

Communication, Collaboration and Coordination: The 3 Cs of palliative care in aged care



Saturday 6 May 2023
Moonee Valley Racing Club

About our host

Jacinta Parsons is a broadcaster, writer and public speaker who currently hosts the Afternoon program on ABC Radio Melbourne.

She released her memoir, *Unseen – the secret life of Chronic Illness*, in 2020 and in 2022 released her second book, *A Question of Age: women, ageing and the forever self*.



Event Program

Time	Event	Speakers
8.30-9.00am	Registration	
9.00-9.05am	Event opening	Adjunct Associate Professor Violet Platt, Palliative Care Victoria
9.05-9.20am	Welcome to Country	Uncle Ringo Terrick
9.20-9.25am	Housekeeping	
9.25-9.55am	Keynote address: Advancing palliative care in aged care: Tackling the complexities	Dr Aaron Wong, geriatrician and palliative medicine physician
9.55-10.00am	Introduction of Betty, our patient story	
10.00-10.10am	Best care for older people: Coordination across services	Dr Rebecca Morris, Ambulance Victoria Dr Miki Marginean, Victorian Virtual Emergency Department
10.10-10.20am	Health care decision-making: Capacity, communication, consent	Associate Professor Barbara Hayes, Northern Health
10.20-10.45am	Morning tea	
10.45-11.35am	Panel discussion: Identifying care needs	Bronwyn Arthur Anupama Dahal Dr Helen Dooley Adjunct Professor Barbara Hayes Dr Paul Yates
11.35-11.45am	Navigating palliative care and life-limiting illness: Where to start and where to from there?	Esther McMillan-Drendel, Palliative Care Advice Service
11.45-11.55am	Partnerships in care: How community palliative care supports residential aged care	Dr Chien-Che Lin, Banksia Palliative Care Bronwyn Wilson, MCM Palliative Care
11.55am- 12.45pm	Panel discussion: What are the priorities regarding Betty's care now?	Dr Terence Ahern Scott Clarke Dr Chien-Che Lin Esther McMillan-Drendel Dr Aaron Wong
12.45-1.40pm	Lunch	
1.40-1.50pm	Needs rounds video	
1.50-2.00pm	Enhancing palliative care in Residential Aged Care Facilities	Bronwyn Wilson, MCM Palliative Care Louisa Storer, Fronditha Care
2.00-2.10pm	Early identification of deterioration and the need for palliative care	Bronwyn Arthur, Palliative Aged Care Outcomes Program
2.10-2.50pm	Panel discussion: Challenges and opportunities	Bronwyn Arthur Dr Helen Dooley Wendy Goy Louise Storer Bronwyn Wilson
2.50-3.00pm	Wrap up and close	

Meet our speakers



Adjunct Associate Professor Violet Platt is CEO of Palliative Care Victoria, with adjunct academic positions at Edith Cowan University and Notre Dame University, Western Australia. Violet has over 30 years of experience in cancer and palliative care nursing, across the UK, Isle of Man and Australia.

From 2006 to 2020, she led the WA Cancer & Palliative Care Network, influencing state and national programs. In 2016 she was presented with a Lifetime Achievement Award in recognition of her contribution to the cancer and palliative care sectors. She continues to advocate for palliative care excellence which is truly person-centred and equitable.



Dr Aaron Wong is a geriatrician and palliative medicine physician with appointments at Royal Melbourne Hospital, Peter MacCallum Cancer Centre and Austin Health. He is also the Medical Lead for the RMH Residential InReach Service, RAPID Assist Palliative Care Service and the Austin Palliative Care Outpatient Service.

Aaron is passionate about holistic compassionate care of older people and optimising quality of life across the continuum of illness. His interests include improving the quality of palliative care in aged care, and interdisciplinary education. He has led several collaborative geriatric palliative care quality improvement projects. Aaron has a broad skillset and expertise across many areas of geriatric and palliative medicine, with particular interest in dementia, delirium, frailty, polypharmacy and quality use of medicines, multimorbidity, supportive care in advanced illness, cancer pain, symptom management and end-of-life care.



Dr Rebecca Morris is the Lead for Older Person Care Connect, including the Residential Aged Care Enhanced Response (RACER) pathway at Ambulance Victoria. RACER is an alternative care pathway that aims to better meet patients' needs. Rebecca has over 20 years of clinical experience with older people as a physiotherapist in acute hospitals and residential aged care facilities. She completed a Master of Health and Human Services Management degree, and a PhD focused on falls prevention. She has coordinated research projects related to falls, fractures, and frailty from an allied health perspective, resulting in several peer-reviewed publications.



Dr Miki Marginean is a senior emergency physician and the Lead for Palliative Care in the Victorian Virtual Emergency Department at the Northern Hospital. She has an avid interest in aged care and is trying to make a difference in the management of geriatric patients in the challenging environment of the emergency department. This interest is also based on personal reasons: she looked after her father who suffered of a terminal illness and was disabled in the last years of life. She worked many years in rural Victoria and Queensland and understands the difficulties people have accessing health services.



Associate Professor Barbara Hayes is the Clinical Lead for Advance Care Planning at Northern Health. She has worked in palliative medicine for many years. Barbara has an interest in ethics and law related to end-of-life decision-making and was involved in developing the hospital and residential aged goals of care forms. As chair of the working group for the Department of Health, she was also involved in developing resources for people who lack capacity to undertake advance care planning.



Bronwyn Arthur is a registered nurse who has worked primarily in specialist palliative care, acute aged care, and residential aged care settings. Her roles have included clinical nurse and medical education, training, mentorship, leadership and advance practice nurse consultancy. She has a deep interest in innovation in aged care. Central to her passion has been the care of people living with advanced dementia and high-risk behaviours at the end of their lives. She holds a master's degree in palliative care in aged care and is an Improvement Facilitator for the Palliative Aged Care Outcomes Program (PACOP).



Anupama Dahal is from Kathmandu, Nepal, and came to Australia in 2008 to complete further nursing education. Anu graduated from University of Southern Queensland and is currently completing a Master of Nursing at Victoria University. She has been in the health care industry for 17 years, including several years in a cardiac hospital in Nepal. With over 10 years' experience as a care manager at Hope Aged Care, she has a passion for providing compassionate and quality care. As a facility manager, Anu loves working with her team, and always values the importance of residents' care.



Dr Helen Dooley is a general practitioner who did her undergraduate medical degree in Tasmania and trained in ACT and Victorian hospitals. She then trained in general practice and settled in the inner west of Melbourne. Her practice includes women's health, family medicine, chronic disease, mental health, preventive medicine and aged care and palliative care. She attends several residential aged care facilities weekly and liaises with specialist palliative care services and hospital immediate response teams in managing palliative residents. Dr Helen Dooley enjoys teaching medical students and supervising general practice registrars in her practice.



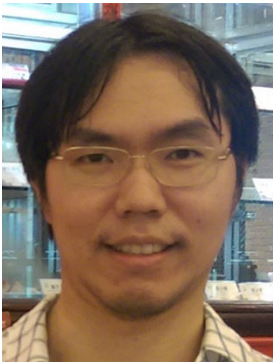
Dr Paul Yates is a geriatrician with Austin Health, Deputy Director of Aged Care Research and Medical Lead for the Residential InReach Program. His clinical and research interests include care of older people at the interface between hospital and community (including residential aged care), advance care planning and dementia. He has also contributed to educational and training materials including for Advance Care Planning Australia and Dementia Australia.



Not one to back down from a challenge, **Esther McMillan-Drendel** embarked on establishing the Victorian Palliative Care Advice Service in 2020, the first of its kind, which she continues to lead in Victoria. She is a registered nurse and for the past decade has worked in senior positions across Australia in palliative care, intensive care, and forensic medicine. Esther's aim is to create equitable access to specialist health care for all, through innovation and removing barriers.



Bronwyn Wilson is a social worker who has worked at Melbourne City Mission Palliative Care for over 7 years. Bronwyn works in the dedicated Aged Care Team, which comprises clinical nurse consultants and social workers. The team who provides specialist palliative care support for residents, staff and families in residential aged care.



Dr Chien-Che Lin is a palliative medicine specialist consultant at several hospitals and community palliative care services in Victoria, including Banksia Palliative Care Service. He also works as a general practitioner. Committing to support people with progressive, incurable disease to live as well as possible with the burden of diseases and dying, he has continuously dedicated clinical and administrative commitments to improve care in community settings. He is involved in teaching and supervision of medical students and medical specialist trainees, aiming to inspire a practice culture of academic excellence and human compassion across all clinical settings.



Dr Terence Ahern is a general practitioner based in metropolitan Melbourne. He has extensive experience across multiple health sectors. He has been AMA Victorian GP Section Chair and a committee member of the AMA Federal Council of GPs. Terence was active in improving the hospital-GP-community interface and improving health care for older people, carers and the financially and socially disadvantaged. In 2018, he received an OAM. He is currently the principal doctor of Myhealth Brunswick, and works part time with asylum seekers at Cabrini Hub in Brunswick.



Scott Clarke began his health career over 20 years ago as a registered nurse at the Northern Hospital in Epping. He gained a postgraduate qualification in critical care specialising in emergency nursing and later became an associate nurse unit manager. In 2008 he joined Ambulance Victoria as a paramedic and later joined their triage services. This division undertakes a secondary triage assessment on over 320,000 triple-zero callers annually and successfully diverts more than half away from an emergency ambulance response. Scott is passionate about providing clinical excellence and believes that every patient should be treated with the same level of care, compassion, and respect that you would expect your own family member to receive.



Louisa Storer has worked in residential aged care as a registered nurse and clinical care coordinator for the past 10 years. Before this she worked as an RN in haematology. She wants to improve the way that her organisation plans for palliative care to create better outcomes for residents and their families, and to ease the confusion and stress that staff often experience when talking about dying.



Tobin Brothers Funerals is a well-known family-owned business, serving the people of Melbourne at their time of need since 1934. **Wendy Goy** is the Training and Human Resources Manager for the company, a role she has held for over 20 years. Her work includes providing support and training to staff to ensure that they are knowledgeable, equipped and able to provide the excellence in service and care that characterise the business.

Acknowledgements

The North and West Metropolitan Region Palliative Care Consortium and North Western Melbourne Primary Health Network would like to acknowledge the contribution and support of everyone involved in the development of this event.

We would like to thank the presenters, panel members and exhibitors who have volunteered their time and expertise to make this engaging and informative day possible.

We would also like to thank Violet Platt and Jacinta Parsons for opening and moderating the event, and acknowledge PACOP for use of the image for Betty's story.

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