

PEPA

**Program of Experience
in the Palliative Approach**

*Funded by the Australian
Government Department
of Health and Ageing*

NEWSLETTER WINTER 09

THE NATIONAL
PALLIATIVE CARE
PROGRAM

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The Program of Experience in the Palliative Approach (PEPA) provides an opportunity for primary health care providers to develop skills in the palliative approach by undertaking a workforce placement with a palliative care specialist service (host site) within a metropolitan or larger service. It has three components:

- Supervised clinical placement
- Integration of learning into the participant's practice
- Post-placement support

Please access the PEPA webpage for details: <http://www.pepaeducation.com/>

The Program of Experience in the Palliative Approach is an initiative of the Australian Government Department of Health and Ageing's National Palliative Care Program.

The 2007-2010 phase of the PEPA program is well underway in all states and territories, with funding from the Australian Government Department of Health and Ageing (DoHA) available to support 1017 placements and 191 workshops for the period from January 2007- June 2010.

National Office Update

Welcome to the Winter edition of our PEPA newsletter. It has been another eventful quarter for our PEPA team. Recent highlights at our national office include celebrating National Palliative Care Week (May 24-30) and hosting a face-to-face meeting for our PEPA for Aboriginal and Torres Strait Islander Health Worker Reference Group.

Sustainability continues to be a priority for PEPA in 2009. As such, we are working together to establish and maintain supportive post-placement networks and implement a range of activities that are conducive to positive practice change. Readers are invited to submit suggestions for preferred post-placement education and activities to their state PEPA Manager. Furthermore, we are keen to continue offering mentoring opportunities for staff from our host sites. For more details on what the mentoring role entails be sure to read this newsletter's feature article by Ellen Sheridan.



Supportive and Palliative Care researchers come together for National Palliative Care Week celebrations at QUT.

PEPA: Tracking Achievements

A total of 941 participants attended PEPA workshops across all jurisdictions between July and December 2008. Table 1 presents the total number of participants who have attended PEPA workshops in

each jurisdiction respectively for the period July to December 2008.

Participants attending the workshops came from various discipline groups, as shown in Table 2.

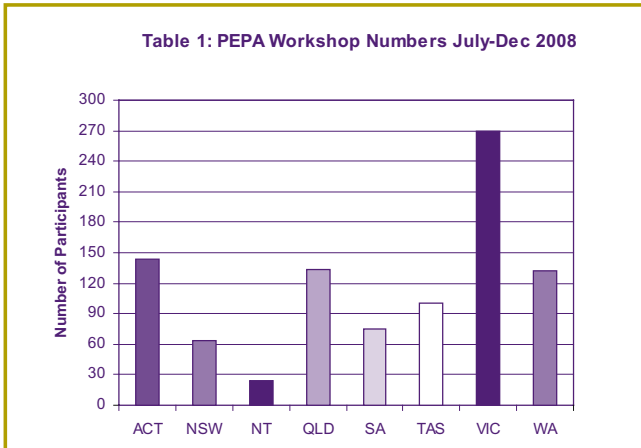


Table 1: Total number of participants (N=941) that had attended PEPA workshops from July to December 2008

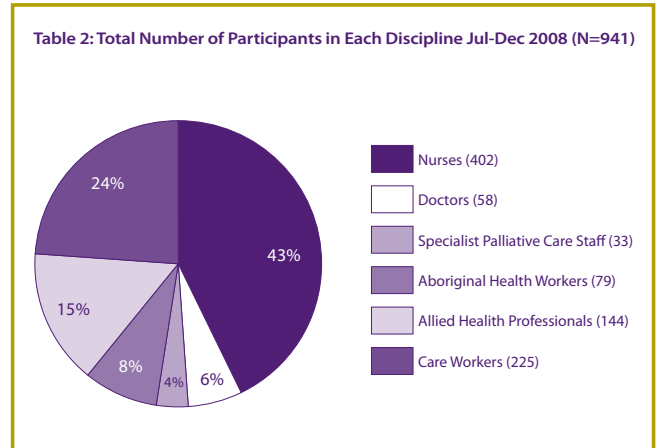


Table 2: PEPA participant's discipline (N=941, July to December 2008)

PEPA: Making a Difference

Evaluation responses from workshop participants between July to December 2008 show that PEPA continues to support participants in enhancing their skills and knowledge. Themes identified from the evaluation data in relation to participant learning from the workshop include:

- Knowledge about psychosocial and spiritual needs
- Communicating with patients and families
- Medication management
- Pain management
- Grief and loss
- Enhanced knowledge in symptom management
- Importance of team work in palliative care

Some of the responses from participants include:

- "The word palliative care has a different meaning than I originally thought. My understanding is thoroughly expanded".
- "I understood how important our role is in caring for people and the difference we can make in their lives".
- "The main thing that I wanted to learn was to be able to listen and talk to residents and families without feeling uncomfortable and this need was met".
- "I learnt about the Abbey Tool, which is helpful in my setting."
- "The workshop helped me to validate things that I already know".

FEATURE ARTICLE

What Exactly is Mentoring?

It's not supervision. It's not coaching. It's not counselling. Mentoring is the process whereby an experienced professional (the mentor) facilitates the growth of a less experienced individual (the participant) by passing on knowledge and skills, and guiding them through various learning experiences. The mentoring relationship is based on the principles of reciprocity, trust, mutual respect, acceptance of differences, openness and honesty. It is a dynamic partnership.

What happens during PEPA mentoring?

Mentoring is a key element of the PEPA supervised clinical placement experience. It involves three phases: initiation, development and closure:

- Initiation involves welcoming the participant; exchanging general information about each other; discussing expectations and workplace philosophy; agreeing realistic learning goals and an appropriate mentoring process; discussing confidentiality, privacy, and relevant policy and procedures; and discussing strategies for dealing with problems should they arise.
- Development involves reviewing progress; evaluating criteria for success; discussing the relationship; agreeing on what is working and what is not; providing balanced feedback; and agreeing what still needs to be achieved.
- Closure involves reviewing whether the participant has developed confidence, competence and autonomy; discussing how the relationship worked for both mentor and participant, what worked well, and what could have been done differently; and finishing by acknowledging the learning for both participant and mentor.

What qualities facilitate a good mentoring relationship?

A good mentoring relationship requires that the mentor and participant both have communication, interpersonal and problem solving skills. Both parties must be committed and motivated. Mentors must have a sound knowledge base, be competent in their field, and have a good awareness of safe practice. They also need to have an established network and be willing to share information, skills and wisdom. At the same time, it is imperative the participant uses initiative and has the capacity for self-direction.

Very occasionally relationship difficulties arise between mentors and participants, however usually these can be discussed and resolved between each other – this can provide an interesting learning opportunity for both people.

The mentor's responsibilities include:

- Taking the initiative for developing the working relationship
- Devoting time to the relationship and the process
- Assisting participants to meet their learning goals
- Sharing knowledge and experience relevant to the participant's learning goals
- Maintaining confidentiality of the information shared by their participant.

The participant's responsibilities include:

- Devoting time to the relationship and the process
- Accepting the opportunities provided by the mentor
- Exchanging ideas and experiences with the mentor
- Keeping the mentor informed of progress, difficulties and concerns
- Seeking help and support as needed.

Where to from here?

Whether you are a mentor or a participant, it is important to think about your mentoring relationships. A good mentoring relationship will ensure that the PEPA placement is professionally and personally fulfilling, and more importantly the learnings you experience will improve your professional repertoire which will ultimately benefit the clients in your care.

Author: Ellen Sheridan, Victorian PEPA manager, Department of Human Services

PEPA ACT

Annette Cole

ACT primary health care providers and the staff of Clare Holland House (CHH) have embraced the usual flurry of PEPA activities for 2009. By the time this article goes to print thirteen placements will have spent one week at CHH this year; three one day general palliative approach workshops, four one day specialised workshops for Registered Nurses and Allied Health and one GP workshop will have been delivered at CHH during 2009. The specialised workshops were a huge success, meeting an unmet demand in the ACT. There have been continued requests to run these four workshops again; planning is for August this year.

The Palliative Care Pathways Project for Residential Aged Care in the ACT is now up and running. This project is between CHH and two Residential Aged Care Facilities. The aim is for early identification of palliative residents; benefiting the patient and the staff through improved assessment, communication and management processes in the provision of palliative care. Improved interdisciplinary team communication is a key strategy in this program. A GP workshop run early in May provided education to GP's who attend aged care facilities. Penny West from the Mid-North Coast Division of General Practice Palliative Care Project attended the workshop as one of the guest speakers. She presented the outcomes of her project and talked to the GP's about the toolkit that was developed and implemented in the Mid-North Coast Health Service. This toolkit will be rolled out in the ACT Palliative Care Pathways Project. PEPA partnered with CHH and the ACT Division of GP's to deliver this workshop. PEPA has also been involved in the palliative care education to the staff of these two facilities, one of which belongs to a CALD community.

Two of our specialist staff from CHH attended a PEPA mentoring workshop in Melbourne in April this year. This was a valuable experience for them both, and they have been disseminating their learning to other members of staff in the specialist service.

The PEPA Network Group has met twice this year. This forum allows an opportunity to network and discuss achievements and challenges in implementing a palliative approach into workplaces. Anyone who would like to be part of this supportive group is welcome to join us. The meetings are bimonthly.

For any queries about PEPA placements and workshops in the ACT please contact Annette Cole on 62647338 or email me on PEPA@calvary-act.com.au

PEPA NSW

Janeen Foffani

Congratulation to the NSW Palliative Care Association on the success of the Palliative Care NSW Inaugural Gala Awards Dinner held in the

grounds of Sydney University on Thursday, 28th May 2009.

The purpose of the Awards Dinner is to recognise the efforts of those who support and care for people who are dying in NSW through public acknowledgment of individuals and organisations who provide excellent support and care to those people.

The MC for the evening was James Valentine and also in attendance was the NSW Health Minister, the Honourable John Della Bosca. Award categories included the Lyn Taylor Award for Leadership in Palliative Care, Innovations in Palliative Care Practice, Volunteers Supporting Palliative Care, Excellence in Provision of Palliative Care within a Primary (non-Specialist) Care Setting, and Excellence in Provision of Palliative Care within a Residential Aged Care Facility.

The night was attended by over 80 people and from the chatter, smiles and dancing a great night was had by all. Congratulations to all those nominated and to the recipients. For more information visit the NSW Palliative Care Associations webpage.

PEPA Supervised Clinical Placements continue in NSW, if you are interested in attending a placement please submit your application as soon as possible. Placement numbers are limited.

Recent PEPA NSW workshops and post placement support activities in Griffith, Sydney, Eugowra, Grafton and Macksville were all well supported. Initial feedback has been very positive on each occasion. We were very fortunate in Grafton and Macksville to organise the workshops in the week prior to the 'big flood'.

On the horizon!

Workshops

- 23 June 09 – GP workshop (Narrabri)
- 24 June 09 – GP workshop (Moree)
- 25 June 09 – GP workshop (Gunnedah)
- 15 July 09 – GP workshop (Lismore)
- 28 July 09 – Aboriginal Health Workers workshop (Parkes)

Post Placement Support Activities

- 13 June 09 – Canyonleigh (Blue Mountains)
- 15-18 June 09 – Advance Care Planning awareness (Sapphire Coast)
- 19 June 09 – Pastoral Workshop (Sydney)
- 23 June 09 – Narrabri
- 24 June 09 – Moree
- 25 June 09 – Gunnedah

For further information please don't hesitate to contact Diane or myself (02 9515 6424) and once again thank you to all the palliative care providers who have been involved with the PEPA NSW

workshops, the Host Sites who remain willing to open their doors and to the participants for embracing PEPA.

PEPA NT

John Carson

Seventy multidisciplinary practitioners attended the annual NT Palliative Network Conference on 22 May in Alice Springs. Titled 'Caring Pathways: Healing in Many Ways' the conference was an opportunity for post placement support for PEPA participants as well as bringing together as many as possible around the NT to network, learn and strengthen partnerships. This year's venue, Desert Park Alice Springs, provided a magnificent backdrop to a diverse program for the day.



Social Worker Susan Grant from Territory Palliative Care in Central Australia addresses the conference.

Guest speaker Dr Michael Barbato from NSW spoke about the experience of dying, states of consciousness preceding death and paranormal experiences around the time of death. Respected Elder and author Veronica Perrurle Dobson held a session on Arrernte Traditional Healing including the use of local bush medicines. Susan Grant from the Alice Springs Territory Palliative Care team spoke on 'The experience of bereavement' and the results of recent studies in the grief and bereavement area. Delegates were treated to hand, foot and neck massages during the day, courtesy of massage therapist students from Alice Springs.



A selection of bush medicines from the experiential session by Veronica Perrurle Dobson.

Many attended from Darwin and took a slight detour on the way home when the Darwin airport runway lights malfunctioned and the flight had to be diverted to Tindal RAAF base, Katherine. Everyone finally arrived home safely about three hours later.

NT PEPA has maintained a busy schedule of placements with almost all current placements being Aboriginal Health Workers or Liaison Officers. The Community Outreach Program (Reverse PEPA) has continued to deliver workshops with good attendances recently in Alice Springs and Nguiu, Tiwi Islands. Planning is well advanced with SA PEPA for a joint consultation and workshop trip to communities along the SA / NT border including Umuwa and Ernabella.

PEPA QLD

Kathy Laurent

PEPA Queensland completed two workshops in Mackay in March. The first was attended by 25 allied health professionals. The second was attended by 13 GPs and 10 nurses. PEPA also partially financially supported a "Clinical Skills" Workshop in Mackay that was attended by 51 participants. It was refreshing to see that a presentation by Dr Kyaw Sanhla was received with much interest from the GPs. His Mindfulness Behaviour Therapy project has achieved great success in Mackay for people with chronic pain. While the therapy is not decreasing the participant's pain, the therapy is affecting the way that the participant copes with their pain. As a result of this enhanced coping strategy, smaller quantities of medications are being taken by the majority of participants in the initial study (Sanhla & Koperno presentation 21 March, 2009 in Mackay). Further PEPA workshops will be held in September and October (see CPCRE's Education Calendar http://www.health.qld.gov.au/cpcrc/pdf/cpcrc_cal09.pdf).

On 15th July, we will be holding a free dinner and education evening for Medical Practitioners. The after dinner speaker will be Professor Janet Hardy, Director Mater Palliative Care Service who will speak on the topic "What's new in symptom control?" This event will be an accredited RACGP Category 2 activity. For further information see http://www.health.qld.gov.au/cpcrc/pdf/flier_pepa_jul09.pdf or contact the Qld PEPA manager.

The Queensland team has been very active on the promotional front with 960 PEPA promotional packs being disseminated to 14 GP Divisions. The PEPA Manager has also had trade stands at "Looking forward, looking back" Aged Care Conference, RBWH Hospital in the Nursing Home and "Let's talk palliative care" Townsville Palliative Care Service. PEPA stands will be displayed at the following conferences:

- CPCRE 8th Annual Research Conference "Palliative Care in the Community" on Friday 5th June.
- RDAQ Conference on the Gold Coast 5th to 7th June.
- Capricornia Division of GPs Conference Yeppoon 20th and 21st June.

PEPA SA

Janet Taylor

The Palliative Care Council of South Australia has initiated for the first time, Palliative Care Awards. PEPA SA has been nominated for the

inaugural Palliative Care Education Award and the Aboriginal part of the project has been short listed. The awards will be announced at Government House on 3 July 2009.

As we enter the new financial year, we continue to receive applications for clinical placements from a range of disciplines. Placements are available, particularly for GPs, Aboriginal Health Workers and Allied Health professionals.

The Rural GP Palliative Care Workshop held in March was successfully attended by 19 GPs from the Riverland, Murray Mallee and Victor Harbor areas. This was a collaborative endeavour between the GP Divisions and PEPA. Two GPs are currently undertaking a clinical placement.



Attendees at the Cultural Awareness Camp, held at an Adnyamathanha community called Iga Warta in the Northern Flinders Ranges on 26-28 May

A Cultural Awareness Camp was held in the Northern Flinders Ranges, 26-28 May. Nineteen attendees from specialist palliative care services and Aboriginal Health Services came together in an Adnyamathanha community called Iga Warta. We all had the opportunity of learning about the relevance of Adnyamathanha culture in our every day lives as well as the issues facing Aboriginal people at the end of their lives. We came away with a greater understanding about barriers to palliative care for Aboriginal people as well as recommendations for our palliative care services to improve accessibility.

Verbal comments after the event included:

'I understand now about the kinship process and the importance of finding out who are the necessary family members for decision making.'

'I now know how to implement a quality improvement program to improve accessibility for Aboriginal families to our service. I will present my recommendations next week to our team.'



The Ocre Pit Ceremony, Iga Warta, Northern Flinders Ranges

PEPA TAS

Angela Bresnehan

Autumn has seen a busy schedule of clinical placements take place throughout the state with participants coming from aged care facilities, community health and rural hospitals. Feedback from participants continues to be very positive and there have been some interesting and useful post placement projects undertaken by participants on return to their workplace.

In March a palliative care workshop was held for 36 disability support staff in Hobart. The workshop covered a range of palliative care topics, interactive discussions and concluded with a tour of the Whittle Ward inpatient palliative care unit. A very successful workshop was also held for practice nurses in Launceston in May. Topics for this session included psychosocial care for people with a life limiting illness, managing common symptoms in palliative care, grief and bereavement as well as a very informative overview of the volunteer support service in the North. Both workshops were presented by the specialist palliative care teams from the local areas which provided an opportunity for participants to build important links to key palliative care services in their own region.

As part of PEPA post placement support initiatives there have been two exciting education activities held in May which participants have been invited to attend. The first was the Australian and New Zealand Society of Palliative Medicine (ANZSPM) Palliative Care Forum which was held in partnership with General Practice South in Hobart on Tuesday 5th May. The forum was presented by Dr Sandy MacLeod, psychiatrist and palliative care medical specialist from Christchurch, New Zealand and was facilitated by Dr Paul Dunne from the specialist palliative care service, Hobart. The topic for the evening was 'Confusion and consciousness at the end of life' which was followed by case study discussions. The second event was conducted by the Cancer Service Network (CanNET) Tasmania and was titled 'communication skills workshop'. The workshop was facilitated by Professor Stewart Dunn, Head of Department of Medical Psychology at the University of Sydney Northern Medical School and Director of the Pam McLean Cancer Communications Centre. Participants particularly enjoyed Professor Dunn's humorous, thought provoking and interactive approach to communication, multidisciplinary care and providing psychological support in cancer management.

The PEPA project officer attended a meeting of the Rural Palliative Care Project in Melbourne earlier this year. PEPA Tasmania and PEPA Victoria provided the group with an update on how our respective programs have engaged GPs in PEPA education. The information was well received and PEPA Tasmania is continuing to work closely with General Practice South in Hobart to provide stakeholder input into the development of GP South's project which will look at how to provide sustainable models of rural palliative care service delivery to address the local needs of rural communities in southern Tasmania. The rural palliative care project is funded by the Australian Government through the Australian General Practice Network.

An important development has been the establishment of the Palliative Care Clinical Network in May 2009, one of several clinical networks established by the Department of Health and Human Services. The focus of clinical networks is towards greater involvement of clinicians and consumers in the state-wide planning, delivery, evaluation and improvement of health services in Tasmania. All clinical networks have five major functions:

- Providing a mechanism for the provision of clinical advice on service planning, policy and clinical reform including related priorities and implementation issues;
- Fostering a state-wide view of service planning, policy and clinical reforms;
- Improving information exchange between the Department, between providers, and with consumers;
- Facilitate linkages, collaboration, education and professional development opportunities and support for palliative care service providers; and
- Providing a forum for the identification, consideration, consensus and promulgation, of evidence based practice standards, protocols and pathways.

In addition to these tasks, the Palliative Care Clinical Network (Network) will be developing several work plan projects for the year ahead, with a focus on strengthening palliative care services and client outcomes.

For further information please contact the TAS PEPA Program Officer, Angela Bresnehan on 03 62202432

PEPA VIC

Ellen Sheridan

Victoria's PEPA program has been very active this year and there is more to come!

We recently held nine allied health workshops on the palliative approach with more than 350 people registering to attend. Feedback has been extremely positive and led to many requests for ongoing education and training opportunities. Three workshops for Aboriginal health workers are scheduled in June and later this year we will be offering workshops specifically for disability services staff.

Supervised clinical placements continue to be very popular. Participants report that they share their learnings with colleagues via in-services, feature articles in newsletters, and journal clubs.

We also recognise that it is important for host sites to benefit from placements and one host site recently wrote that PEPA "has given great insight to staff members as to what is the perception of palliative care to other health providers ... it is great for strengthening our working relationships with all other disciplines in the health industry." To improve the mentoring skills of specialist palliative care staff, a workshop on mentoring was held in April. Additional information on mentoring is available in the feature article 'What exactly is Mentoring'.

Finally, there are now two PEPA podcast available on the Palliative Care Victoria website:

- Dr Brian Le (Head of Department of Palliative Care, Royal Melbourne Hospital and Melbourne Citymission Community Palliative Care Service) speaks on 'Palliative care communications at end of life'
- Dr Jane Fischer, (Director of Palliative Care, Calvary Health Care Bethlehem) speaks on 'The Role of the Specialist Team'.

Podcasts are available at: <http://www.pallcarevic.asn.au/-pepa/> podcasts. Please email me suggestions for future topics.



Attendees working collaboratively at the Victorian Mentoring Workshop held in April 2009

PEPA WA

Kathy Parr

In addition to the ongoing supervised clinical placements PEPA WA has been working in close collaboration with the Cancer Council WA and Rural Health West to offer workshops in the palliative approach to health professionals in rural and regional WA.

In 2009 six rural palliative care weeks of education are planned to take place throughout the state. The first part of call was to Albany in March where education was provided for around 80 nurses, carers, allied health professionals and GPs. Topics covered were the palliative approach, symptom assessment, types of pain & palliative emergencies. The response to the first roadshow was very encouraging as the team set off for the second round with a visit to Karratha in May. Once again, attendance at all the workshops was great & the educators now look forward to continuing the education with visits to Broome, Kalgoorlie, Northam and Geraldton planned for the next 6 months.

In May PEPA also hosted a masterclass for palliative care specialists and Silver Chain doctors. This weekend was attended by 20 participants who were fortunate enough to listen to Dr. Rosalie Shaw speak about her experiences in many 3rd world countries in providing palliative care. The weekend was also a time for networking and drawing on each others experiences with the aim to improve skills and knowledge.



Dr Rosalie Shaw presents to the palliative care specialists

Still to come in 2009 is the retreat for nurses and allied health professionals in November. If you are interested in attending this exciting weekend of education and networking or would like to know more about the rural education contact the professional development centre on 9382 9330 or email pdadministration@cancerwa.asn.au for an application form.

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