of the year most of us reflect on the past 12 months, plan for the next and wonder how another year has flown by. 2009 has presented some major challenges to the Gippsland community and to the GRPCC, a range of opportunities which have required dedication, creativity and teamwork.

I encourage you to relive and/or revisit our highlights and achievements by taking a look at the Autumn, Winter and Spring 2009 issues of our Newsletter on the GRPCC website. Included with this issue of our Newsletter is a copy of a bereavement booklet. I hope this will renew interest in our brochure series and act as a reminder of the excellent resources available on the GRPCC website.

The GRPCC Team looks forward to assisting consortium members deliver to Gippsland communities high quality, easily accessible support to local palliative care services. I extend my best wishes for the festive season to all our readers and look forward to reporting on progress of our existing programs, forthcoming education events and new initiatives in 2010.

Anne Curtin - GRPCC Chair

## Introduction to Palliative Care Course

### Registrations are now open for the Feb 2010 intake.

The School of Nursing & Midwifery Monash University in collaboration with Gippsland Region Palliative Care Consortium (GRPCC) developed this course to improve the capacity of health care providers to support families of, and people approaching end of life.

Recommended for Div 2 Nurses, Personal Care Attendants and Allied Health Professionals. Delivered online to assist rural and remote students. However, please note there are 4 face-to-face day workshops.

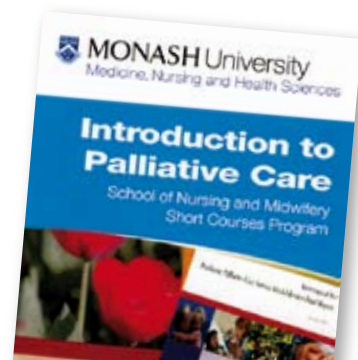
**A registration discount** is available for employees of services within the GRPCC.

**Course dates:** 15 Feb -16 May 2010

**Workshop dates:** 17 Feb 2010, 10 Mar 2010, 14 Apr 2010 & 5 May 2010

**Download** brochure and registration form from the website also view GRPCC Members list.

Mary Ross-Heazlewood - Regional Education Officer, GRPCC



# GP Profile – Bronwyn Williams

Bronwyn Williams is a family GP working at Phillip Island Medical Group since 2000 and writes ...

I have an interest in palliative care having worked in the past as a Registrar at Peter Mac Callum Cancer Centre and Beth-lehem Hospital. I recently commenced as a GP with Bass Coast Community



Health Service – Palliative Care. The role involves home visits, case management, team meetings and liaison with local and metropolitan services. This has been a steep learning curve with many promising plans for the service in this area.

In March 2010 I will commence distance education study through Flinders University (SA) with the assistance of a GRPCC Scholarship. Further involvement in the Palliative Care field includes my recent appointment to GRPCC Clinical Practice Group, an exciting challenge that I hope will advance scope and provision of palliative care in the Gippsland region.

If you are interested in GP Scholarships and Support through the GRPCC refer to the education section on the website.

## Bereavement Booklet Series

GRPCC have just updated the popular Bereavement booklet series. The new format is easier to print and includes current contact information for Gippsland services. One is included in this edition.

Booklets are available for download on the website. Titles include:

1. Ten Things to Know About Grief
2. Helping Children Grieve
3. Grief and Coping with Challenges
4. Dealing with Grief: A Guide to Understanding Your Reactions
5. Understanding Your Emotions
6. Grief... A Personal Journey
7. Children and Grief
8. Difficult Grief and Multiple Losses
9. Suicide Grief

10. Things to Remember When Supporting a Grieving Person



# Pathway for Improving the Care of the Dying (PICD)

FROM PAGE 1

## 2. PICD PROCESS KIT:

Based on the key learnings from the PICD trial, this kit is being developed to assist the next Gippsland health services choosing to implement PICD. This kit includes:

- 'Ticking your way towards PICD'
- Sample audit tool
- Sample Monitoring and evaluation tool
- 'Improving our PICD' - a form developed to provide opportunity for anyone involved in the process to write feedback that can improve anything about PICD
- 'Putting people onto PICD' flowchart
- 'Keeping Posted on PICD' newsletters

Anny Byrne - PICD Project Worker, GRPCC

## STOP PRESS

The Department of Health has announced a grant of \$60,000 to the Consortium to enable the continued roll out of the Pathway for Improving the Care of the Dying (PICD). The funding will enable member health services of the Consortium to implement the care pathway into their aged care facilities across Gippsland.

## LRH

- LRH 'PICD Champions' Jennie, Emily and Christine have done a marvellous job engaging the LRH staff into the PICD project.

## WGHG

- WGHG commenced the roll out 2 weeks after LRH. At WGHG: Lou, Di and Bernie have done a fabulous job as the main drivers leading the WGHG medical ward through the PICD implementation.

## MONITORING

- Monitoring processes are in place with both sites reporting weekly:
- Number of patients on PICD
- Time from admission to PICD
- Time on PICD program

## PICD EDUCATION

- Kate Jackson presented PICD at the Grand Round at LRH with 45 attendees.
- Christine Mooney presented a workshop on PICD with 20 attendees; internal and external staff to LRH.
- Overall the LRH 'PICD Champions' have provided education to 150 staff at LRH about PICD.

## PICD EDUCATION

- Kate Jackson has presented twice at WGHG on PICD to a total of 63 attendees at both a medical meetings and a general forum with great responses at both sessions.
- Overall 100 staff members have received information sessions on PICD.

## LRH MEETINGS

- A monthly interdisciplinary Palliative care meeting has PICD as a standing agenda item ensuring feedback. GRPCC Project worker attends meetings and frequent communication with champions.

## WGHG MEETINGS

- Palliative Care working group has PICD as a standing agenda item ensuring feedback.
- GRPCC Project worker attends meetings and frequent communication with champions.

## MEETINGS

- Meetings & communication between both sites has helped to standardise and use key learnings to date.

## ENROLMENT TO DATE

- Significant numbers of patients have been through the PICD process at both LRH and WGHG.

## FEEDBACK

- LRH and WGHG have localised the Southern Health brochures "Care of the Dying Person and the family" and found it an excellent resource to assist with the discussion with families around death and dying.

## FEEDBACK

- WGHG has found that the Residents /registrars from Southern Health that have already used PICD are great advocates for the implementation at regional sites.

## PLANNING FOR PICD 2010

- Planning for the further rollout of the PICD pathway across Gippsland has begun for 2010. Post audit of LRH and WGHG trial sites will commence in January 2010 – with further roll out within their organisations.
- Key findings and reports will follow and inform further implementation of PICD.



# GRPCC Volunteer Conference (Spirituality & Self Care)

## Spirituality and Self Care Weekend for Gippsland Palliative Care Volunteers 14-15 November

WOW!!!!!! That truly expresses how wonderful this weekend was. 45 volunteers from all over Gippsland and six Managers of volunteers all gathered at Coonawarra Farm Resort in Glenaladale in East Gippsland on Saturday morning 14th November.

There is so much more to report about the weekend than space available. A summary of activities follows, but I encourage all readers to go to [www.gha.net.au/grpcc](http://www.gha.net.au/grpcc) to read about our fabulous weekend:



There was an air of excitement as people arrived and registered, and then wandered off for a cuppa and a peek into their show bags that were full of surprises.

Saturday morning started off with a Café Conversation. This is a Health Promoting Palliative Care Program which uses a café setting to open discussions around issues of palliative care, grief, loss and death. There were three questions posed for each group to discuss and report back to the main group. Our guest speaker Dr Heather Tan, Research Fellow, Palliative Care Research Team, Monash University provided the Spirituality-centred questions. Discussion was lively and we all learned a great deal from the exercise, considered a dress rehearsal for running Café Conversations throughout the Gippsland community in 2010.

### Conference speakers included:

- Michael Anderson, psychologist spoke about Mindfulness, a meditation method
- Dr Heather Tan spoke about Spiritual Care palliative clients, carers and volunteers
- Bronwyn Roberts, President of the Laughter Club of Victoria led a very interactive laughing session
- Ani, a Buddhist nun shared insights into the life of a palliative care worker and led us into a relaxing meditation session.

Evaluation feedback sheets were distributed to all participants to assess the success and value of this event for volunteers in

Gippsland. Almost all evaluations had a tick in the box marked "Excellent". Special thanks to the Gippsland Region Palliative Care Consortium for sponsoring this first Gippsland Volunteer Conference. Also special thanks to Kerrie Marriott Manager of Palliative Care Volunteers in Warragul and to Jo Kelly

Manager of Palliative Care at Bass Coast Community Health who gave up their weekend and many more unpaid hours to ensure that all palliative care volunteers had a unique experience in education around spirituality and self care. We all believe that Gippsland palliative care volunteers have

finally been acknowledged as an important member of the palliative care team and it is our hope that this can become an annual event.

Maggie Goss - Regional Volunteer Support, GRPCC

## Volunteer News

I know we have achieved a huge amount in 2009 and feel very proud of how far we have come since we started. Without volunteers and all they bring to palliative care services across Gippsland there would be no holistic palliative care delivered at all.

Volunteers bring to palliative patients and their families the gift of themselves, the gift of their life experience and they bring the gift of community into every home they visit. Every palliative care volunteer gives their heart and soul – that is what I see.

These are some of the stand out achievements for 2009 for Volunteer Programs across Gippsland.

### 1. Palliative Care Volunteer Training

- The New Resource Kit  
Most services have completed the new program, while others have completed several which includes an update for their current volunteer team.

### 2. Ongoing Education for Volunteers

- Memoir Writing Workshop
- Scrap Booking a Memoir
- Café Conversation Workshop
- Bereavement Support Program for Palliative Care Volunteers
- Inaugural Palliative Care Volunteer Weekend on Spirituality & Self Care

Maggie Goss - Regional Volunteer Support, GRPCC

## MND Shared Care Workers - Gippsland

In June we welcomed Toine Bovill and Jane Law to the GRPCC team. Toine and Jane are Motor Neurone Disease (MND) Shared Care Workers for Gippsland and report on their recent activities aimed at enabling patients with MND to "live better for longer"

### Information & Advice

Care and liaison with MND patients in our service including:

- Team meetings
- Family meetings
- Case review

Information on MND to:

- Nursing Homes
- GP's, patient specific
- DNS services, general and patient specific information
- at seminars and conferences

"We are keen to provide support and information to health professionals caring for a patient with MND and encourage our colleagues to consider using this supportive service"

Information re Top Up funding:

- to acute wards
- for patients in the community including:
- one client built a pergola to enable enjoying a bbq with family members in the now shaded backyard;
- another received a plasma television to enhance quality of life

### Networking & Education

- with other local and metropolitan based service providers
- working closely with the Gippsland MND Regional Advisor, Ms Jenny Waites on scheduling client and carer visits with her as a means of introducing palliative care to them
- undertaken education ourselves through MND Vic including an information day on 10th November
- attended the MND conference in Sydney

For further information please contact Toine Bovill and Jane Law - MND Shared Care Workers, GRPCC. Available 8am-4.30pm daily.





# Palliative Care 2009 Conference

## Together! Cultural connections for quality care at the end of life

Combining the 10th Australian Palliative Care Conference and the 8th Asia Pacific Hospice Conference this year provided an unprecedented opportunity for information exchange and collaboration. Over 1200 delegates from 38 countries were welcomed to Perth to the theme 'Together – Cultural connections for quality care at the end of life'.

Prof. Rod Macleod gave the opening keynote address on 'The nature of care – clinical and cultural implications'. He spoke on ways of providing culturally competent communication and suggested aspects of planning and preparation for practitioners.

Well-known grief therapist Ms Liese Groot-Alberts gave an inspiring presentation on spirituality in palliative care posing the question 'Whose task is spiritual care in pal-

liative care, loss and grief?'. She argued that the ability of the health-care professional to stay in the present to recognise the moment is paramount when facilitating questions around spirituality.

The second day of the conference focused on 'Present and Future: Challenges and Opportunities in Palliative Care'. A panel of experienced palliative care and public health specialists explored the questions: 'What needs to happen to make the vision that palliative care is a basic human right a reality in the Asia Pacific region?' (and) 'How do palliative care and public health fit together?' Dr Elizabeth Gwyther from South Africa examined how palliative care impacts prevention and treatment programs, promotes community awareness of health issues and improves individual patient outcomes. Bruce

Rumbold from LaTrobe University described some of the health promoting approaches in palliative care. In her address, Noreen Chan from the National Cancer Centre in Singapore spoke of a framework that supports service delivery and development, resources, community awareness and leadership.

This comprehensive and well-planned conference also offered the opportunity to meet old friends and make new ones. It certainly was in keeping with the theme: Together – to learn, share and celebrate!

Read Mary's full report at [www.gha.net.au/grpcc](http://www.gha.net.au/grpcc) and visit the Conference website at [www.palliativecare.org.au](http://www.palliativecare.org.au)

Mary Ross-Heazlewood - GRPCC Education Officer

## Inaugural Meeting of the Clinical Practice Group

The last newsletter reported on the formation of a specialist GRPCC group. Since then, the inaugural meeting of the Clinical Practice Group has been held. Chaired by Cheryl Bush from Gippsland Lakes Community Health, this group will perform a key advisory role for the Consortium and its member services. Its focus is to develop consistent region wide policies and protocols required for the delivery of quality palliative care services. The group comprises two clinical

representatives from services and one GP from each of the three sub regions of Gippsland.

A number of priority areas were discussed at the first meeting including the need to develop clear referral pathways and criteria for member services and Gippsland-based GPs. A symptom assessment tool was recognised as another important protocol for palliative care services.

Anny Byrne - Project Worker, GRPCC.

### CPG Membership

**GRPCC (Chair):** Cheryl Bush (GLCHS).

**Clinicians:** Maryann Bills (WGHG), Joanne Downey (LCHS), Gail Weate (GLCHS), Jane Menzies (CGHS), Joanne Kelly (BCCHS), Anita Crank (KRHS)

**GPs:** Dr Liz Fitzgerald GP (Central & West Gippsland), Dr Liz Wearne GP (East Gippsland), Dr Bronwyn Williams GP (South Gippsland)

**Specialist:** Dr Jane Fischer (Calvary Health Care Bethlehem)

**Division of GP:** Marg Bogart (Central West Gippsland Division of General Practice)

## GRPCC Organisational Structure

