A Guide to Palliative Care Education Resources

Specialist Palliative Care in Aged Care (SPACE) Project

Improvement | Transparency | Patient Safety | Clinician Leadership | Innovation

Queensland Government

A Guide to Palliative Care Education Resources: Specialist Palliative Care in Aged Care (SPACE) Project

Published by the State of Queensland (Queensland Health), May 2021

For more information contact:
Specialist Palliative Care in Aged Care (SPACE) Project, Healthcare Improvement Unit, Clinical Excellence Queensland, Department of Health, GPO Box 48, Brisbane QLD 4001, email SPACE@health.qld.gov.au.

Disclaimer:

The content presented in this publication is distributed by the Queensland Government as an information source only. The State of Queensland makes no statements, representations or warranties about the accuracy, completeness or reliability of any information contained in this publication. The State of Queensland disclaims all responsibility and all liability (including without limitation for liability in negligence for all expenses, losses, damages and costs you might incur as a result of the information being inaccurate or incomplete in any way, and for any reason reliance was placed on such information.

TABLE OF CONTENTS:

Introduction

The proportion of older Australians dying in Residential Aged Care (RAC) is increasing as is the complexity of their care[1,2]. Literature shows that specialist palliative care involvement in RAC leads to improved symptom management, reduced hospital admissions and more in-facility deaths[3-4]. Yet specialist palliative care has not been a standardised component of service delivery in the RAC setting. The Specialist Palliative Care in Aged Care (SPACE) project has received matched commonwealth and state funding to improve access to specialist palliative care in RAC.

This Guide to Palliative Care Education Resources has been developed from a suite of work undertaken by the SPACE project's Education Working Group. The Education Working Group comprised of professional clinicians, consumers, and content experts from across Queensland.

The guide includes:

- resources that can be used to assess RAC staff knowledge and confidence in relation to palliative care;
- tips to consider when deciding on how to deliver education; and
- a list of currently available palliative care education resources that may guide SPACE project teams in their education planning.

This guide will support the Queensland SPACE project teams to develop an education plan and to facilitate the delivery of palliative care education in RAC settings. It is not intended as standalone resource for RAC providers.
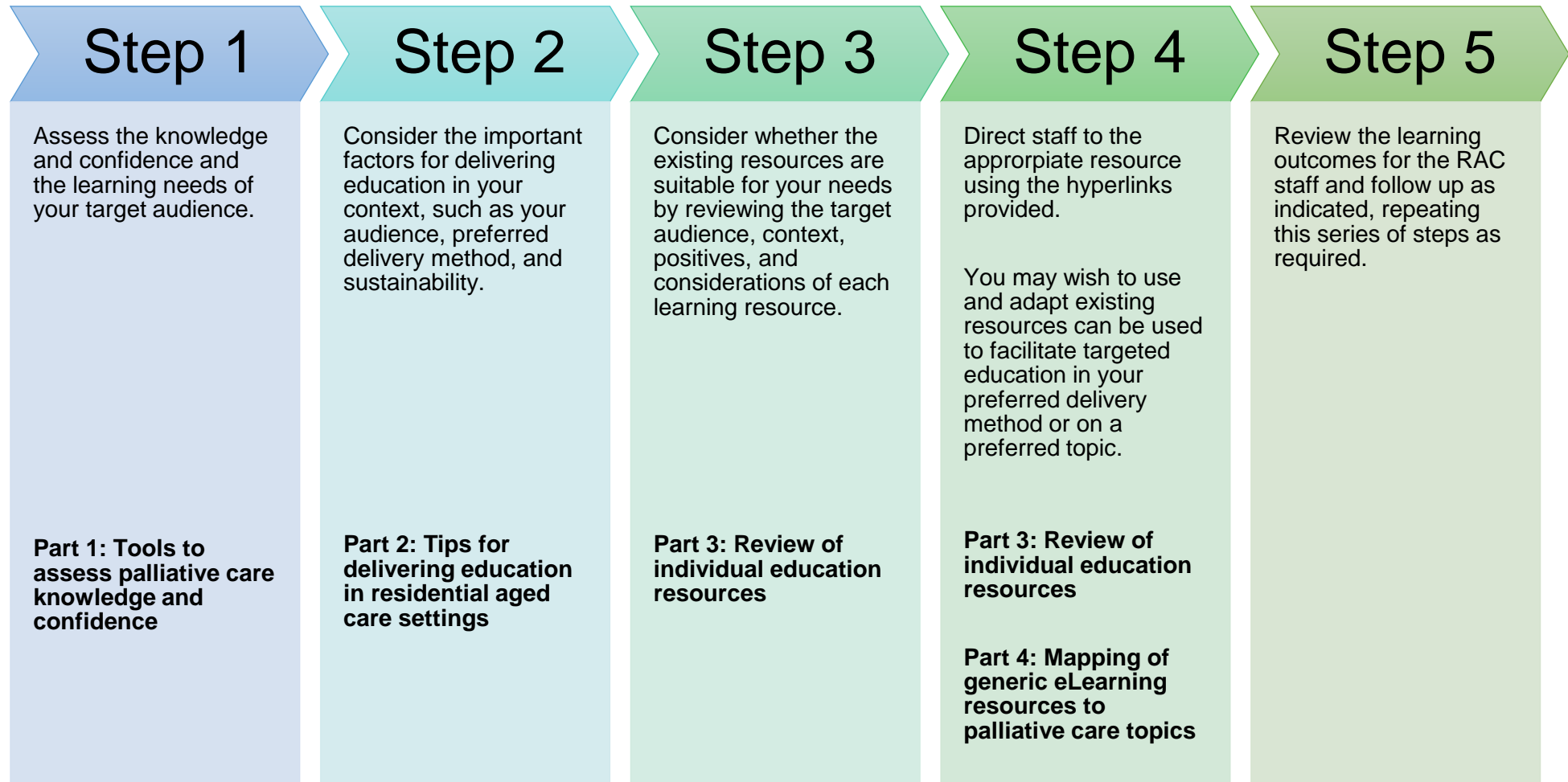
Please note: this guide includes hyperlinks to online resources and is designed to be accessed electronically.

Definitions

Term	Definition
Advance care planning	The process of planning for future health and personal care, whereby the person's values, beliefs and preferences are made known so they guide decision-making at a future time when that person cannot make or communicate their decisions.[5] Queensland Advance Care Planning forms include the Advance Health Directive (AHD), Statement of Choices, Enduring Power of Attorney (EPOA) (Short and Long), EPOA revocation, and AHD revocation.
End-of-life care	Care needed for people who are likely to die in the next 12 months due to progressive, advanced or incurable illness, frailty or old age. Many experience rapid changes and fluctuations in their condition and require support from health services, family and carers.[6]
Palliative care	An approach that improves the quality of life of patients, their carer/s and family members facing problems associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual.[6] *Specialist palliative care* is provided by a professional palliative care team or service with recognised qualifications or accredited training in palliative care, providing consultation services to support, advise, educate and mentor specialist and non-specialist teams to provide end-of-life and palliative care and/or to provide direct care to people with complex palliative care needs.[6] *Generalist palliative care* is provided as part of standard clinical practice by any healthcare professional who is not part of a specialist palliative care team. In the community, this includes general practice teams, allied health teams, and RAC staff. Providers of generalist palliative care have defined links with specialist palliative care teams for support and advice, or in order to refer people with complex needs.[7]

Term	Definition
Residential aged care	Residential aged care (RAC) is for senior Australians who can no longer live in their own home. It includes accommodation and personal care 24 hours a day, as well as access to nursing and general health care services.[8] The following types of RAC in Queensland are in scope for the SPACE project: • Commonwealth Government-subsidised RAC facilities (both public and private) accredited through the Aged Care Quality and Safety Commission • Queensland Health Multi-Purpose Health Services • National Aboriginal and Torres Strait Islander Aged Care Programs
Substitute decision-maker	A substitute decision-maker is a general term used to describe a person who has legal power to make decisions on behalf of an adult when that adult is no longer able to make their own decisions.[9]
To palliate	To make a disease or its symptoms less severe without removing the cause.[6]
Unregulated health care workers	Unregulated health care workers are support the delivery of nursing care by assisting with non-complex personal care and activities of daily living. There is no consistent national qualification for unregulated health care workers in Australia; therefore, their scope of practice is largely dependent on individual health services and training completed.[10]

How to use this guide:

Step 1	Step 2	Step 3	Step 4	Step 5
Assess the knowledge and confidence and the learning needs of your target audience.	Consider the important factors for delivering education in your context, such as your audience, preferred delivery method, and sustainability.	Consider whether the existing resources are suitable for your needs by reviewing the target audience, context, positives, and considerations of each learning resource.	Direct staff to the approrpiate resource using the hyperlinks provided. You may wish to use and adapt existing resources can be used to facilitate targeted education in your preferred delivery method or on a preferred topic.	Review the learning outcomes for the RAC staff and follow up as indicated, repeating this series of steps as required.
Part 1: Tools to assess palliative care knowledge and confidence	**Part 2: Tips for delivering education in residential aged care settings**	**Part 3: Review of individual education resources**	**Part 3: Review of individual education resources** **Part 4: Mapping of generic eLearning resources to palliative care topics**	

Part 1: Tools to assess palliative care knowledge and confidence

Tool	Target Audience	Overview	Positives	Considerations	Resources Required
End of life Directions for Aged Care (ELDAC) Personal Learning Assessment	Most suitable for: ✓ Medical staff ✓ Nursing staff ✓ Unregulated health care workers ✓ Allied Health staff	**Purpose:** To assist in identifying learning and development needs and to give an indication of the priority learning areas **Section 1: Knowledge of Palliative Care and Advance Care Planning** This section of the tool asks the user to rate their knowledge on a three-point scale: 1. I don't know anything about this topic 2. I could learn more about this topic 3. I am happy with what I know about this topic **Section 2: Skills and Confidence in Palliative Care and Advance Care Planning** This section of the tool asks the user to rate their skills and confidence on a three-point scale: 1. I do not feel confident 2. I feel somewhat confident 3. I feel very confident	• Allows for standardised measurements – useful for comparing between facilities or pre and post education intervention • Concise • Covers all relevant topics • Assesses both knowledge and skills • Well set out and clear • Works best when used in a suite with the ELDAC Organisational Audit	• Questions and statements may be open to personal interpretation • Self-reported results - participants assessment of their palliative knowledge may be incorrect or incomplete • Mapping improvements over time - static document that does not automatically or graphically show improvements in knowledge and skill • Works best when used in a suite with the ELDAC Organisational Audit • Works best when questionnaires are completed in a facilitated context	• Computer and internet access • Takes approximately 10mins to complete • Time to review results and identify gaps in knowledge

Tool	Target Audience	Overview	Positives	Considerations	Resources Required
End of life Directions for Aged Care (ELDAC) Organisational Audit	Most suitable for: ✓ RAC management ✓ Senior RAC nursing staff	**Purpose:** Provides a snapshot of an organisations' structural commitment to quality palliative care and advance care planning. The four areas of interest in this audit are: 1. Clinical Care 2. Education and Workforce Development 3. Policies and procedures 4. Information Systems	• Useful service planning tool/quality activity tool • Works in well with the Aged care and Palliative Care Standards • Can be completed annually as an accreditation document • Time efficient to complete accurately • May be a good exercise for registered nurses to learn more about organisational procedures	• In terms of education planning, this resource has limited application as tool to assess individuals palliative care knowledge and confidence • Limited relatability to Health Care Assistants • Ideally would be completed as a group with several key stakeholders who are aware of the four areas of interest	• Computer and internet access • Takes approximately 30mins to complete • Time to review results and identify priority areas to address
The Palliative Approach for Nursing Assistants (PANA) Questionnaire	Most suitable for: ✓ Unregulated health care workers	Three questionnaires designed, developed and validated specifically for nursing assistants in RAC facilities: 1. PANA Knowledge Questionnaire (17 items) 2. PANA Skills Questionnaire (13 items) 3. PANA Attitude Questionnaire (10 items) Questionnaires can be used together or separately for the purpose of evaluating nursing	• Designed, developed, and validated for nursing assistants • Questionnaires can be used as a suite or separately • Assesses knowledge, skills, and attitudes to a palliative approach of care • Clear and easy to use • Results would provide a clear foundation from which to plan education program/delivery • Contemporary and developed in Australia	• Lengthy if all three questionnaires used • Collating, scoring, and analysing results may be time consuming if used for multiple staff • Assumed knowledge for respondents (e.g. understanding of the term "palliative approach") thus may require some education before skills or attitude questionnaires can be administered	• Access to printed copies • Takes approximately 5mins per questionnaire to complete (i.e. ~15mins total) • Time to score and review results, and identify priority learning areas

Tool	Target Audience	Overview	Positives	Considerations	Resources Required
		assistant's knowledge, skills, and attitudes within a palliative approach in RAC.			
The Palliative Care Knowledge Test (PCKT)	Most suitable for: ✓ Medical staff ✓ Nursing staff	A questionnaire that evaluates the basic knowledge about palliative care Self-administered test comprising 20 'true', 'false' or 'I don't know' items Tool was designed based on five domains, including: • Philosophy • Pain • Dyspnoea • Psychiatric disorders • Gastrointestinal disorders	• Validated tool • Cross cultural validation • Simple and easy to use • Useful to identify the level of palliative care knowledge that can be used to develop and inform education programs • Addresses specific objective knowledge rather than subjective reports of knowledge	• Not specifically designed for RAC • May not be suitable for Nursing Assistants	• Access to printed copies – a printable version is available via the SPACE COP Teams site or by emailing SPACE@health.qld.gov.au • Takes approximately 20mins to complete • Time to score and review results and identify priority learning needs
Focus Groups / Interviews Individually designed questionnaire, interview guide, or discussion guide	Most suitable for: ✓ Medical staff ✓ Nursing staff ✓ Unregulated health care workers ✓ Allied Health staff ✓ Family/volunteers	Individually designed questionnaire, interview guide or discussion guide that is delivered face-to-face or virtually. This may be conducted one-on-one or in a focus group.	• Individualised for need and target audience • May provide more detailed rich answers • Including scenarios and vignettes could elicit conversation that may help determine educational needs	• Time consuming for the interviewee and interviewer • Resource intensive • May not be representative (e.g. be dominated by a few participants)	• Time and knowledge to design and prepare questionnaire/ guide, carry out discussions, identify themes, and identify priority areas to address • Interviewer who is familiar with the topic and aims of

Tool	Target Audience	Overview	Positives	Considerations	Resources Required
					the questionnaire/ guide, who can act as a facilitator
					• Ability to record discussion for future analysis
					• Physical space for a face-to-face delivery method or equipment for virtual delivery method
					• Focus group requires time and ability to recruit and schedule appropriate participants from the target audience

Part 2: Tips for providing palliative care education in residential aged care settings

RAC has unique factors that should be considered when facilitating knowledge and skills development and providing palliative care education into this sector

- RAC is a significant provider of palliative and end-of-life care, with 35% of all Australian deaths occurring in this healthcare setting[1,2]
- 84% of the RAC workforce is made up of an unregulated workforce with no mandated qualifications[3]
- Registered nurses make up 8% of the aged care work workforce[3]
- Many RAC providers are constrained in terms of resources and may have a high staff turnover.

Some other important considerations when developing an education plan may include:

Delivery method

- Research shows unregulated health care workers don't always like didactic classroom teaching, but rather prefer practical, hands on education[4]. This kind of training can help facilitate translation of education into practice
- The number of staff who can be "off the floor" at one time may be limited, so more flexible or variable learning approaches should be considered
- It may be difficult to engage staff in online training, but online training does provide a consistent platform and allow for more autonomy in terms of self-directed learning
- Educators can use the learning material in the online resources to develop quick 5-10 minute 'rapid learning' sessions

Audience

- Education should be tailored to the specific needs and roles of a facility
- Ensure education is based on intended learning outcomes
- Consider who to target and how, how different groups like to learn, and what each group needs to know
- Ensure you are providing education to all relevant staff members
- Consider whether shared training or separate training is preferable. Separate training allows for a more specific focus, but shared training can assist with team building and insight into different roles
- A 2016 survey of the residential aged care workforce found that over 70% of unregulated health care workers and one fifth of registered nurses reported having migrated to Australia and that they spoke a language other than English[11]. It is important to account for literacy levels and cultural or linguistic differences when developing education

Sustainability

- A train-the-trainer approach may be effective e.g. training registered nurses who can then support unregulated health care workers. Be sure to consider inter-professional dynamics, ratios and turnover in the facility when selecting trainers

- Acknowledge and document completion of education

- It is important to build in a process for following up whether education is useful, reaching the appropriate audience, and being integrated with clinical practice

- The development of local workforce champions to act as ambassadors for palliative care, coordinating improvement activities and acting as a resource for staff and residents, may support sustainability. Workforce champions can be staff members, doctors, or even residents

- It is important for staff to be aware of how to access ongoing support

Part 3: Review of individual education resources

Table A: Generic eLearning Resources

Resource	Target Audience	Overview	Positives	Considerations	Resources Required
Australian Health Care and Hospitals Association (AHHA) Palliative Care Online Training	Most suitable for: ✓ Medical staff ✓ Nursing staff ✓ Unregulated health care workers ✓ Allied Health staff ✓ Family/volunteers	Based on the Guidelines for a Palliative Approach for Aged Care in the Community Setting, the Palliative Care Online Training Portal consists of six training modules and a resource library, covering topics such as: • The needs of people and their families as they approach end-of-life • Assessment skills • End-of-life conversations • Self-care and building resilience • Pain management • Recognising deteriorating patients The modules are written in plain English and use interactive activities, video case studies.	• Australian based • Free • Designed for aged care in the community, but transferable to RAC • Endorsed by the Australian College of Nursing, Royal Australian College of General Practitioners, and Australian College of Rural and Remote Medicine • Excellent range of topics and good synthesis of multiple resources as a 'one-stop-shop' • Self-paced with option to skip sections, automatically saves user's progress. • Easy to navigate through modules once set up • Helpful tip sheets to augment modules • Could be used as foundation to produce face-to-face learning resources • Resources targeted at specific professions (e.g. general practitioners (GPs), registered nurses, unregulated health care workers) • Includes embedded links to palliative care guidelines and standards • Provides emotional connection to content • Addresses culturally appropriate	• Not specific for RAC, although PalliAGED component may compensate for this	Computer and internet access Takes approximately 2 hours per module (i.e. ~12 hours total)

Resource	Target Audience	Overview	Positives	Considerations	Resources Required
			care		
CareSearch: Palliative Care Knowledge Network **My Learning Modules 4 and 9**	Most suitable for: ✓ Nursing staff ✓ Unregulated health care workers ✓ Allied Health staff ✓ Family/volunteers	Case-based online learning modules that introduce the resources in CareSearch and how they can be used in clinical practice. A short quiz at the end of the modules gives learners immediate feedback. My Learning Module 4 introduces aged care resources in palliAGED website. MyLearning Module 9 is an introduction to palliative care for those who are new to the speciality.	• Australian based • Free • Adaptable for self-paced learning, face-to-face, or classroom teaching • Not an extensive time commitment • Excellent information via embedded links • Photos and case studies could be useful in a face-to-face classroom environment • Provides practical, realistic knowledge • Provides links to information and related resources • Practice tip sheets can be used as a basis for quick, face-to-face training	• Modules have limited content, and are focused on where to find knowledge and resources on the wider CareSearch site rather than providing the information directly • Modules too basic for medical practitioners or experienced registered nurses • Primarily text-based information with limited multimodal content • Case study in Module 4 uses Australian slang which may be confusing for people from diverse cultural or linguistic backgrounds •	Computer and internet access
End of Life Directions for Aged Care (ELDAC) Residential Aged Care (RAC) Toolkit	Most suitable for: ✓ Medical staff ✓ Nursing staff ✓ Unregulated health care workers ✓ Allied Health staff ✓ Family/volunteers	The Residential Aged Care toolkit is divided into three main sections: 1. Clinical Care 2. Education and Learning 3. Organisational Support Each section contains information, assessment tools, forms, fact sheets, and family resources. • Includes three audit tools to support quality improvement: 1. ELDAC Palliative Care and Advance Care Planning Organisational Audit 2. ELDAC After Death	• Australian based • Free • Provides comprehensive information, resources, and video content • Uses simple language, likely suitable for audiences from diverse cultural backgrounds • Embedded links in introductory text allows quick comprehension and selection of appropriate information • Includes educational video and supporting resources such as fact sheets, handouts, FAQs, or implementation guides • Clear linkages to the Aged Care Quality Standards • Educational videos could be used	• Progress not recorded as user works through the content • Less interaction - passive learning through watching/reading rather than having knowledge tested throughout	Computer and internet access

Resource	Target Audience	Overview	Positives	Considerations	Resources Required

		Audit
		3. Advance Care Planning Continuous Quality Improvement Audit Tool
		• Includes a Personal Learning Assessment and Plan tool that provides an opportunity for participants to evaluate their learning and development needs and create a personal learning plan
		• The 'Clinical Care' section is divided into eight domains that include evidence-based resources on:
		  1. Advance care planning
		  2. Recognise end of life
		  3. Assess palliative care needs
		  4. Provide palliative care
		  5. Work together
		  6. Respond to deterioration
		  7. Manage dying
		  8. Bereavement
			in group training and discussion
			• Provides examples of cultural differences and how to manage them with compassion and sensitivity
			• Provides information on relational preferences		

End of Life (EOL) Essentials	Most suitable for: ✓ Medical staff ✓ Nursing staff ✓ Allied Health staff	These modules are designed to assist doctors, nurses and allied health professionals working in acute hospitals in delivering end-of-life care. Modules • Dying, a normal part of life • Patient-centred communication and shared	• Australian based • Free • Education is based on the Australian Commission on Safety and Quality in Health Care's National Consensus Statement: Essential elements for safe and high-quality end-of-life care. • Self-paced modules • Excellent resources and videos and	• Specifically designed for acute care setting • Case studies can be wordy, and contains many pages have just text. • Limited cultural diversity represented in modules. • No culturally specific or First Nations content • Limited understanding of allied	Computer and internet access

Resource	Target Audience	Overview	Positives	Considerations	Resources Required
		decision-making • Recognising the end of life • Planning end-of-life care – Goals of care • Teams and continuity for the patient • Responding to concerns • Emergency Department end-of-life care • Paediatric end-of-life care • Chronic complex illness end-of-life care • Imminent Death • COVID-19 specific modules Videos • Patient- centred communication • Shared decision-making • Planning end of life care – Goals of care • Teams and continuity for the patient • Imminent Death – How to respond • Emergency department end of life care • Chronic complex illness end-of-life care • Recognising the end of life	vignettes able to be easily used as an educational resource and other learning delivery methods. • Recognises challenging aspects of end-of-life care. • Embedded links to resources for end of life needs in specific conditions (e.g. respiratory issues, stroke, dementia etc) • Training Journal and personal Goals tabs • Easy to access to state and federal guidelines/statements regarding end of life	health roles	
Palliative Care Curriculum for Undergraduates (PCC4U)	Most suitable for: ✓ Medical staff ✓ Nursing staff ✓ Unregulated health care workers	PPC4U includes case-based learning modules to support palliative care learning. Includes four Core Modules: • Principles of palliative care	• Australian based • Free • Self-paced and automatically saves progress • Easy to navigate • Can be used as stand-alone	• No specific aged care focus or interface with Aged Care Standards • Some modules are less relevant to RAC or may require considerable	Computer and internet access Takes 20-60

Resource	Target Audience	Overview	Positives	Considerations	Resources Required
	✓ Allied Health staff	• Communicating with people affected by life-limiting illnesses • Assessing and managing symptoms • Optimising function in palliative care. Includes four Focus Models: • Multidisciplinary Care • Caring for Aboriginal people with life-limiting illnesses • Caring for children with life-limiting illnesses • Culture-centred care of people with life limiting illnesses Incudes a simulation scenario eLearning module: • Assessing pain • Communicating with people with life-limiting illnesses • Working effectively with a team	education • Adaptable to face-to-face or blended learning approaches • References Palliative Care Standards • Each module includes its own workbook to complete that includes personal/discipline-specific reflections • Takes user through a patient's journey - very client-centred, recognises individual needs, and provides emotional connection • Includes culturally appropriate modules	adaptation/additional work to tailor to RAC setting or personal care worker audience • Module titles may not reflect the content (e.g. 'optimisation' module includes information on bereavement)	hours total, depending on the delivery method
Palliative Care Education and Training Collaborative *PEPA Learning Guide for Medical Practitioners*	Most suitable for: ✓ Medical staff ✓ Nursing staff ✓ Unregulated health care workers ✓ Allied Health staff ✓ Family/volunteers	PEPA Learning Guides can be used to support workshops and placements, as a guide to key information and links to detailed content and learning resources. They provide opportunities for reflection and ongoing learning. • Incorporates indigenous-specific modules and links to CareSearch: Culturally Safe	• Australian based • Free • Online education or printable learning guides • Good overview structured with brief information and links to external sources for more in-depth explanations • Covers all areas for palliative care as per guidelines from Palliative Care Australia	• Wellbeing section in self-care is lacking • GP Learning Guide does not include bereavement	Computer and internet access

Resource	Target Audience	Overview	Positives	Considerations	Resources Required
PEPA Learning Guides for: • **_Nurses_** • **_Care Workers_** • **_Allied Health Professionals_** • **_Aboriginal and Torres Strait Islander Health Professionals_**		& Responsive Care; Clinical Yarning modules; Advance Care Yarning document • Links to resources – Caresearch, PalliMeds, Caring at Home Project, Therapeutic Guidelines, Good Grief, Lifeline, Kids Helpline, Black Dog Institute. • PEPA placements offer the opportunity to be immersed in a palliative care unit or team-- experiences and resources are exceptional and placements allow real time, supported, at-the-elbow practice development	• Uses simple language • Includes comprehensive after death care topics and self-care topics • Learning guides have embedded links to related topics and palliative care standards		
palliAGED **Practice Tip Sheets for:** • **_Unregulated health care workers_** • **_Nurses_**	Most suitable for: ✓ Medical staff ✓ Nursing staff ✓ Unregulated health care workers ✓ Allied Health staff ✓ Family/volunteers	Provides 37 tip sheets covering a range of care issues. The Practice Tip Sheets for unregulated health care workers are suitable for independent and in-house team training. The palliAGED Practice Tip Sheets for nurses cover the same care issues at a level suitable for nurses newly engaged with providing palliative care to older people, or as support for training sessions with unregulated health care workers.	• Australian based • Free • RAC specific • Can print a whole booklet or individual tip sheets as required • The online versions of palliAGED Practice Tip Sheets are regularly updated to reflect new evidence • Encourages learner to reflect on learnings • For health and care professionals with more experience it is recommend they visit the palliAGED Improving Practice pages and related Evidence Centre for more information and guidance • Can order online for hard copy delivery	• Information on tip sheets is basic	Computer and internet access Printer access

Resource	Target Audience	Overview	Positives	Considerations	Resources Required
			• Access to a booklet to support patients and families • Specific recommendations for working with Aboriginal and Torres Strait Islander populations and for people with a disability		
PallConsult	Most suitable for: ✓ Medical staff ✓ Nursing staff ✓ Unregulated health care workers ✓ Allied Health staff ✓ Family/volunteers	Contains three on-line education modules: 1. End-of-Life Care Modules • Nurturing resilience and fostering self-care as an aged care nurse • Palliative Care Case Conferences in Residential Aged Care • Principles of quality terminal care • End-of-Life Care in RAC facilities: pharmacological symptom management 2. Advance Care Planning (ACP) Modules • Introducing ACP • Understanding ACP documents commonly used in QLD • Supporting conversations to complete Statement of Choices document	• Australian based • Free • The end-of-life education modules are specific to residential aged care • Advance care planning modules are relevant to Queensland law and standardised documentation	• Education modules are not supported on a mobile phone. Must complete the modules using a PC or tablet • The Information Sheet for Families about the Niki-T syringe pump is targeted towards palliative care in the community rather than RAC	Computer and internet access Each module takes approximately 15-30 minutes to complete

Resource	Target Audience	Overview	Positives	Considerations	Resources Required
		• Cultural considerations of End-of-Life care • Using the PREPARED framework to support ACP conversations 3. Niki T34 Syringe Pump Modules • Online learning modules • A practical handbook for health professionals • Training videos • Competency checklist			

Table B: Focused eLearning Resources

Advance Care Planning

Resource	Overview	Topics
Advance Care Planning Australia	Online modules with videos **Target Audience:** Health practitioners, unregulated health care workers, students, individuals, and substitute decision-makers **Aim:** To support people to learn about advance care planning Each module takes approximately 30 minutes	• Advance Care Planning Conversations • Advance Care Planning Implementation • Advance Care Planning and Dementia • Advance Care Planning and Aged Care • Advance Care Planning and Cultural Diversity • Advance Care Planning Substitute Decision-Makers
The Advance Project	Online learning modules **Target Audience:** Specific general practice professionals (general practitioners, practice nurses and practice managers) **Aim:** To develop peoples' knowledge of, and skills in using screening tools to support palliative care and advance care planning	General Practitioner, General Practice Manager, and General Practice Nurse eLearning packages include: • Advance Care Planning • Palliative and Supportive Care • The 'Advance Project Toolkit' for initiating advance care planning and palliative care • Screening for patient and carer advance care planning and palliative care needs • Evaluating patient and carer needs Practice Manager additionally has: • How general practice managers can support implementation of the Advance Project resources General Practice Nurse additionally has: • Strategies for implementing The Advance Project resources in your practice
Improving End-of-life Care for Frail Older People *	Online learning modules developed by the Office of Advance Care Planning **Target Audience:** Health care professionals in Queensland **Aim:** To educate about advance care planning, relevant Queensland law and standardised	• Introducing Advance Care Planning for the people in your care • Understanding Advance Care Planning documents commonly used in Queensland • Supporting conversations to complete the Statement of Choices document

Resource	Overview	Topics
	documentation, and best practice principles for introducing advance care planning for the people in your care Each module takes approximately 15 minutes	• Cultural considerations of end-of-life care • Using the PREPARED framework to support advance care planning conversations

** Please note these modules are the same as those in Part 1- Table A **'PallConsult'**.*

Legal Considerations

Education Resource	Overview	Topics
End of Life Directions for Aged Care (ELDAC) Legal Toolkit	An online toolkit **Target Audience:** All health professionals and unregulated health care workers in aged care. **Aim:** To provide practical information about the law at end of life for the aged care sector Includes videos, summary fact sheets, myth busters, case studies, and links to other training/ resources.	• End of Life Law in Australia: An overview for the Aged Care Sector • Capacity & consent to medical treatment • Advance care directives • Substitute decision-making • Withholding & withdrawing life sustaining Medical treatment • Medication of pain and symptom relief • Futile and non-beneficial treatment • Medical emergency treatment • Managing disputes about medical treatment decision-making • Assisted dying
End of Life Law for Clinicians	Online modules **Target Audience:** Clinicians and medical students **Aim:** To provide a broad introduction to law relating to end of life decision-making in each Australian State and Territory, and Each module takes approximately 30 minutes.	• The role of law in end of life care • Capacity and consent to medical treatment • Withholding and withdrawing life-sustaining medical treatment • Advance Care Planning & Advance Care Directives • Substitute decision-making for medical treatment • Providing palliative Medicine • Futile or non-beneficial treatment • Emergency treatment for Adults • Managing conflict

Table C: Mobile Application Resources

Resource	Overview
GP Pain Help App Available from the App Store (Apple devices)	GP Pain Help App has been developed by the Centre for Palliative Care Research and Education. This app provides information to help GPs manage cancer pain towards end of life. It includes: an opioid converter, a treatment decision tree, content hub, and frequently asked questions.
MyGrief App Available from the App Store (Apple devices) and Google Play (Android devices)	MyGrief App has been developed by the Australian Centre for Grief and Bereavement. This app provides information, tools, and resources to support bereaved people and practical strategies for families and friends on how best to support someone during their bereavement.
palliAGEDgp Available from the App Store (Apple devices) and Google Play (Android devices)	palliAGEDgp has been developed by palliAGED. This app supports GPs who are caring for older palliative patients living at home or in residential care. The app makes use of a framework of care which starts with a GP considering if they would be surprised if this patient died in the next 6 to 12 months. The app provides information and resources to support each of these and includes prescribing support for common symptoms experienced in the terminal phase.
palliAGEDnurse Available from the App Store (Apple devices) and Google Play (Android devices)	palliAGEDnurse has been developed by palliAGED. This app helps nurses working in residential aged care, community care and general practice to care for older people with palliative care needs. The app highlights a care framework built around three care processes – advance care planning, palliative care cases conferences and a care plan for the dying person. Nurses can navigate quickly to the three care processes. More specific information relevant to their practice setting can also be found.
palliMEDS Available from the App Store (Apple devices) and Google Play (Android devices)	palliMEDS has been developed by NPS MedicineWise. This app is designed for primary care prescribers with eight palliative care medicines that have been endorsed by the Australian & New Zealand Society of Palliative Medicine for management of terminal symptoms. It features an opioid calculator tool that provides support for when a patient needs to be switched from their current opioids to a replacement opioid delivered by the subcutaneous route. The app can be used offline (without internet connection), which makes it ideal for clinicians caring for patients in rural and remote areas of Australia.
Pocketbook of Palliative Medicine (Australia and Gold Coast Edition) Available as an eBook or app. App versions available from the App Store (Apple devices) and Google Play (Android devices)	This online resource or app is intended for health professionals who have a good background knowledge of general medicine and pharmacology and can use that background knowledge and their experience in conjunction with the advice found on these pages. Topics include: • Analgesia in the last few days of life • Restlessness in the last few days of life

Resource	Overview
	• Respiratory secretions • Nausea and vomiting • Dyspnoea medication • Starting a CSCI • Nutrition and fluids • What to do with long-term medications • What to do if there is an implanted cardiac defibrillator • Place of care Suitable for prescribers including GPs and nurse practitioners and is also a good resource for registered nurses.
VitalTalk Available from the App Store (Apple devices) and Google Play (Android devices)	This app was developed by VitalTalk, a training organisation for clinicians seeking to advance their skills in communicating effectively with patients who are seriously ill. This app contains a special set of communication skill tips, focused on the moments where clinicians most often get stuck. It includes tips listed by topics, including emotions, serious news, prognosis, family conferences, goals of care, and dying.

Table D: Other Resources (brochures, pamphlets, videos etc.)

Resource	Overview
Advance Care Planning Australia	Advance Care Planning Australia aims to provide advice, support, guidance, and training and education about advance care planning across Australia. The website includes: - Advance care planning and aged care - Advance care planning and palliative care - Information about advance care planning in different languages - Advance care planning for Aboriginal and Torres Strait Islander peoples - Online modules *(see Table B 'Advance Care Planning' above)*
Australian Centre for Grief and Bereavement	Grief and bereavement resources and access to services or information for health care professionals on managing grief in contextualised environments, including: - Resources for professionals - Resources for the bereaved
CareSearch: Palliative care knowledge network	The CareSearch Project consolidates online palliative care knowledge for health professionals, people needing palliative care and their families, and for the general community. - Patients and Carers - GP Section - Clinical Evidence - Education Section
Centre for Palliative Care Research and Education (CPCRE)	CPCRE is a Queensland Health-funded initiative, developed to enhance palliative care education and research throughout Queensland. - CPCRE education - CPCRE education calendar of events Educational videos for general practitioners: - Cancer Pain - Case Conferencing - Grief and Loss - Nausea and Vomiting - Principles of Palliative Care - Prognostication

Resource	Overview
	• **Spirituality**
Dying to Talk	Dying to Talk is an initiative of **Palliative Care Australia**. It aims to support people with starting conversations about how they want to be cared for at the end of life and includes: • **Discussion starter** • **Aboriginal & Torres Strait Islander Discussion Starter** • **Online card game**
End of Life Directions of Aged Care (ELDAC)	ELDAC provides information, guidance, and resources to health professionals and unregulated health care workers to support palliative care and advance care planning to improve the care of older Australians. • **Toolkits** • **Information and Services** • **Sector Engagement** • **Policy** • **Digital Innovations**
My Care, My Choices: Advance Care Planning	Resources developed by Queensland Health's Office of Advance Care Planning, including information for: • **Aboriginal and Torres Strait Islander people** • **Culturally and linguistically diverse people** (including translated advance care planning resources) • **Information for health professionals**
PalAssist	PalAssist is a 24-hour accessible online and telephone service that is free for anyone who has a life limiting illness or condition, and/or their families and carers). Their website also has some basic **handouts** for people with a life-limiting illness.
PalliAGED	palliAGED is a palliative care evidence and practice information resource for the Australian aged care sector. They provide support for health and care practitioners and the website also provides trustworthy information for older Australians, their families, and friends. The **Practice Centre** provides links to, and information about, evidence-based tools and resources you can use in your practice, such as: • **Improving Practice** • **Symptom and Medicines** • **Practice Resources** • **For GPs** • **For Pharmacists** • **Training and Education**

Resource	Overview
	• Practice Roles • E-Health Resources • Palliative Care and COVID-19
Palliative Care Australia (PCA)	PCA is the national peak body for palliative care. PCA has produced resources for patients, carers and health professionals, including: • The dying process • Understanding grief • Palliative Care in Aged Care • Facts about morphine and other opioid medicines in palliative care • Ten questions to ask about palliative care in residential aged care • Dementia and palliative care discussion paper • Discussing Choices – Indigenous Advance Care Plans – A Learning Resource (video)
The Palliative Care Bridge	The Palliative Care Bridge is a palliative care education program coordinated and delivered by the HammondCare consortium, comprising HammondCare, Sacred Heart Health Service and Calvary Healthcare Sydney. The resources page contains educational videos by experts and specialists in their fields including: • Medications at the end of life • The place of spiritual care at end of life care • Palliative care and culturally and linguistically diverse communities • Aboriginal palliative care • End of life in residential aged care • Loss, grief, and bereavement • When to refer for specialist palliative care and/or end of life care
Palliative Care Outcomes Collaborative (PCOC)	PCOC is a national program that uses standardised clinical assessment tools to measure and benchmark patient outcomes in palliative care. Participation in PCOC is voluntary and can assist palliative care service providers to improve practice. The PCOC Essentials program is a short course with modules for managers and clinicians to help them understand PCOC assessment tools, refresh their knowledge of PCOC tools, implement PCOC, and learn about patient outcome reports and how to use this data to drive change. The self-directed education package is a set of resources and guide to support organisations to embed local education and to routinely assess patient, family and carer needs.

Resource	Overview
Palliative Care Queensland (PCQ)	PCQ is the peak organisation for palliative care in Queensland, representing the interests and aspirations of all who share the ideal of quality care at the end of life for all. PCQ hold education mornings that are also available as webinars. They cover a range of topics for specialists, palliative care providers, or any professional interested in palliative care. PCQ has also recently launched PalliLearn Community Education Program, which aims to build community knowledge, death literacy, compassion literacy and community capacity in relation to serious illness, dying, death and grief by providing quality and easy to understand courses. These courses are appropriate for the general community, consumers or beginners, but do come at a small cost.
PalliPHARM	PalliPHARM is a Queensland Government-funded project supporting residential and aged care communities. PalliPHARM provides resources for pharmacists and GPs, including information sheets and interactive workshops, with the aim to increase palliative care anticipatory prescribing, stocking of medicines and easy, safe access to those medicines for timely administration.
Program of Experience in the Palliative Approach (PEPA)	PEPA aims to enhance the capacity of health professionals to deliver a palliative care approach through: - Clinical placements in palliative care services for practicing health professionals (2-4 days duration) - Learning resources designed for placement participants (GPs and Rural and remote medical practitioners and nurses and allied health professionals) - Workshops incorporating activities which are consistent with the aims of PEPA
Queensland Health – Care at end of life **- QH consumer information** https://www.qld.gov.au/health/support/end-of-life **- QH clinician information** https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/patient-safety/end-of-life	The Care at End of Life Project is focused on improving care at end of life in Queensland. It has a number of resources, including: - Advance Care Planning (ACP) 6 Step ACP Process - ACP Quick Guide - Comparison table for ACP documents - Clinical tools and guidelines - Residential Aged Care End of Life Care Pathway - Sad News, Sorry Business: Guidelines for caring for Aboriginal and Torres Strait Islander people through death and dying - Information for patient, carers, and families - Understanding advance care planning - Understanding care at the end of life

Resource	Overview

	• Consumer videos
	   ○ [Why aren't we talking about dying?](#)
	   ○ [Can planning for death improve our life?](#)
	   ○ [Is it ever too early to plan?](#)
	   ○ [Starting the conversation](#)
	
	• Clinician videos
	   ○ [Are you talking about dying?](#)
	   ○ [Good death, bad death, what's the difference?](#)

[Statewide Palliative Rural Telehealth service (SPaRTa)](#)	SPaRTa is a clinical support service that provides support to clinicians managing patients with a terminal illness and who need specialist palliative care input. SpaRTa operates out of 4 specialist telehealth hubs and may be able to provide limited education or facilitate access to education within their regions.

Part 4: Mapping of generic eLearning resources to palliative care topics

Education topics	ELDAC	EOL Essentials	CareSearch and My Learning Modules 4 & 9	PEPA Learning Guides- nurse	PCC4U	AHHA	palliAGED	Pallconsult
Compassionate Communication	• Manage Dying	• Patient-centred communication & shared decision making	Module 4 • Knowledge for Brenda and Sally- Family meetings (Talking about dying) • Care planning (Practice tips)	• Section 2 - Communication	• Core module 2: Communicating with people affected by life-limiting illness	• Module 1: A Palliative Approach to Care SUBSECTION 2-Communication • Module 3: Providing care to clients and carers	• Practice Centre > Improving Practice > Communication at end of life (link)	End of Life Care • Module 2: Palliative Care Case Conference in Residential Aged Care
Recognising Dying and Terminal Care	• Respond to Deterioration • Recognise End of Life • Manage Dying	• Recognising the End of Life • Discussing the process of death and dying (PDF)	Module 4 • Knowledge for Brenda and Ken (Recognising Deterioration) • CareSearch > Clinical evidence > Patient Management > Care of the dying person (link)	• Section 5 - End-of-Life Care	• Core module 2: Communicating with people affected by life-limiting illness SUBSECTION 6- Support for people at the end stages of life	• Module 6: Recognising deteriorating clients	• Practice Centre > Improving Practice > Terminal Care (link)	End of Life Care • Module 3: Principles of Quality Terminal Care
Collaborative Practice and Coordinating Care	• Work together • Working together toolkit	• Teams and continuity for the patient • Video – A Team Approach	Module 4 • Knowledge for Brenda (Case conferences) • CareSearch > Nurses >	• Section 4 – Providing care • Section 5 – Family and carer needs	• Focus topic 1: Multidisciplinary care	• Module 2: Planning and Assessment SUBSECTION 2 – Roles and responsibilities	• Practice Centre > Improving Practice > Case Conferences (link)	End of Life Care • Module 2: Palliative Care Case Conference in Residential Aged Care

Education topics	ELDAC	EOL Essentials	CareSearch and My Learning Modules 4 & 9	PEPA Learning Guides- nurse	PCC4U	AHHA	palliAGED	Pallconsult
			Clinical > Working with Families > Family meetings (link)			in planning and assessment • Module 4: Delivering a palliative approach for aged care in the community setting		
Managing Symptoms and Optimising Well-being	• Assess palliative care needs • Provide palliative care		Module 4 • Ken's physical symptom management (Dysponea) • Knowledge for Brenda and Susan (Opioid analgesics and Practice Tips)	Section 4: Providing care	• Core module 3: Assessing and managing symptoms • Core module 4: Optimising function in palliative care	• Module 2: Planning and Assessment • Module 5: Pain Management	• Practice Centre > Symptoms and Medicines (link)	End of Life Care • Module 3: Principles of Quality Terminal Care • Module 4: End of Life Care in RAC: Pharmacological symptom management
Advance Care Planning and Ethical Issues *	• Advance Care Planning	• Planning End of Life Care – Goals of Care	Module 4 • Care Planning (Advance Care Planning) Module 9 • Some Weeks Later (Ethical Issues - Palliative sedation, euthanasia etc) • CareSearch > Health	• Advance Care Planning • Palliative Approach to Care SUBSECTION- Ethical and Legal Issues	• Core module 1: Principles of Palliative Care SUBSECTION 2- Caring for people with life-limiting illnesses	• Module 1: A Palliative Approach to Care SUBSECTION 3- Advance Care Planning • Module 2: Planning and Assessment SUBSECTION 6 – Advance Care Directives	• Practice Centre > Improving Practice > Advance Care Planning (link)	• Advance Care Planning Modules 1,2 and 3

Education topics	ELDAC	EOL Essentials	CareSearch and My Learning Modules 4 & 9	PEPA Learning Guides- nurse	PCC4U	AHHA	palliAGED	Pallconsult
			professionals > nurses > clinical > advance care planning (link)					
Grief, Bereavement and Self-Care	• Bereavement	• COVID-19 Resources – Grief and Bereavement and Ritual for Health Care Professionals	• CareSearch > Health professionals > nurses > clinical > self-care (link)	• Grief, loss, and bereavement • Caring for yourself	• Core Module 2: Communicating with people affected by life-limiting illness SUBSECTION 7- Self-care for healthcare professionals	• Module 3: Providing care to clients and carers SUBSECTION 5 & 6 • Module 4: Delivering a palliative approach for aged care in the community setting SUBSECTION 2 & 3	• Practice Centre > Improving Practice > Self-Care and Staff Support (link)	End of Life Care • Module 1 - Nurturing resilience and fostering self-care as an aged care nurse

* Please see Part 1- Table B - Focused eLearning Resources for specific resources covering 'Advance Care Planning' and 'Law.'

References

1. Australian Institute of Health and Welfare (2018). Cause of death patterns and people's use of aged care: a Pathways in Aged Care analysis of 2012–14 death statistics. https://www.aihw.gov.au/reports/aged-care/cause-of-death-patterns-peoples-use-of-aged-care/contents/table-of-contents

2. Cimino, N.M. & McPherson, M.L. (2014). Evaluating the impact of palliative or hospice care provided in nursing homes. *Journal of gerontological nursing*, 40(10):10-4.

3. Chapman, M., Johnston, N., Lovell, C., Forbat, L., Liu, W-M. (2018). Avoiding costly hospitalisation at end of life: findings from a specialist palliative care pilot in residential care for older adults. *BMJ supportive & palliative care*, 8(1): 102.

4. Australian Institute of Health and Welfare (2017). Palliative care in residential aged care. https://www.aihw.gov.au/reports/palliative-care-services/palliative-care-services-inaustralia/contents/summary

5. Aged Care Quality and Safety Commission (2020). Glossary of Terms, Acronyms and Abbreviations. https://www.agedcarequality.gov.au/resources/aged-care-quality-and-safety-commission-glossary

6. Palliative Care Australia (2018). National Palliative Care Standards 5th Edition. https://palliativecare.org.au/standards

7. Gold Coast Health and Gold Coast Primary Health Network (2018). Palliative Care Model of Care.

8. Australian Government Department of Health (2020). About Residential Aged Care. https://www.health.gov.au/initiatives-and-programs/residential-aged-care/about-residential-aged-care

9. Office of Advance Care Planning (2020). My Care, My Choices: Advance Care Planning – FAQ. https://metrosouth.health.qld.gov.au/acp/faqs

10. Australian College of Nursing (ACN) (2019). 'Regulation of the Unregulated Health Care Workforce across the Health Care System – A White Paper by ACN 2019', ACN, Canberra Workforce across the Health Care System – A White Paper by ACN 2019', ACN, Canberra.

11. Mavromaras, K., Knight, G., Isherwood, L., Crettenden, A., Flavel, J., Karmel, T., Moskos, M., Smith, L., Walton, H., & Wei, Z. (2017). National Aged Care Workforce Census and Survey – The Aged Care Workforce, 2016. Australian Government Department of Health. https://www.gen-agedcaredata.gov.au/Resources/Reports-and-publications/2017/March/The-aged-care-workforce,-2016

12. West Moreton Care at End of Life Collaborative (2019). Care at the End of Life Knowledge Framework. Queensland Government. https://www.westmoretoncareconnect.com.au/wp-content/uploads/2020/07/2019432_Knowledge_Framework_Care_at_the_End_of_Life_V2.pdf

13. Clinical Excellence Queensland (2020). Care at end of life: Education and training framework. Queensland Government. https://clinicalexcellence.qld.gov.au/sites/default/files/docs/improvement/end-life-care/Education_and_training_framework.pdf