Implementing the Digital Dashboard: Queen Victoria Care (Hobart)

🛏 **137 beds**

📍 **Lindisfarne, Hobart**

🤲 **Residential aged care facility**

👥 **175 staff**

Located in Hobart, Tasmania, the Queen Victoria (QV) Care Hobart residential aged care facility provides care and services to over 130 residents. With 175 clinical, care, and support staff working together to provide high-quality care to their residents, QV Care identifies palliative care as a key component of the service they provide.

While being in Tasmania has meant that QV Care encounters ongoing challenges in accessing local palliative care specialists, the team have grown to rely on the knowledge and expertise of their in-house staff. In recent times, QV Care has adopted approaches including using the ELDAC Digital Dashboard to enhance the quality of palliative care they provide to their residents.

Continuous quality improvement is an ongoing priority for QV Care, who said they signed up to trial the ELDAC Digital Dashboard in an ongoing effort to improve their clinical practice in palliative care. When QV Care's IT platform provider integrated the ELDAC digital dashboard, the team adopted the dashboard into their service's workflow without hesitation.

"The ELDAC Digital Dashboard aligned with QV Care's model of person-centred care, helping us to focus on our residents' clinical needs and preferences through data collection, and directly improving person-centred outcomes within our palliative care approaches."

At the service level, the dashboard helped QV Care in fostering a culture of care that brings palliative and end of life care to the forefront of the service's caregiving processes. Using the dashboard improved their awareness of the palliative care journey and the importance of communication and planning throughout. It also assisted in assessment and care planning, directly impacting day-to-day care and outcomes for residents.

Similarly, the dashboard has also proved useful at QV Care for reporting and self-evaluation purposes. It improved management of palliative events from an auditing and clinical management perspective and has given the team an improved ability to run demographic audits to assist in managing or allocating care and nursing work-flow or hours required for work. Further, use of the dashboard also offered this service an opportunity to embed and use evidence-based assessment tools into their palliative care provisioning processes.

At the direct care provisioning or care processes level, the dashboard has improved clinical staff's knowledge and confidence in relation to palliative care and advance care planning. Staff at QV Care are now more aware of the importance of advance care planning, and their registered nurse and enrolled nurse team leaders have shown increased confidence in talking to GPs, families and residents about palliative care and advance care planning. Adopting the evidence-based ELDAC Care Model to guide the service's palliative care provisioning process has created notable improvements in

resident care outcomes related to advanced care planning, recognising end of life, and assessing palliative care needs areas.

Pleased with their involvement with the ELDAC Project, QV Care sees the dashboard as a wonderful first step in improving their palliative care services and processes and remain keen to use the ELDAC Care Model to improve their management of palliative care in practice. They recognise the value that the dashboard has provided in timely and meaningful access to resident's health and care data that the dashboard offers. Now there is also huge potential for the dashboard to be used further in the space of communication, such as to support communication between GPs and the clinical team about advance care planning – a very meaningful benefit for services like QV Care where access to specialist palliative care teams is limited.
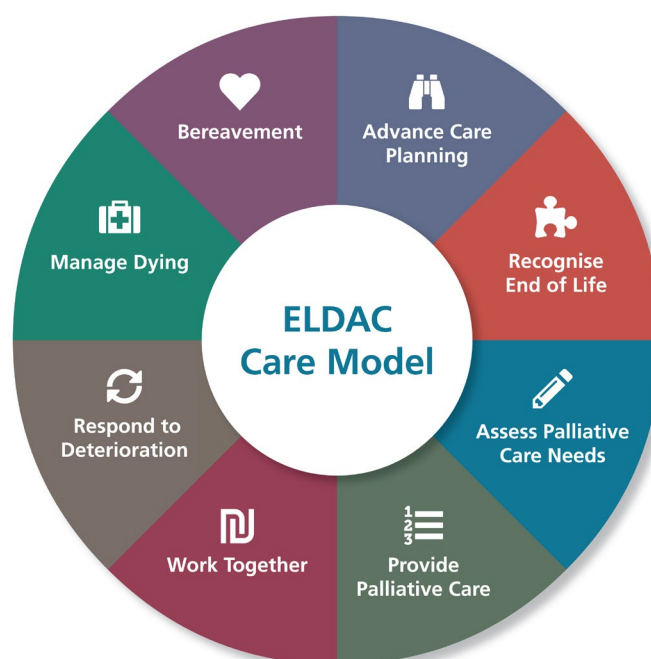
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