



# Implementation evaluation of a novel palliative care dashboard in Australian residential aged care setting

Dr Priyanka Vandersman

RN, Senior Research Fellow, ELDAC Project



# Acknowledgement of the country

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ELDAC acknowledges the Traditional Custodians of the many ancestral lands and waters throughout Australia. We recognise the knowledge, strength and resilience of Aboriginal and Torres Strait Islander Peoples, and their continuing spiritual and cultural connections to land, water and community. ELDAC pays respect to Elders past, present and emerging.

# ELDAC Project

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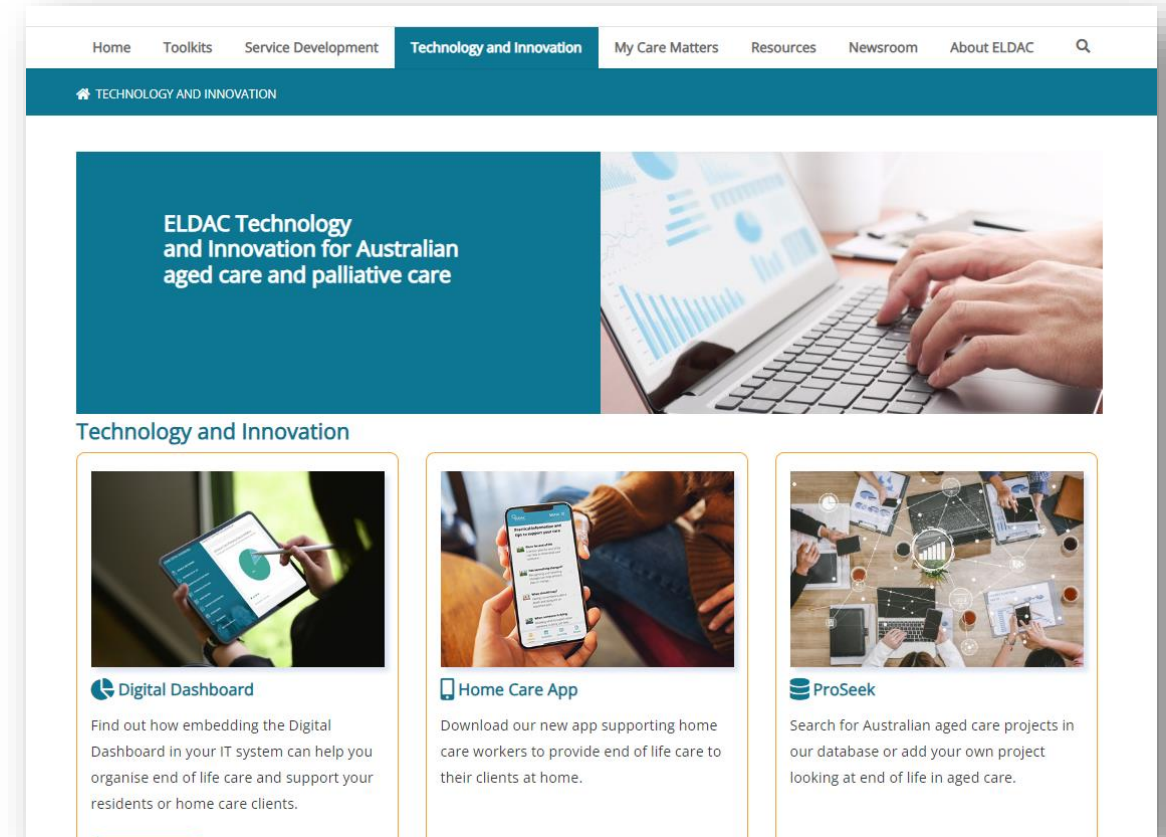
- End of life Directions for Aged Care (ELDAC) project is a national project that aims to improve the quality of palliative and end-of-life care provided to older Australians in the aged care sector.
  - Funded by Department of Health and Aged Care.
  - Digital access to the project via the ELDAC website.



# ELDAC Project

## Focus: Technology & Innovation

Innovation to support palliative care planning and provisioning in aged care



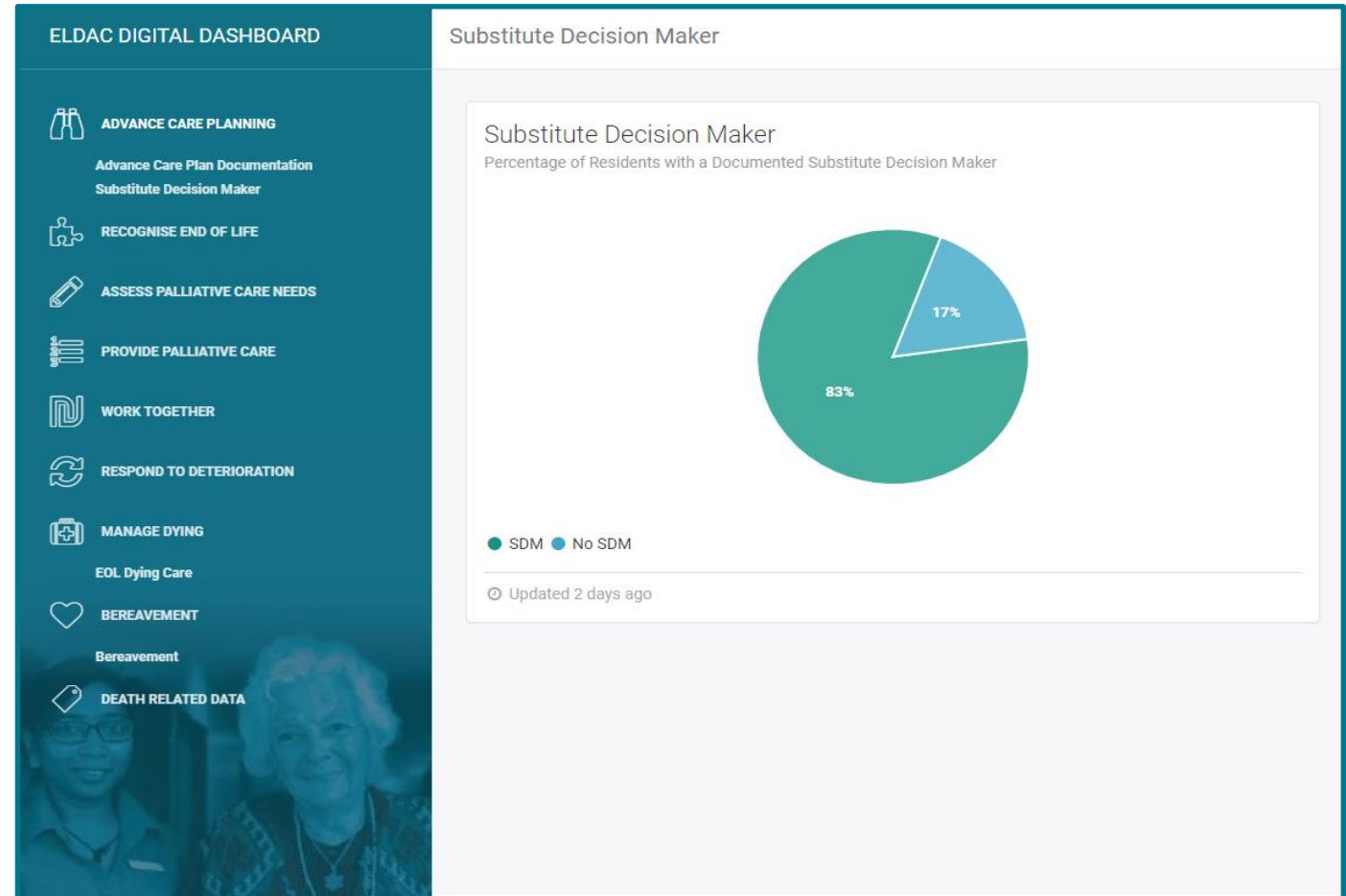
The screenshot shows the ELDAC website's 'Technology and Innovation' page. The navigation bar includes 'Home', 'Toolkits', 'Service Development', 'Technology and Innovation' (highlighted), 'My Care Matters', 'Resources', 'Newsroom', and 'About ELDAC'. Below the navigation is a teal banner with the text 'ELDAC Technology and Innovation for Australian aged care and palliative care' and an image of hands typing on a laptop. The main content area is titled 'Technology and Innovation' and features three cards:

- Digital Dashboard**: Find out how embedding the Digital Dashboard in your IT system can help you organise end of life care and support your residents or home care clients.
- Home Care App**: Download our new app supporting home care workers to provide end of life care to their clients at home.
- ProSeek**: Search for Australian aged care projects in our database or add your own project looking at end of life in aged care.

# The Digital Dashboard - A novel technology

## What is it?

An integrated palliative care web-platform that is designed to track and visually represent key end of life care processes and indicators relevant for reporting and clinical decision making.



# The Digital Dashboard- Key features

## Strengths

- Evidence-based, policy/standards informed [ELDAC Care model, ACQS, NPCS]
- Provides framework for comprehensive palliative care planning early on – identifying those in the last 6-12 months of life.
- Flexible enough to accommodate work processes of individual providers.

## Technical strengths

- Uses existing data [No need to collect or enter data for the Dashboard's sake]
- Integrates into existing clinical platform
- Realtime updates and data summary view
- Data stays at the service



# Digital Dashboard Journey

## **2017-2019 Conceptualisation and build**

Co-designed with the sector expert [Reference User group]

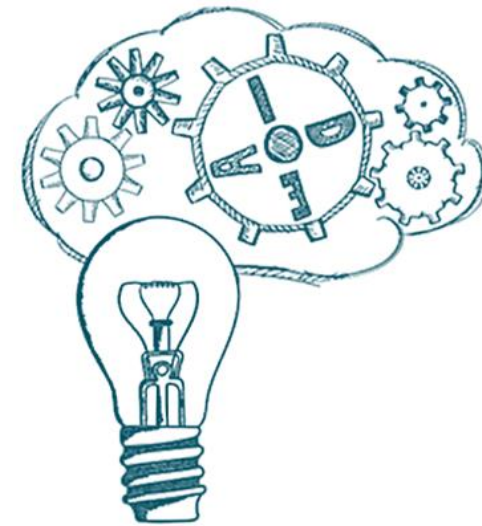
Technical build-Flinders Digital Health Research Centre

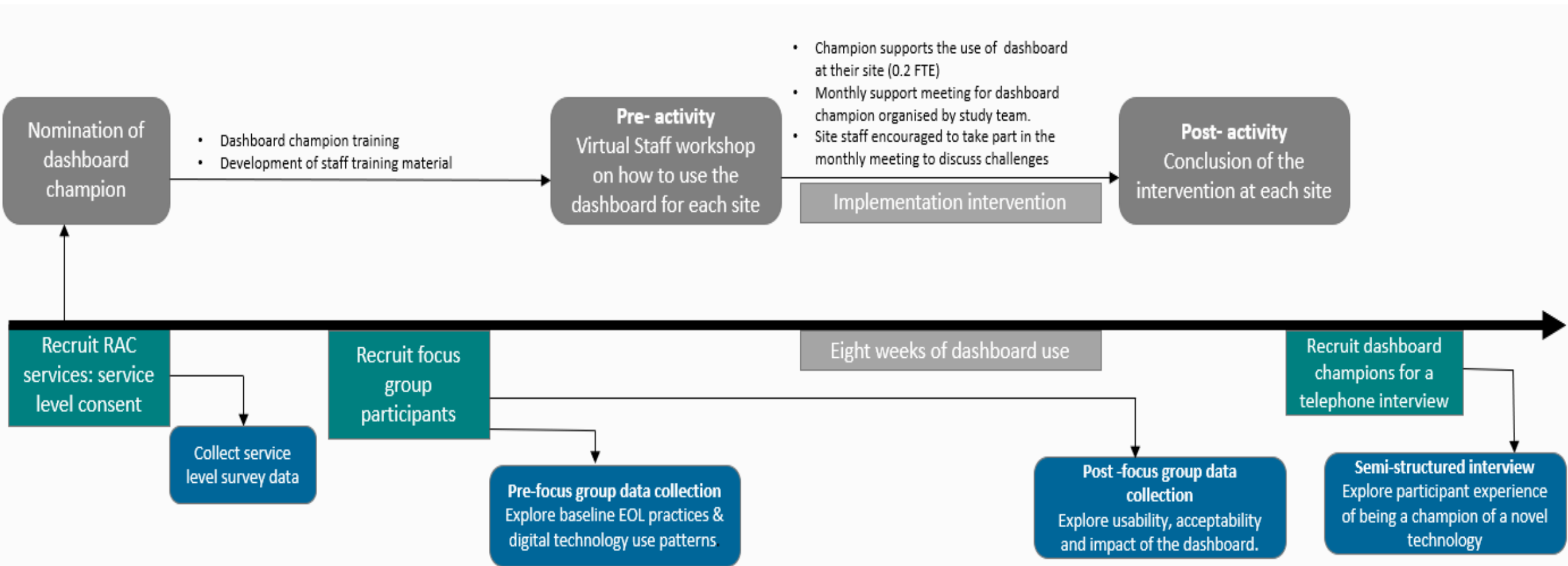
## **2019 – Integration**

Integrated by four aged care IT groups

## **2020- Implementation evaluation**

Aim - To explore the feasibility and merit of a palliative care dashboard, and the factors and agents that influences its implementation in the Australian aged care setting.







# Implementation support intervention

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## Dashboard champions

- 0.2 FTE per week
- Works with study coordinator to train site staff on dashboard use
- Supports dashboard use at their site during the 8-week dashboard trial period

## User training

- Group sessions led by study team
- Dashboard user guides developed

## Study team support

- Ongoing throughout trial period
- Availability for champions to reach out

# Aged care sites and participants

Sites recruited via 2 x successful IT integrators

- 1 x IT team within a Residential aged care service
- 1 x IT company providing clinical data management platform



Champions for each site



Pre ( $n=70$ ) and post ( $n=42$ )  
focus groups/interviews

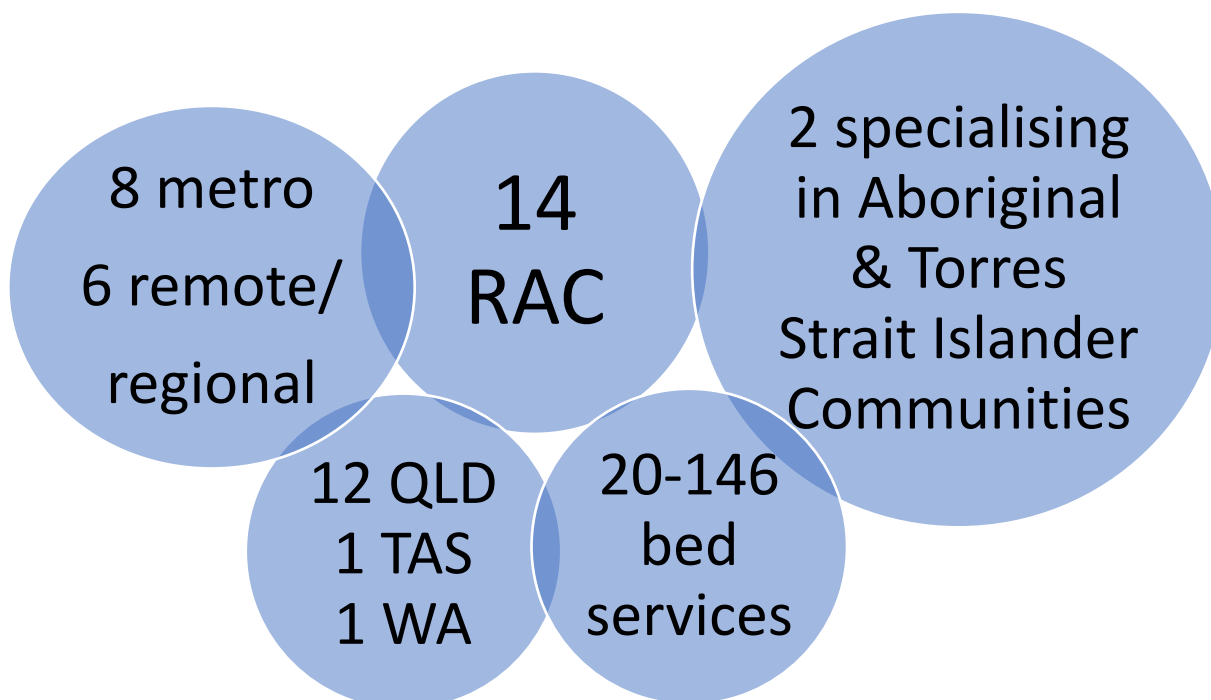
RNs

ENS

CNCs

Managers

Care Workers



# Challenges

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Some contextual and technological factors influenced recruitment, engagement and therefore implementation.

## **Complexities of aged care environment**

- Completing priorities and staff time allocation is always a challenge
- Enormous workload of aged care nurses - affecting enthusiasm to take on champion role

## **Attrition**

- Champion leaving facility/resigning from champion role – replacement recruitment
- Intention to participate - consent received but inability to join in via digital means

## **Virtual engagement**

- Limited availability of computers with Teams/Zoom software and/or poor-quality internet
- Focus group sessions - difficult to garner lively and organic interaction virtually in some instances

# Value of implementing the Digital Dashboard

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## Usability and acceptability

- Participants found the dashboard to be user friendly and contributed to efficiency

*I think it's really good because it's a visual representation of what we still have to achieve. And when you click on it, how it gives you the listing of the clients and everything . . .and the fact that it's linked to everything, for me, it's one less thing I have to keep track of. [RN]*

# Value of implementing the Digital Dashboard

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## Helped organise EOL care

- The dashboard helped nurses organise palliative/EOL related at an individual level

*...where it says, you haven't contacted family member for so long. It triggers you to contact them. Just for the sake of documentation- I have to do it. Otherwise, you're like, "I'll do it tomorrow" or "do it day after". But when you see that there is an empty space [in the dashboard] that shows that I have to do it. [EEN]*

- And on a broader service level, it assisted in establishing and improving EOL care processes

*...our standards dictate that we need to be doing our advanced care planning . . . So from my perspective, the ELDAC dashboard definitely assists in that maintaining that compliance and oversight. [Site Manager]*

# Value of implementing the Digital Dashboard

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## Facilitated timely communication

- Prompted discussions about death, dying and palliative care with family
- Facilitated conversations with residents where it has been previously challenging

*... but it's something that we don't really talk about to the residents because it's very spiritual ... So it has helped in that sense that we're able to have those difficult discussions and we're able to have that information and data to back up those discussions as well. [RN]*

- Encouraged use of specific language and recognition of stages of palliative care

*... the language the staff are beginning to use is going along the pathway of the end of life recognised, and the end of life dying. [CNC]*

# Value of implementing the Digital Dashboard

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## Assisted appropriate care planning and accountability

- Early planning of care was a benefit of the dashboard

*I think it [dashboard] was good because I mean, things were flagging up like EOL wishes are done or not [RN]*

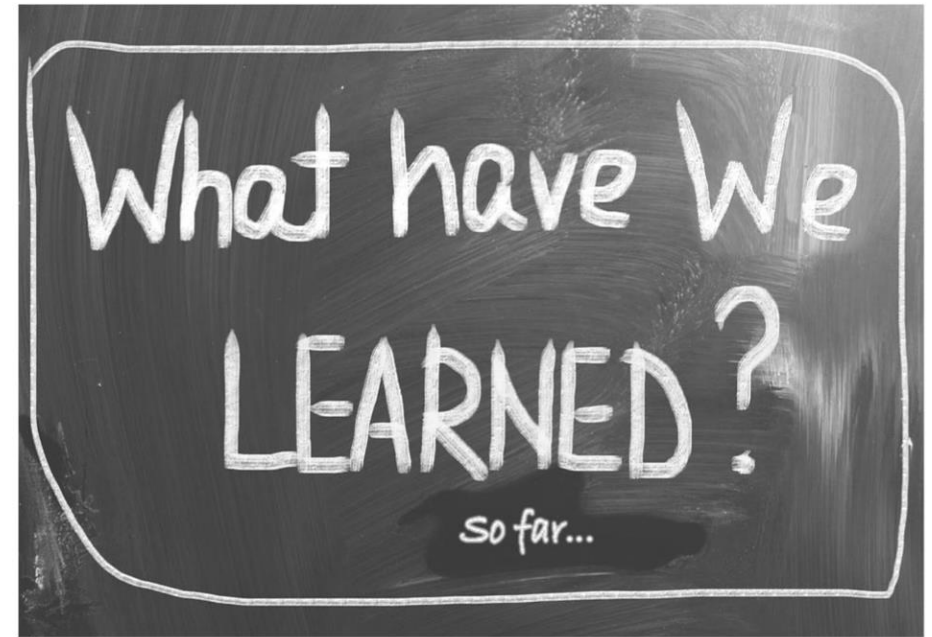
- Service level accountability for end of life planning contributing to improving processes

*As a service it holds us accountable to ensure that we have everything in place for people before they enter that end-of-life journey, and before they begin to be palliated. [Site Manager]*

# What does it mean?

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- Feasible to work collaboratively with the residential aged care sector to implement a novel palliative care dashboard.
- Innovation that embed within existing systems provide an opportunity to support existing work processes.
- The ELDAC Dashboard presents a useful mechanism to prompt clinical actions, track care needs and enable reporting
- Implementation support is crucial.





# Where to from here for the Dashboard?

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- Activities in place to promote wider integration of dashboard across the aged care sector.
- Exploration into the home care sector.
- Raising awareness about the dashboard ongoing.



Thank  
you!