



TPG Aged Care



Home Care



North, East and South Eastern Perth, Western Australia

Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Multidisciplinary Team Structures and Processes



Formalised Agreements and Plans



Knowledge Exchange and Upskilling



Continuous Quality Improvement



TPG Aged Care (TPGAC) is a community, aged care service provider operating across the north, east and south-eastern metropolitan areas of Perth. The organisation provides practical help and support to promote independence, improve quality of life and reduce the need for residential care.

Before connecting with an ELDAC facilitator and committing to the ELDAC Working Together program, TPGAC experienced challenges when staff worked with multiple high-needs palliative clients at one time. TPGAC recognised the difficulties in meeting patient palliative care goals when faced with competing priorities and committed to an organisational review to improve future practices.

TPGAC enrolled in the ELDAC Working Together program to improve the organisation's care delivery and provide staff with additional support and knowledge. The goals were to improve quality end-of-life care in a community setting and provide high-quality palliative care through teamwork, partnerships and collaboration. Additionally, the organisation aimed to develop a sustainable model for the provision of in-home, end-of-life care with a multidisciplinary team and improve linkages with other local providers.

Through a process of service mapping and partnership meetings with other providers, TPGAC further clarified roles and responsibilities, and increased knowledge exchange and upskilling through collaboration with the multidisciplinary team. Partners included a specialist palliative care provider, Nurse Practitioner, General Practitioner with palliative care expertise, and an affiliated pharmacy.

ELDAC facilitated collaboration with other providers in the primary health care sector which strengthened TPGAC's clinical position. Staff morale and knowledge

was significantly increased with members of the nursing team undertaking palliative care and advance care planning education and training.

The ELDAC Care Model and Home Care Toolkit provided a framework and resources to assess end-of-life domains and audits were conducted to identify gaps in the organisation's practice. This led to improvements in the assessment of palliative care needs, a review of staff training and increased knowledge across the organisation. End-of-life policies, procedures and associated documentation processes were also developed and implemented to address review findings and expand the client uptake of advance health directives.

Benefits

- Mutually-beneficial partnerships were developed with palliative care specialists and other local service providers.
- Staff morale and palliative care knowledge was significantly increased across the organisation.
- New policies and procedures were implemented to expand client uptake of advance health directives.

"The ELDAC Working Together program has expanded TPGAC's ability to sustain and grow our service offerings, staff knowledge and improved linkages and processes with other care providers. Continued collaboration, sharing of resources, expertise, knowledge and experiences will benefit us, our clients and their families to achieve their goals at the end-of-life."

Patricia Tassell – Director TPG Aged Care

