



CEO Roundtable for Palliative Care – Meeting held on 23 October 2024

Communique 10

At our October CEO Roundtable for Palliative Care in WA meeting, 20 representatives from organisations with an interest in palliative care met to discuss latest developments in palliative care in the State. Two speakers gave presentations, including A/Professor Alison Parr, Clinical Lead Palliative Care, WA Health and Dr Ian Dey, Chief Medical Officer, WAVED (WA Virtual Emergency Department).

Both presentations stimulated engaging discussions and questions from participants.

Department of Health End of Life Care Program update

Associate Professor Alison Parr, Clinical Lead Palliative Care, WA Department of Health End of Life Care Program, provided a comprehensive update on the progress made under the Sustainable Health Review Strategy 3: Great Beginnings and a Dignified End of Life, focusing mainly on horizons 3 to 4.

The key initiatives to support the strategy are summarised below:

HORIZON 3 – TARGET JULY 2024

Increasing adoption of new integrated models of care for older people:

- Extension of the National Partnership Agreement (NPA) projects – specifically the pilot Metropolitan Palliative Care Consultancy Service (MPaCCS) expansion and trial of services, care coordination in Residential Aged Care Facilities (RACFs), transitions of care from hospital to RACFs.
- Residential Care Line (RCL) expansion continues via state funding supporting clinicians.
- Residential Goals of Care (RGoC) implementation for private RACFs in metropolitan and country WA continues.
- Silverchain support for metropolitan service.

People experience a dignified end of life in the setting they choose:

- Supporting capacity, capability and skills of health professionals.
- Promotion of Advance Care Planning/Advance Health Directives (ACP/AHDs) information – launching General Practice (GP) information campaign.
- Review of the *Voluntary Assisted Dying Act 2019*. Report to be released shortly.

Whole-of-government implementation plans are progressing:

- Focus on closing gaps between State and National funding streams, how the system can work better, collaboration across jurisdictions to address national and state priorities.
- Collaboration across health networks – intergovernmental relations and older person health network.
- NPA for Palliative Care in aged care – two-year extension to 30 June 2026.
- Deloitte – Independent review of palliative care activity and spend 2022 – implementation of recommendations ongoing.

HORIZON 4 – TARGET JULY 2029

Older people with complex chronic conditions are cared for in the community or in more appropriate settings:

- New aged care legislation incoming, new funding model and Commonwealth reform initiatives in response to the Royal Commission ongoing – partnership opportunities.
- Opportunity to further develop ED, outpatient and community palliative care services – System Improvement Unit linkages, WAVED and East Metropolitan Health Service (EMHS) Co-Hive linkages.
- Continuation of the Silverchain and MPaCCS programs.
- Adequate funding for allied health – maintain/improve function and link with appropriate support.
- Need to enhance support for carers and paid carers in community services.
- Bereavement framework – greater recognition of bereavement support as an integral part of palliative care.
- Complexities with National Disability Insurance Scheme (NDIS) funding and reform.

A/Professor Alison Parr explained that a lot had been achieved but that there are opportunities to continue improvement through:

- Working on consistent access and choices associated with avoidable ED presentations and reduction of long length of stay in hospital.
- Improving the recording of specialist palliative care activity, specifically standardisation of national and state definitions and not counting nursing interventions.
- Improving system and workforce capacity and capability to provide early referral to palliative care, especially patients with non-malignant disease including dementia.
- Growing the generalist palliative care workforce, particularly in the community.
- Improving skills in prognostication, assessment of clinical deterioration, symptom management.
- Improving skills in communication of prognosis and treatment options/goals of patient care discussions.
- Giving further attention to the issue of medical student/registrar training placements limited by capacity to train.
- Improving accessibility of ACP documentation in and across the health system.
- Working on longer term funding models, especially with NPA extensions to 30 June 2026.

WA Virtual Emergency Department (WAVED)

Dr Ian Dey, Emergency Physician, and Director of WAVED, gave a presentation about the program and its origins four years ago as a pilot at Fiona Stanley Hospital with St John Ambulance (SJA).

WAVED allows patients to be assessed virtually via telehealth by an experienced clinician and connected with the care they need – at home, hospital or an alternative service – rather than waiting in an emergency department.

By providing clinically appropriate alternative care options, WAVED is helping to alleviate system pressures, including the use of ambulances and Emergency Departments (EDs) at hospitals.

The metropolitan-wide model identified that while there was overcrowding in ED and ramping of patients in ambulances, a proportion of those patients could be managed more appropriately at home or in a non-ED location.

WAVED is mainly activated following a 000 call but does have additional and growing pathways into the service. The majority of the calls, 80 per cent, are older frail/complex patients. Approximately 40 per cent of patients are from residential aged care and 60 per cent are from the community. The

service runs from 8.00am to 8.00pm seven days a week and allows a “virtual bedside presence and assessment” in the patient’s own residence with video screen technology. In aged care facilities, WAVED can be used before an ambulance is sent to the person.

Nearing the end of life, WAVED allows ED doctors to explain the likely outcome of intervention or no intervention and can refer patients to Silverchain and MPaCCS to support palliative care at home.

WAVED is a foundation initiative that will link with other services to help the challenges and complexity of health care for a patient as their health changes. The aim is to provide practical solutions, linking the patient and their carers to relevant resources, creating a support plan for them without the need for a hospital admission.

State Government Election 2025 – Sustainable palliative care for all Western Australians

Palliative Care WA CEO Lenka Psar-McCabe discussed PCWA’s ‘election ask’ document – [‘State Government Election 2025 – Sustainable palliative care for all Western Australians’](#) – that was developed following consultation with organisational members and CEO Roundtable members.

Ahead of the State Election in March next year, the document calls for all political parties to commit to investing in palliative care to meet the increasing demand for quality palliative care in Western Australia.

The recommendations in the document align and complement those of our national organisation, Palliative Care Australia, and other state and territory palliative care organisations.

Letters and copies of the document were sent to all major political parties in WA. A follow-up letter was also sent adding further clarity on the manner in which Recommendation 2 could be delivered with an investment in WA Virtual Emergency Department (WAVED) coupled with funding for St John Ambulance WA (SJAWA).

Palliative Care WA would like to highlight the successful pilot of the Extended Care Paramedic (ECP) pilot by SJAWA and the WA Department of Health, which has culminated in linking it to the WAVED initiative.

The document has five key recommendations:

RECOMMENDATION 1

Increase access to palliative care support packages for Western Australians under 65 years.

RECOMMENDATION 2

Continued and increased access to palliative care support funding for Western Australians accessing aged care.

RECOMMENDATION 3

Improve community pharmacy support and services.

RECOMMENDATION 4

Increase funding for community education and the education of health care professionals.

RECOMMENDATION 5

Grow initiatives that educate and engage the community to build compassionate communities.

Meeting attendees

- Renae Lavell, Executive Director, Silver Chain Group
- Associate Professor Alison Parr, Clinical Lead Palliative Care, WA Department of Health End of Life Care Program
- Amanda Silla, Program Manager, WA Department of Health End of Life Care Program
- Dr Margherita Nicoletti, Clinical Lead End of Life Care, WA Department of Health End of Life Care Program
- Barbara Voight, Nurse Educator, Palliative Care, NMHS
- Prof Davina Porock, Research Fellow, School of Nursing and Midwifery ECU (PCWA Board)
- Melanie Marsh, Cancer Information and Support Services Director, Cancer Council WA
- Donelle Rivett, Executive Manager Corporate Support and Projects, Bethesda Health Care
- Tim Ryan, Manager PaSCE, Cancer Council WA
- Shelly Skinner, CEO and Founder, Lionheart Camp for Kids
- Charlene Yates-Bishop, Board, Lionheart Camp for Kids
- Joe Cuthbertson, GM Clinical and Operational Excellence, St John WA
- Dr Ian Dey, Chief Medical Officer, WAVED
- Ben Irish, CEO St John of God Murdoch Hospital
- Emma Davidson, COO Senses WA
- Lenka Psar-McCabe, CEO Palliative Care WA
- Jo Micallef, Partnerships, Events and Administration, Palliative Care WA
- Liz Rehfeldt, Marketing and Communications, Palliative Care WA
- Clare Mullen, Executive Director, Health Consumers' Council
- Theresa Ng, A/CEO Umbrella Multicultural Community Care
- Tanya Pidgeon, Facilitator, PCOC
- Fiona Simpson, State Manager Client Services, Dementia Australia

Apologies

- Dr Elissa Campbell, President, Palliative Care WA
- Professor Samar Aoun, Perron Institute Research Chair in Palliative Care UWA (PCWA Board)
- Adjunct Professor Yazmin Naglazas, CEO, Parkinson's Western Australia
- Jane Edmond, Chief Supported Accommodation Officer, Rocky Bay
- Fiona Jane, Clinical Hospice Manager, Albany Hospice
- Brian Pyne, Group CEO, St John of God Health Care
- Richard Newman, CEO, Carers WA
- Dr Neale Fong, CEO, Bethesda Health Care
- Chris Jeffrey, Chief Policy Officer, COTA
- Maria Davison, CEO, Melville Cares
- Catherine Stoddart, CEO, Brightwater
- Ophelia Michelides, Project Management Office Lead, Senses WA
- Dr Ellen Knight, Head of the Palliative Care, Joondalup Health Campus
- Mark Kinsella, CEO, COTA WA
- Cameron Barnes, Senior Policy Advisor, Department Premier and Cabinet
- Anna Kirk, WAVED System Manager, St John WA
- Justin James, CEO, HIF
- Tish Morrison, Program Manager Palliative Care, WAPHA
- Peter Mott, WA Government Relations Manager, Ramsay Health Care
- Maeve Egan, CEO, MNDWA