

Palliative Care Connect

*Supporting understanding and uptake of the
End-of-Life Pathway*



Government of South Australia

SA Health



I would like to acknowledge the traditional owners of the land on which we meet today and pay my respects to their Elders past and present and extend that respect to other Aboriginal and Torres Strait Islander people who are present today.



The End-of-Life Pathway

A pathway for rapid, short-term care at home at end of life



Home care

Supports care at home at end of life

Rapid access

Short term, responsive access

Funding

Up to \$25,000 in funding

Context

Sits within a complex aged care system

Requires eligibility, referral and provider selection

Applying the pathway in practice



Understanding eligibility and access



Identifying and engaging providers



Clarifying what services can be delivered



Aligning expectations with care needs & capability



Transitioning from approval to care



Emerging patterns and unmet need

Consumer experience

- Uncertainty following prognosis discussions
- Misunderstanding of provider capability

System complexity

- Uncertainty across primary, hospital and aged care
- Limited visibility of providers and capacity

Service need

- Support to understand pathways, access and eligibility



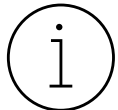
PCC Statewide Navigation Service



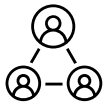
Call (free, no referral) **Weekdays | 8:30am-4pm**



Navigator (nurse or social worker) identifies needs



Receive tailored information and support options



Connect individuals with services across systems



Work alongside the GP or care team

Access information anytime
www.palliativecareconnect.com.au

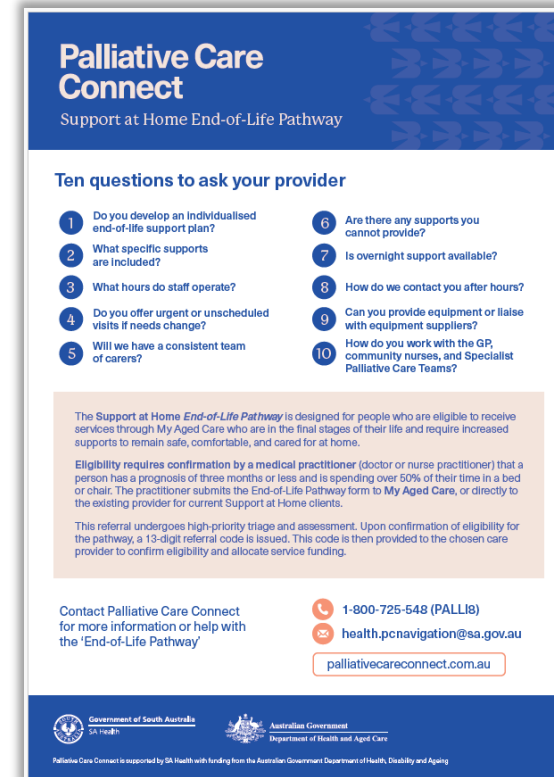
Supporting understanding and uptake

Resources and capability

- > Fact sheet to support understanding
- > Provided information sessions
- > Hosted 4 webinars
 - 126 providers and 34 consumers attended

Impact on practice

- > Improved provider confidence in applying the pathway
- > Supported navigation in complex cases



Case example: navigation

Situation

- Hospital sought guidance for discharge
- No palliative care involvement
- Approved for the End-of-Life Pathway
- Family unsure what was possible at home

Navigator role

- Clarified available services
- Confirmed providers, costs and timing
- Supported discussions on care needs
- Supported hospital team to progress discharge planning

Navigating uncertainty in care planning

Case example: outcome

System

- Palliative care referral initiated

Decision

- Family understood limits of support
- Planned discharge home with shared understanding

Care

- Care aligned with needs and capacity

Patient died comfortably at home within a week

Challenges in applying the pathway

Limited visibility

- > No public data on providers delivering the pathway
- > Variable and non-transparent provider capacity

Provider uncertainty

- > Providers uncertain about role and capability

Navigator insight

- > Navigators identified ~9 providers across SA
- > Navigator relationships enable real-time system insight

Navigators have seen the pathway activated quickly
in practice, with clear benefit



Key insights and implications

-  Pathway enables rapid access to care
-  System challenges persist in practice
-  Consumers and providers need support to navigate
-  Navigation supports informed decisions
-  Model has national relevance for aged care reform



Palliative Care Connect

1800 PALLI8 (1800 725 548)

Available Monday to Friday from 8:30am to 4:00pm

palliativecareconnect.com.au

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