

JustHealth Consultants is the consultancy service of AHHA, launched to support Australian healthcare organisations at national, state, regional hospital and community levels across all sectors to meet complex governance and organisational requirements of today's healthcare system.

SERVICE EXAMPLE:

END OF LIFE DIRECTIONS FOR AGED CARE (ELDAC)

Client	Commonwealth Government
Services	To establish and deliver advisory services, using innovative models of delivery, for aged care providers and primary care clinicians providing health care for recipients of aged care services.
Context	<p>Over the next 25 years, the annual number of deaths in Australia will double and the demand for palliative services will increase rapidly.</p> <p>Community, aged and primary care workforces need support to:</p> <ul style="list-style-type: none">• Address the inconsistent access to high-quality palliative care services; and• Provide end of life care that reflects people's values, goal and preferences; and which will• Lower health costs by reducing hospitalisation at the end of life.
Approach	<p>The End of Life Directions for Aged Care (ELDAC) project is a national specialist palliative care and advance care planning advisory service. It was initiated to enable health professionals and aged care workers access to information, guidance, and resources to support palliative care and advance care planning for older people and their families.</p> <p>ELDAC involves a national consortium of eight partners—three universities and five national agencies: Queensland University of Technology (QUT), Flinders University of South Australia (FUSA), University of Technology Sydney (UTS), Palliative Care Australia (PCA), Aged & Community Services Australia (ACSA), Leading Age Services Australia (LASA), Australian Healthcare and Hospitals Association (AHHA), and Catholic Health Australia (CHA).</p> <p>Working collaboratively with the broader ELDAC consortia, activities undertaken by the AHHA team focussed on:</p> <ul style="list-style-type: none">• improving linkages between aged care services and palliative care services in primary care;• improving the palliative care skills and advance care planning expertise of aged care service staff and primary care clinicians;

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- improving the quality of care for aged care recipients through primary care, prevent unnecessary hospital admissions, and shorten hospital stays;
 - promotion of ELDAC resources through AHHAs extensive primary care network and communication products.

The AHHA formed a team which brought together significant experience, credibility and expertise in palliative care; health professional education; and an extensive track record in managing and leading engagement and consultation with stakeholders across multidisciplinary teams, services and sectors.

Following a review of existing palliative care resources and evidence relevant to primary care, complemented by comprehensive stakeholder consultation and testing, AHHA developed the ELDAC Primary Care Toolkit. The freely available online [ELDAC Primary Care Toolkit](#) was launched in April 2018.

The toolkit provides links to clinical tools and resources; education, training and quality improvement strategies for palliative care and advance care planning; information on how to access and develop local HealthPathways; and resources to improve coordination and cooperation between services and providers.

The toolkit is maintained using contemporary evidence-based resources, information and tools, and is updated based of feedback from stakeholders and users.

Result

This project resulted in an online user-friendly, practical and engaging toolkit providing training and resources toolkit to support staff working in primary care in providing high-quality palliative care and advance care planning for older Australians.

The online toolkit continues to support primary care clinicians through workforce development, quality improvement and data development activities.

Date completed Due to be completed in June 2020.
