End of Life Care Champions Program

Acknowledgement

We acknowledge the Traditional Owners of the lands and waters of Australia and the Torres Strait. We respect all Aboriginal and Torres Strait Islander peoples—their customs and their beliefs. We also pay our respects to Elders past and present.

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The purple tree is courtesy of, and is based upon the work of, Sunshine Coast Hospital and Health Service, Queensland, Australia

Aim

The aim of this program is to improve the quality of end of life care in the ACT through developing advanced end of life skills and supporting peer mentoring of these skills in clinical areas by End of Life Care Champions.

The End of Life Champions program is intended to build on the recommended training for staff working in end of life care. The Program involves participants undertaking a series of advanced modules in the delivery of end of life care relative to their discipline. The modules provide opportunity to learn and implement the practical application of end of life care.

The Program incorporates the knowledge and skills that a champion will need to provide quality end of life care as well as support their team members in the delivery of such care. It is based on best practice evidence in end of life care. In addition, feedback was also included from a 2019 staff survey on end of life care from a Canberra Health Services and National Capital Private Hospital.

Who can be an End of Life Care Champion?

The End of Life Care Champion Program is for staff who would like to gain advanced skills in the delivery of end of life care relevant to their discipline.

Staff who are interested in this program will be committed to promoting quality end of life care in their work area.

End of Life Care Champion modules can be completed by nursing, medical or allied health professionals within any ACT health setting i.e. a staff member from Calvary Public Hospital Bruce or Canberra Hospital.

Learning pathways

Participants need to complete all modules for their relevant discipline to be recognised as an End of Life Care Champion. Participants may also complete individual modules for their own interest.

Participants may also receive credit towards graduate studies with tertiary centres on completion of the End of Life Care Champion Program.

Key Principles

- This program is available to staff in any health setting in the ACT. While initially this program is focused on the acute setting, it will be expanded to include community-based settings.
- The program will utilise readily available resources and build on these with local modules where necessary.
- The End of life Care Champions program will be co-planned and delivered with consumers
- All future sessions that are developed will be peer reviewed by two members of the End of Life and Palliative Care Education working group to ensure training meets the target audience's needs.
- The Program will be evaluated by an internal reviewer in 12 months and 3 years (see 'Evaluation' section).

To fulfil the program requirements, participants will need to complete all required modules, and in addition the elective modules for their discipline.

Pre-requisite learning

Prior to commencing the End of Life Care Champion Program participants must have completed all recommended End of Life Education modules for their discipline. (Attachment A)

Time Commitment

The time commitment to complete the End of Life Champions program is approximately 55 hours excluding the time to undertake an end of life care project in the area where you work. Participants may complete modules in any order if the pre-requisites are met.

The Program of Experience in the Palliative Approach (PEPA) project that is required to be completed as part of this Program is to be determined by the participant along with their line manager. Projects can range from organising a staff in-service to developing a quality improvement project in the work area. A list of all projects underway will be maintained by the Senior Manager, Territory wide End of Life and Palliative Care and will be made available across the ACT.

As with all education available in the workplace, manager approval is required on Capabiliti before completion of any module.

Support for staff undertaking the End of Life Champions Program

A monthly online forum will be established for participants to join in and ask any questions / share their Program journey and discuss projects which they might seek guidance.

Staff Recognition

Staff who complete the End of Life Champion program are a valued asset within the ACT. To acknowledge the training and commitment undertaken in this area, participants who complete the Program will receive a pin to wear on their uniform/clothing that identifies them as an End of Life Champion.

Participants may be able to apply for Recognition of Prior Learning credits at their chosen education centre.

Program outline: Required Modules

Skills and knowledge	Source	Pre-requisite Competency	Learning Outcomes	Time of year
Translation of knowledge into practice*	PEPA Clinical (3 days) Areas to choose from include » inpatient, » community, » outpatient clinic, » aged care team and » renal supportive care clinic » paediatric	Must have completed End of Life Essentials online course Must have attended Palliative Approach Workshop On completion of PEPA must have implemented and evaluated an end of life care related project into at least one area of CHS	» Describe the territory wide palliative care services and resources available to support patients with palliative needs and their families » Identify the linkages between generalists and specialist palliative care providers within ACT and surrounds » Describe the scope of, and benefits of timely and appropriate access to, palliative care services; » identify the needs of individuals with a life-limiting illness and including physical, psychosocial and spiritual and the roles of the multi-discipline team » Describe the principles of palliative care; » Demonstrate skills and confidence to work with people with palliative care needs and recognise their role in palliative care provision » Execute a project using the principles of palliative care in the work setting	Each Quarter

Skills and knowledge	Source	Pre-requisite Competency	Learning Outcomes	Time of year
Palliative approach workshop	Face to face training (1 day)	Must have completed End of Life Essentials online course	» Explain the principles of communication at end of life » Apply the principles of communication with patients, family and carers about End of Life and Imminent death » Understand and demonstrate shared decision making » Recognise when a patient is at end of Life » Demonstrate how to undertake end of life screening » Recognize imminent death » Describe the principles of comfort care planning » Demonstrate the use of comfort care and end of life tools	Each Quarter
Holistic comfort care at end of life Part 1	Comfort Care Support at End of Life train the trainer (Face to face 2 hours)	No pre-requisites	» Describe holistic comfort care » Describe how to access Comfort Care at End of life items » Demonstrate use of comfort care at end of life items » Apply principles of introducing comfort care items to patients and families	Each quarter

Skills and knowledge	Source	Pre-requisite Competency	Learning Outcomes	Time of year
Holistic comfort care at end of life Part 2	Spiritual care of people at end of life Face to face (2 hour)	No pre-requisites	» Describe the principles of spiritual care at end of life » Identify ways in which spiritual care at end of life can be implemented	3rd Quarter
Cultural Safety at end of life	Face to face training (1 day)	Must have completed; » End of Life Essentials online course » Working with Aboriginal and Torres Strait Islander Patients and Clients (eLearning) » Diversity Training Day and working with interpreters (eLearning or face to face programs)	» Describe principles of understanding death and dying from a cultural perspective » Demonstrate culturally safe responses to a patient / family/ carer at end of life » Describe principles of understanding death and dying from a cultural perspective » Demonstrate culturally safe responses to a patient / family/ carer at end of life » Identify one's own culture, values and beliefs » State two reasons why health care professionals need to be culturally aware » Analyse prejudices and bias that may influence the way you interact with staff and consumers » Describe the importance of cross-cultural communication » Identify when an interpreter is needed » Follow the steps to access an interpreter » Describes how to work effectively with an interpreter	1st and 3rd Quarter

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Skills and knowledge	Source	Pre-requisite Competency	Learning Outcomes	Time of year
Peer mentoring in end of life care	Face to face (1/2 day) PEPA mentoring workshop	Must have completed End of Life Essentials online course and PEPA program	» Identify the principles of peer mentoring » Identify challenges that can present in a peer mentoring relationship » Describe ways to address challenges of peer mentoring in end of life care. » Practice peer mentoring on end of life care	2nd and 4th Quarter
Moral distress and burnout in caring at end of life	Face to face (2 hours)	Must have completed End of Life Essentials online course	» Explain Self-care, self-compassion, resilience » Identify factors that can cause trauma to staff when caring for people at end of life » Identify factors that can reduce traumatic impact of caring for people at end of life » Develop a self care plan	1st and 3rd Quarter

Elective Modules

The End of Life Care Champion program requires the completion of the below elective modules alongside of the required modules outlined above:

Registered Nursing staff

· Bereavement Care

· Responding to patient concerns – Nursing/ Medical

· at least one additional elective.

Paediatric Nursing Staff

· Paediatric workshop

· Responding to patient concerns – paediatrics

· Bereavement care – paediatrics

Social Work and Psychology

· Bereavement Care

· Bereavement Care for Social Work and Psychology

· Responding to patient concerns – Allied Health

· At least one additional elective.

Allied Health (non-social work / psychology)

· Bereavement Care

· Journal review of 3 articles related to end of life care in chosen discipline

· At least one additional elective.

Medical Officers

· Bereavement Care

· Responding to patient concerns – Nursing/ Medical

· at least one additional elective

All Elective Modules

Skills and knowledge	Source	Pre-requisite Competency	Learning Outcomes	Time of year
Responding to patient concerns – Nursing/ Medical*	Face to face training (3 hours)	Must have completed End of Life Essentials online course	» Undertaking a palliative care assessment using PCOC tools » Identify effective non-pharmacological interventions at end of life » Identify effective pharmacological interventions » Demonstrate use of anticipatory medications » Understand the use of Medication Standing Orders in palliative care	2nd and 3rd quarter
Responding to patient concerns – Allied Health	Face to face training (3 hours)	Must have completed End of Life Essentials online course	» Principles in psychosocial care within palliative context » Recognising psychosocial distress and distinguishing normal distress from that requiring formal intervention » Assessment and screening » Evidence based intervention for common psychosocial presentations among palliative care patients and their families » Preventative interventions for psychosocial wellbeing	3rd and 4th quarter

Skills and knowledge	Source	Pre-requisite Competency	Learning Outcomes	Time of year
Bereavement Care	Face to face (1 hr)	No pre-requisites	» Identify the principles of bereavement care. » Describe grief and complex grief » Identify services and resources to support family/friends when a person has just died. » Demonstrate talking with a family member of a patient post death	1st quarter
Bereavement care for Social work and Psychology	Face to face (3 hours)	Bereavement Care module	» Demonstrate how to undertake a bereavement assessment » Demonstrate evidence-based responses to grief and complex grief.	4th Quarter 2021
Renal Supportive Care	Online (2 hours)	Must have completed End of Life Essentials program	» Describe the principles of Renal Supportive Care » Demonstrate how to undertake a symptom assessment » Describe evidence-based approaches to symptom management » Describe the role of Renal Supportive Care Clinics	2nd quarter

Skills and knowledge	Source	Pre-requisite Competency	Learning Outcomes	Time of year
Medication Standing Orders for Palliative Care	Workbook and competency sign off (1/2 hour)	'Responding to patient concerns'	» Identify medications on MSOs in palliative care » Identify how to recognise when a patient requires a medication on an MSO in palliative care » Describe the criteria for the use of medications under an MSO in palliative care » Describe how to deliver medications under MSOs	1st and 4th quarter
Advance Care Planning Facilitator Training	Face to face (1 day) or two afternoon sessions Required by nurses in AMC	Advance Care Planning training online	» Gain a sound understanding of the legalities of ACP, local documents and why ACP is important » Identify opportunities in routine practice when ACP discussions are indicated » Practice ACP discussions and document completion to gain confidence initiating discussions. » Access ongoing support, mentorship and networking opportunities in the workplace to champion ACP	Each quarter
Paediatric Palliative Care Special Workshop	Face to face (1 day)	QUOKKA training (see Ashka Jolly)	» TBA Special topic relating to paediatric palliative care	Annually TBC

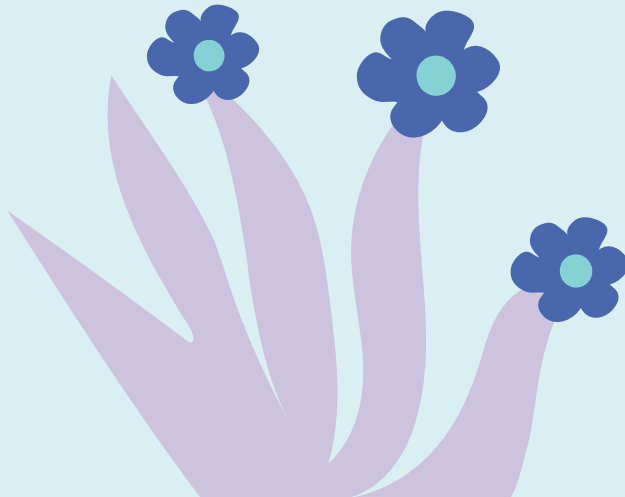| Skills and knowledge	Source	Pre-requisite Competency	Learning Outcomes	Time of year
End of Life and Palliative Care in the Justice Health Setting (inc WNACHS staff)	Face to face (3 hours)	End of Life Essentials Program	» Identify challenges in end of life care in a custodial setting » Discuss how to address challenges in end of life care in a custodial setting » Explain the end of life care pathway for people detained in AMC and where to find guidelines on end of life care » Demonstrate how to screen for a person at end of life » Demonstrate how to undertake a bereavement screen » Identify support services available both in AMC and in the community for detainees in AMC who are at end of life	2nd quarter
End of Life and Palliative Care in the Community based Setting	Face to face (3 hours)	Must have completed End of Life Essentials Program	» Identify challenges in end of life care in a community or home setting » Discuss how to address challenges in end of life care in a home setting for the patient and family/carer » Explain the principles of end of life care in the home setting » Demonstrate how to screen for a person at end of life » Demonstrate how to undertake a bereavement screen » Identify support services available for people who are having end of life care at home.	4th Quarter

Skills and knowledge	Source	Pre-requisite Competency	Learning Outcomes	Time of year
Journal review Special topic relating to Allied Health professions (not social work and psychology)	Journal review of 3 articles related to end of life care in chosen discipline and report of recommendations for practice To be peer reviewed by manager and sent to Territory Wide Palliative Care Project Manager	No pre-requisite	» Identify an area of need in end of life care for your discipline. » Analyse the approaches to the area of need in articles read » Identify how this understanding can be applied in your area	Each quarter
Caring@home Modules Module 1: Introducing the caring@home resources and their benefits Module 2A: Conducting the one-on-one training session Module 2B: Conducting the one-on-one training session	Online (20 min per module)	Nil	» Explain principles that underpin the caring@home resource » Identify how caring@home resources can benefit patients and carers » Explain how the resources can be used to teach carers to help manage breakthrough symptoms safely using subcutaneous medicines	Anytime

Evaluation

The end of life Champions Program will be evaluated at two time periods. Each module will incorporate a pre and post session evaluation.

An evaluation of the End of Life Champions program will occur at 12 months and in three years after the program has been rolled out.