

THE GOOD DEATH INNOVATION Project



1. About the project

This pilot project is a quality improvement project that aims to upskill the primary health workforce in end-of-life care management, especially focusing on enhancing the role of general practice workforce.

The general practice workforce has been identified as a priority target to improve end-of-life care experience for the vast majority of people who live in the community. This approach is seen as an effective way of meeting our community's needs and expectations, to ensure they experience a good death and dying process. This will also ensure people get the right care in the right place at the right time they want, if they face end-of-life.

The project will focus on developing and delivering a **Continuous Quality Improvement (CQI) package** to support the general practices staff in managing end-of-life care. This process will be carried out by integrating the use of multiple evidence-based approaches (multidisciplinary, holistic, patient-centered, best practice guidelines).

2. Project collaboration

This pilot project is being conducted by North Western Melbourne Primary Health Network (NWMPHN).

[NWMPHN, also known as the Primary Health Network \(PHN\)](#), is an organisation funded by the Australian Commonwealth Government. The role of PHN is to improve the health and well-being of people who live in their region. NWMPHN covers a large region which includes 13 local government areas that sit within the northern and western region of Melbourne. The population of the region is around 1.6 million.

We recognise that the contributions of key stakeholders are critical to the success of this pilot project. As such, we are engaging partners across the region and across the sectors to work together. These include the:

- Community palliative care service providers
- Palliative Care Consortium
- Hospital outreach palliative care service providers
- Residential aged care service providers
- Peak bodies
- Government agencies
- Geriatric service provider



3. Who is funding the project?

This pilot project is part of a larger program funded by the Federal Government Department of Health for NWMPHN in 2018-2020. The program is known as the ['Greater Choice for At Home Palliative Care \(GCfAHPC\)' measure](#).

The aim of the GCfAHPC funding is to enable each PHN to employ two people. Their roles are to support communities and health services to improve end-of-life care, to make accessing palliative care at home easier for patients and families. These health services include the community services, hospital services, palliative services and aged care services.

4. Project plan and period

The main activities of this pilot project are to:

- develop an integrated, evidence-based Continuous Quality Improvement (CQI) package that is clinically useful, relevant and practical to support general practices in managing end-of-life care;
- support general practices staff to implement the CQI package into their practice by providing a tailored approach of staff education and training on the use of the CQI package;
- leverage the existing opportunities or resources such as utilising other funded-projects to explore the use of CQI package with a range of different interdisciplinary end-of-life care activities, such as case conferencing, telehealth and clinical placement visit;
- design a solution that is informed by evidence-based approaches to develop and implement the CQI package which is sustainable, feasible and acceptable, including leveraging the existing funding streams to remunerate stakeholder participation.

The project will commence in October 2019 and will conclude in June 2020.

5. How can I help with the project?

Over the forthcoming months, the project staff will seek assistance, support, guidance, advice and recommendations from the project stakeholders. This is for the project activities that will be carried out in several different stages:

- Identifying GPs and establishing GP reference group(s), from those who have a special interest in end-of-life care or who are experienced in palliative care referrals
- Developing the CQI package, including establishing a working group for content review for publication
- Implementing the CQI package into practice, including supporting staff training and education
- Conducting minor evaluation activities to assess the outcomes achieved

The project staff will make contact with the project stakeholders in the coming weeks or months.

6. For further information or enquiry

Please contact **Dr Cik Lee** or **Jesse Osowicki** via email (end_of_life_program@nwmpnhn.org.au), or by telephone on (03) 9347 1188.

