

Palliative and End-of-Life Care Strategy

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Palliative Care Reform Program







The Queensland Government has committed additional funding of \$171 million over five years, from 2021-22, to lead reforms to palliative care.

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The reform has commenced. Already, the Queensland Government has...



- Invested in initiatives to increase Queensland Health's **specialist palliative care workforce**, delivered under the Workforce Plan.
- Provided funding to the **Specialist Palliative Rural Telehealth Service** to deliver palliative care services in regional, rural and remote Queensland.
- Provided funding to the **Paediatric Palliative Care Outreach Collaborative** to deliver services for children in regional and remote areas.
- Provided funding to the **Medical Aids Subsidy Scheme - Palliative Care Equipment Program** to support delivery of palliative care services at home.
- Received and are evaluating proposals for the delivery of **community-based palliative care services** in regional, rural and remote Queensland. New services are anticipated to commence in 2022.

Program of work	Funding allocated	Key Focus
 New Palliative and End-of-Life Care Strategy development	\$0.5 million	Palliative care system to support: <ul style="list-style-type: none"> • Individual choice • Person centred care • More accessible services • Equity of access to services • Care in local communities
 Growing the frontline specialist palliative care workforce, supported by a workforce plan	\$102.5 million	<ul style="list-style-type: none"> • Increase the specialist palliative care workforce • Strategies to attract, recruit and retain a specialist palliative care workforce • Training, education and capability building
 Investment in community-based services to meet local needs	\$54.8 million	<ul style="list-style-type: none"> • Access to more community-based care for adults and children in the local area • Support individual choice of care setting • Support efficient service delivery
 Palliative care digital services and telehealth support	\$7.2 million	<ul style="list-style-type: none"> • Provide care in the right place at the right time • Increase access to care in regional, rural and remote areas • Use expertise to provide and support local care
 24/7 secondary consultation for palliative care practitioners	\$4.3 million	<ul style="list-style-type: none"> • Build capacity across the workforce • Increase access to specialist palliative care staff in community based settings
 Education and advocacy about death, dying and advance care planning	\$1.6 million	<ul style="list-style-type: none"> • Public education and awareness activities • Work with the sector to design and deliver community education and support initiatives

About the Strategy

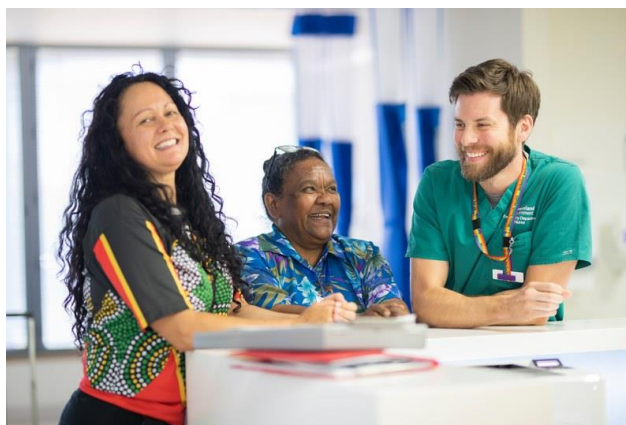


The Strategy builds on previous reforms and is the next step in strengthening the palliative care system.

The Strategy aims to guide the delivery of person-centred and high-quality palliative care, and support people living with a life-limiting illness, as well as supporting their carers, families and loved ones. Partnerships across sectors, such as with the primary health sector, will be encouraged through key actions.

The reform funding includes \$102.5 million to grow and invest in Queensland's specialist palliative care workforce and develop a new workforce plan.

The [Queensland Health Specialist Palliative Care Workforce Plan](#), a key supporting document to the Strategy, will increase capacity and capability of frontline workers to enable expansion of specialist palliative care services across the State and ensure future service and workforce sustainability.



Developing the Strategy: Consultation and engagement

The aim of broad consultation was to ensure that both **collective knowledge** and **lived experience** guide the development of the Strategy and facilitates person-centred outcomes.

Significant public consultation was undertaken as part of the Queensland Parliamentary Committee's inquiry into aged care, end-of-life and palliative care and the 2018 Queensland Health Palliative Care Services Review.

Queensland Health continued to build on the learnings obtained through these processes by undertaking targeted consultation during 2021. Stakeholders were consulted on the proposed principles and goals and asked to identify areas for action.

Consultation was undertaken with consumers, families and carers; the palliative care sector and Hospital and Health Services; peak bodies; and clinicians including the Queensland Palliative Care Clinical Network Steering Committee.



Who was consulted?



142 consumers, families and carers through 16 Kitchen Table Discussions or Yarning Circles held in 14 towns and cities, including rural and remote areas, and facilitated by Health Consumers Queensland.



A wide range of **Queensland Health staff, including specialist palliative care clinicians**, through meetings with the 16 Hospital and Health Services and via a survey (66 responses).



Four dedicated workshops with **clinicians, nurses, allied health staff and sector and consumer representatives**.



49 representatives from 39 **non-government organisations, including palliative care service providers, primary health networks and peak bodies** through workshops and a feedback process facilitated by Palliative Care Queensland.

During the consultation process for the Strategy, feedback was sought about programs and initiatives that were working well and potential actions for inclusion in the Strategy. Over 1,300 feedback items were analysed and themed.

What we heard



Bereavement support is a key aspect of palliative and end-of-life care and should be provided at the time a person receives a diagnosis and throughout a person's palliative journey.



Information needs to be timely and provided to patients, their families and carers at the right time.



Compassion is another key aspect of palliative care and needs to be reflected across the principles and goals.



Governance and accountability for the Strategy needs to be clearly articulated to ensure oversight of its implementation and monitoring.



The **importance of carers, families and other loved ones** needs to be clear.



Need for new investment and better ways to allocate funding and investment to fill gaps and strengthen service delivery.



Growth, training and support for a **multidisciplinary workforce** that can cater to people's needs, including cultural and spiritual.

Other separate targeted consultation processes have also informed the Strategy, including:

- Meetings with Queensland Health staff about the workforce plan
- A workshop focussed on principles of good practice for designing and delivering culturally safe and respectful community-based palliative and end-of-life care for First Nations peoples.

Outcomes from these consultation processes have directly informed specific actions and strategic directions in the Strategy and will be used to influence the broader palliative care service offering.



Queensland Health First Nations community-based palliative care workshop 17 March 2022

Core elements of the Strategy

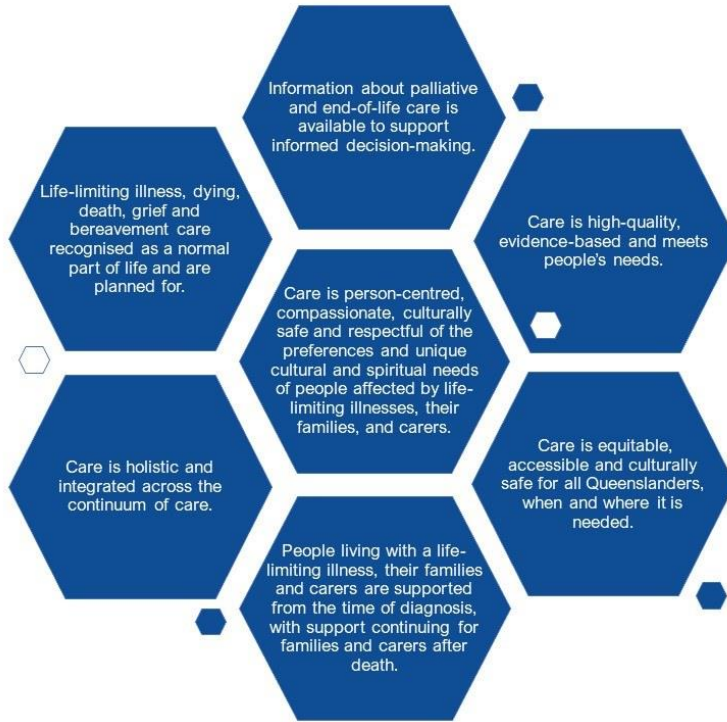
Vision

Queenslanders living with a life-limiting illness receive compassionate, high-quality palliative care that meets their individual needs, preferences and goals at the end of life.



Principles

Seven principles have been co-designed with stakeholders. It is expected they will guide decision making and be reflected in all program and policy design, and palliative and end-of-life care service delivery in Queensland.



Goals

Seven goals have been identified as ideal outcomes that could be achieved through implementation of the Strategy.



Governance
State governance of this Strategy drives action, accountability and sustainability of funded services.
Access to quality services
People living with a life-limiting illness can access high-quality, efficient and integrated palliative care services, at the right time and in the right place.
Information about care
People living with a life-limiting illness, their families and carers receive information that enables and supports them to make informed choices about palliative and end-of-life care.
Individual needs and preferences
People living with a life-limiting illness receive compassionate and high-quality care that is aligned to their preferences and is respectful of their culture, age, identity, emotional, and spiritual needs.
Support for families and carers
Families and carers receive timely and compassionate support while caring for people living with a life-limiting illness and during bereavement.
Skilled workforce
Care is delivered by a skilled, supported, and multidisciplinary workforce that is accessible for people with a life-limiting illness, their families, and carers.
Data and research
Research and performance data are used to continually improve palliative care policy settings and services.

Action areas

The goals will be supported by specific and tangible actions, enabling Queensland Health to measure, monitor and track progress over the five years. The actions included in the Strategy will focus on supporting and enhancing valuable services, programs, and initiatives, as well as new areas for policy and investment that emerged through the engagement process.



Next steps

It is anticipated the Strategy will be released mid-2022.

If you have any questions about the proposed Strategy, please contact PCReformProgram@health.qld.gov.au.

Queensland Health extends sincere thanks to all who have contributed to the development of the Strategy and Workforce Plan, and to improving palliative and end-of-life care in Queensland.

