

Consumer and Carer Feedback Information

Outcomes of the Evaluation of 4CEHR and Living Well Dying Well in Aged Care projects

4CEHR and Living Well Dying Well in Aged Care Projects

In August of 2012 two projects designed to improve the delivery of end of life care in aged care services were commenced in North West Tasmania. Five residential aged care facilities in North West Tasmania participated in this trial.

The **Living Well Dying Well Project** involved an approach for delivering end of life care in aged care services. It included aspects such as a resident's comfort needs and preferences for treatment at the end of life.

The Living Well Dying Well project assisted doctors and nurses to identify the course of illness and dying. It also encouraged conversations with residents about end of life care that included discussion concerning priorities, wishes, preferences, values and goals. It emphasised respect for resident's wishes when planning care. This process is known as Advance Care Planning and usually involves members of the person's family as well as their doctor and other carers.

An Advance Care Directive is used to record wishes and preferences for end of life care. This is a document that is completed and a copy is given to the person, their family members, doctor and others involved in their care. Sometimes the Advance Care Directive form is not used and instead the plan is recorded in the person's medical records or aged care residential file.

The **4CEHR Project** involved the development and use of an electronic record and communication system to support advance care planning. 4CEHR is an electronic storage system for clinical information. It is an electronic health record or system that can store advance care directives and other care planning information. It

allows this information and plans to be shared between those involved in a person's care.

The 4CEHRE is a clinical tool used to assist nurses and doctors in planning care to align with resident wishes. The tool can assist doctors and nurses to identify potential or expected health deteriorations and create plans to prevent crises and avoidable hospital admissions.

The 4CEHR was designed with the idea that it would be linked with the Australian Governments Personally Controlled Electronic Health Record (PCEHR).

Both the **4CEHR** and **Living Well Dying Well** projects were trialled in five residential aged care facilities in North West Tasmania.

Evaluating the Projects

In 2013, funding became available through the Australian Government funded Better Access to Palliative Care Program, to support further work in advance care planning and end of life care in Tasmania. This included a state-wide focus across a range of services and organisations and a focus on the broader Tasmanian community.

To do this it was important to build on the work of the 4CEHR and Living Well Dying Well in Aged Care Projects. This meant understanding how well the projects had worked and if there were any difficulties or areas for improvement.

In July 2014 Grosvenor Management Consulting were engaged to evaluate the 4CEHR and Living Well Dying Well in Aged Care Projects. During September they spoke with a range of people involved in the projects including staff and some carers and consumers of the five residential aged care facilities.

Findings and Outcomes of the Evaluation

The evaluation report identified a number of key learnings including:

- The need for advance care planning in Tasmania to fit with the nationally supported Residential Aged Care Palliative Care Approach (RACPA);
- The need to ensure that advance care planning processes and resources (such as the Advance Care Directive) are recognised and accepted across health and community settings;
- The importance of encouraging and supporting change when developing new processes for end of life care;
- The importance of senior management support to ensure the success of advance care planning and end of life care changes in practice;
- The limitations of the electronic information system (4CEHR) to support the functions of advance care planning;
- The importance of electronic systems to be able to connect with other existing electronic information systems resources; and
- The importance of involving local networks of services when changes are made to the way that residential aged care facilities provide advance care planning and end of life care .

What happens next?

The 4CEHR and Living Well Dying Well Evaluation Report contains 16 recommendations. These will be used to inform how end of life care, in particular the process of advance care planning, can be further developed for state-wide use.

During 2015 the Better Access to Palliative Care Project team (Department of Health and Human

Services) will examine and implement the recommendations of the evaluation report.

Thank you

We would like to **thank you for your support and participation** in these projects. We would especially like to thank those people who participated in the recent evaluation.

Ensuring that all Tasmanians receive good quality end of life care is important. Encouraging and supporting everyone to think and talk about end of life care means that an individual's wishes, comfort needs and preferences for treatment at the end of life are respected in planning care.

Would you like more information?

The complete Evaluation of 4CEHR and Living Well Dying Well, Final Report is available on the DHHS Webpage at <http://www.dhhs.tas.gov.au/palliativecare>

If you have any questions about the evaluation report please contact:

Anita Reimann,
Project Manager, Better Access to Palliative Care,
Service Planning and Design, DHHS
Phone: 6777 2992
Email: anita.reimann@dhhs.tas.gov.au.

OR

Barbara Ringeisen Arnold,
Director eHealth,
Tasmanian Health Organisation North West
Phone: 6440 8016
Email: barbara.ringeisen@dhhs.tas.gov.au