

COMPAC Guidelines Training Project

Client: Australian Government – Department of Health

Services: Development and delivery of palliative care training workshops

Context

The AHHA was engaged by the Department of Health to create, pilot and deliver a multi-year, two-stream education package promoting the awareness and use of the Guidelines for a Palliative Approach for Aged Care in the Community Setting (COMPAC Guidelines), as part of the Tasmanian Health Assistance Package. The team delivered a project which significantly improved the skills, confidence and expertise of professionals and volunteers who care for people who are dying and their families, and built and enhanced the provision of quality palliative care in the state.

Approach

With clinicians, health professionals, volunteers, carers and administrators across the health sector and beyond as users, it was essential for the AHHA to engage the diverse audience in developing the training packages. Obtaining consensus on the best way forward was critical. After an extensive research phase during which a literature review, online survey and mapping exercise were conducted, the AHHA undertook broad stakeholder consultation across all areas of Tasmania. The next step was the development of a two-stream formal education module with endorsement for continuing professional development, a live webinar delivery portal and post-education support. Local palliative care clinicians familiar with the Tasmanian context were engaged to provide the training.

Results

All performance targets were fully achieved. The AHHA developed and delivered over 80 face-to-face workshops to over 900 people. Training was offered in metropolitan, regional and rural areas across the state. The AHHA brought training on-site to aged and community organisations at no cost and facilitated webinars for those unable to attend in person.

Evaluation data indicates the program significantly improved participants' knowledge and skills, with over 80% reporting the training had improved their ability to deliver palliative care. The workshops allowed a diverse audience to benefit from training in strategies which improve end of life care, explore new interventions for the management of pain and other symptoms, and better support the high-quality end of life care aligned with the desires of the patient. The workshops allowed participants who were not previously able to access training the opportunity to do so, and enhanced end of life care initiatives in the state.

Participant feedback

"The workshop was a great interactive way to widen my knowledge and understanding of palliative care and that all cases are different. I've learned how to adapt the care I deliver to the context of the patient." Registered nurse working in the acute care setting

"I thoroughly enjoyed the palliative care training. The group dynamics were encouraging and diverse. Some of the medical language was new to me, but the facilitator explained it simply. My hospice training has served me well as this course has crossed over many points of caring for a patient in a holistic way. I found the training manual helpful and it will be a well-used resource." Volunteer