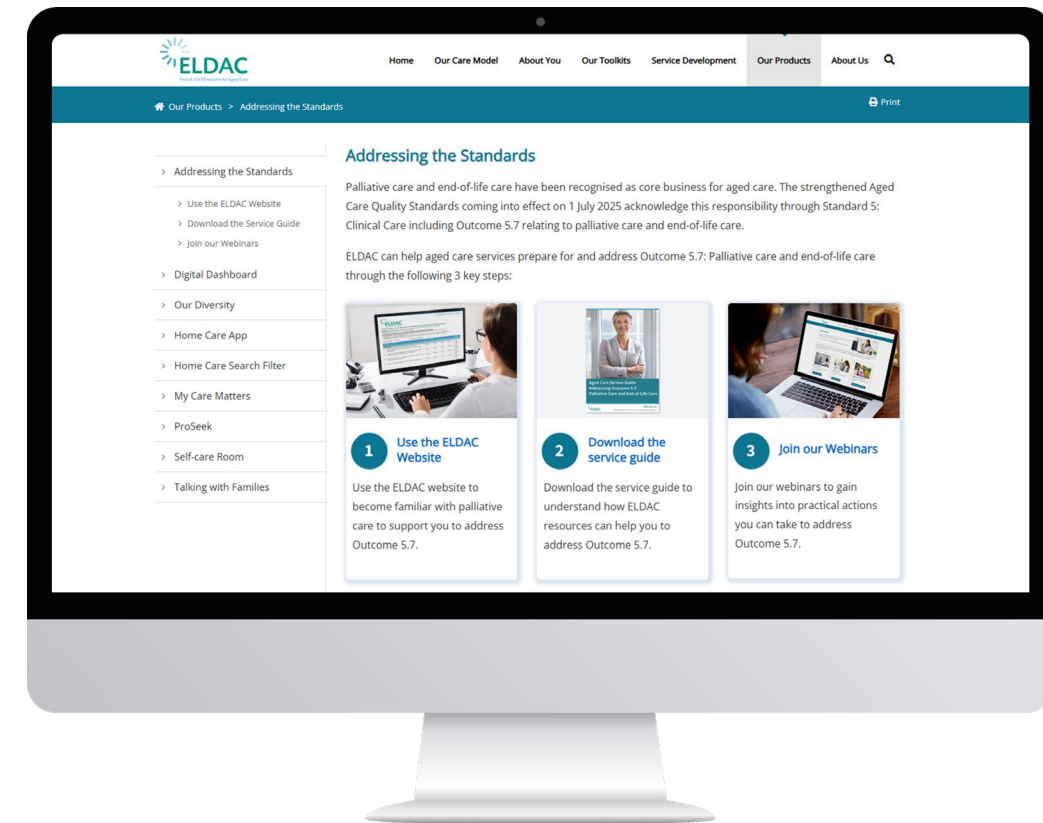# Addressing Outcome 5.7 with the ELDAC Linkages Program

Distinguished Professor Patsy Yates

Addressing the Standards: Webinar 1
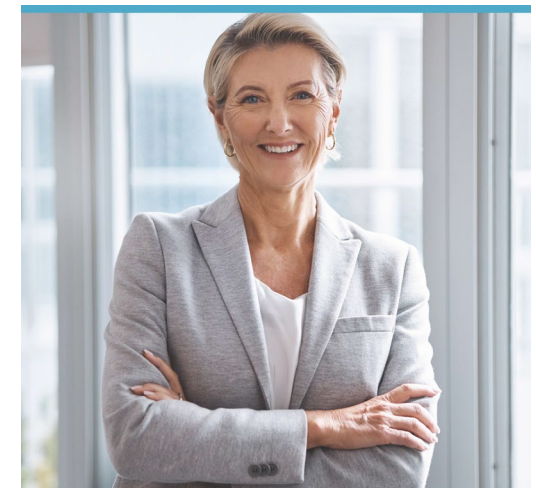
Strengthened Aged Care Quality Standards

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- The strengthened Aged Care Quality Standards come into effect on 1 July 2025

- Palliative care and end-of-life care have been recognised as core business for aged care.

- Standard 5: Clinical Care, including Outcome 5.7 which relates to palliative care and end-of-life care

Standard 5 – Outcome 5.7

- The provider must recognise and address the needs, goals and preferences of individuals for palliative care and end-of-life care, and must preserve the dignity of individuals in those circumstances.

- The provider ensures that the pain and symptoms of individuals are actively managed, with access to specialist palliative and end-of-life care when required.

- The provider must ensure that supporters of individuals and other persons supporting individuals are informed and supported, including during the last days of life.

**Aged Care Service Guide
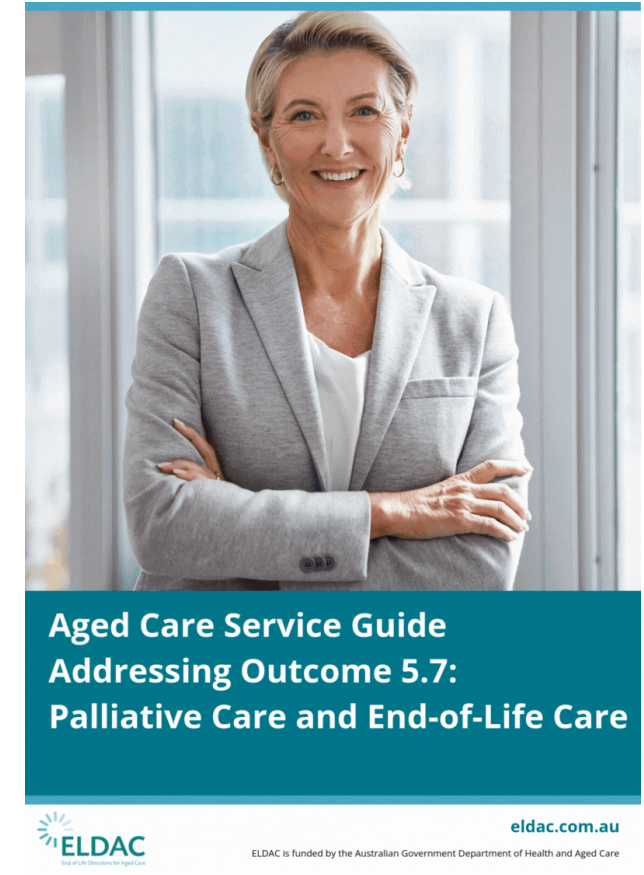Addressing Outcome 5.7:
Palliative Care and End-of-Life Care**

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ELDAC is funded by the Australian Government Department of Health and Aged Care

What is ELDAC?

Funded by the Australian Government Department of Health, Disability and Ageing, ELDAC (End of Life Directions for Aged Care) is a free online resource for aged care workers and health professionals caring for older people at the end of life.

ELDAC aims to:

- Build palliative care and advance care planning knowledge, skills and linkages in aged care and primary care.

- Promote lasting change at the individual, service and system levels of aged care and primary care.

- Make lasting change that enables a reduction of avoidable hospital admissions, with shortened stays, and improved quality of care for people supported in residential and community aged care programs.

How can ELDAC help your service meet Outcome 5.7?

- Aged Care Services Guide
- ELDAC Care Model
- ELDAC Audits (ELDAC Advance Care Planning and Palliative Care Organisational Audit, ELDAC After Death Audit, ELDAC Personal Learning Assessment)
- PaCE Aged Care
- Toolkits
  - Residential Aged Care
  - Home Care
  - Dementia
  - Allied Health
  - Managing Risk
  - End of Life Law
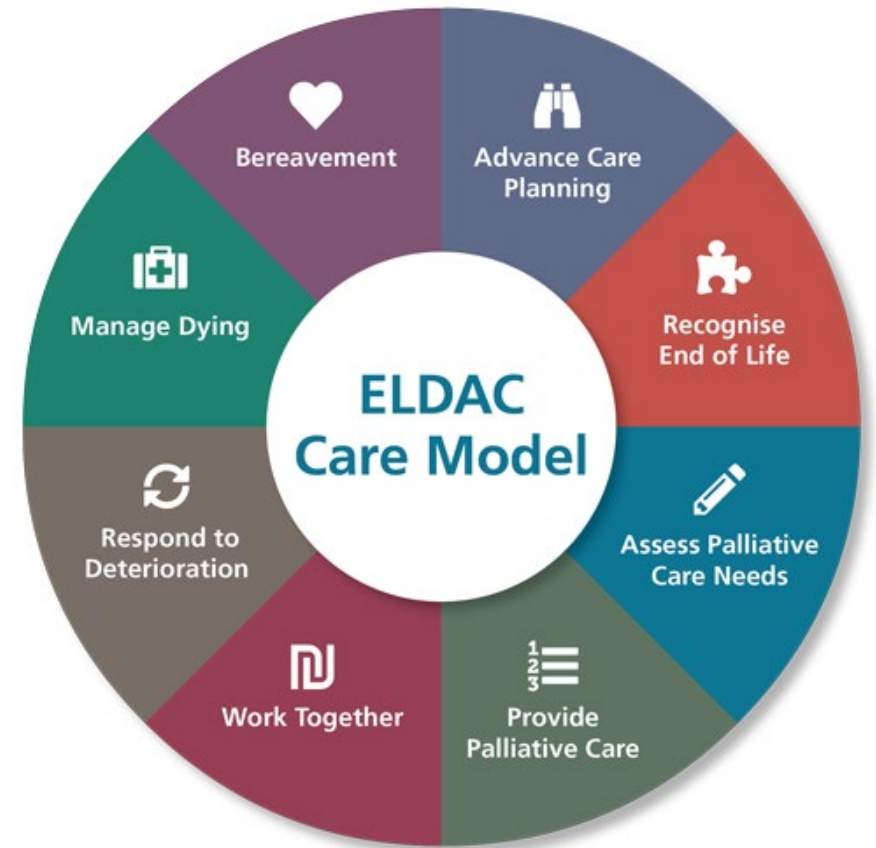- **ELDAC Linkages Program**

A Framework for Care

ELDAC provides a framework for thinking about palliative care in aged care.

The eight areas that make up the **ELDAC Care Model** are essential to providing care at the end of life and reminds care providers that care needs will change over time.

Information about each of these eight care domains and related resources are included in the ELDAC website and toolkits.

ELDAC Care Model

- Bereavement
- Advance Care Planning
- Recognise End of Life
- Assess Palliative Care Needs
- Provide Palliative Care
- Work Together
- Respond to Deterioration
- Manage Dying

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Linkages Program

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ELDAC has a team of facilitators who assist, support and enable health and aged care workers to provide best quality care for older Australians and their families at the end of life via the ELDAC Linkages Program.

The facilitators work with aged care services across Australia to help them to find, learn from, and work with experts in their local area. This service is free and available across Australia.

ELDAC's facilitator team:

| Diana Harrison | Jennifer Gavin | Rebecca Moore | Cheryl Blaber | Mays Windisch | Jules Brazier | Wendy Gain |

Linkages Program – Objectives

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Provide specialist palliative care and ACP **guidance** to aged care providers and GPs

Improve linkages between aged care services and palliative care services

Improve the palliative care **skills** and advance care planning **expertise** of aged care service staff and GPs

Improve the quality of care for aged care recipients, **prevent unnecessary hospital admissions**, and **shorten hospital stays**

Linkages Program – Key Milestones

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Complete pre-implementation audits (T1, baseline)

Review results and needs analysis report / feedback

Complete mapping of local/regional service providers

Connect and set up partnerships

Develop and implement an action plan

Complete post-implementation audits (T2, 6-9 months after T1)

Participate in activities to promote sustainable change

Linkages Program – Service Data

- The ELDAC Linkages Program has been implemented in over 300 Aged Care services in Australia

- Previous data demonstrates improvement in advance care planning and palliative care processes within aged care services after participation in the program

- A number of these improvements relate to Outcome 5.7

Standard 5 – Outcome 5.7
Needs, goals and preferences

Outcome Statement:

The provider must **recognise and address the needs, goals and preferences** of individuals for palliative care and end-of-life care, and must preserve the dignity of individuals in those circumstances.
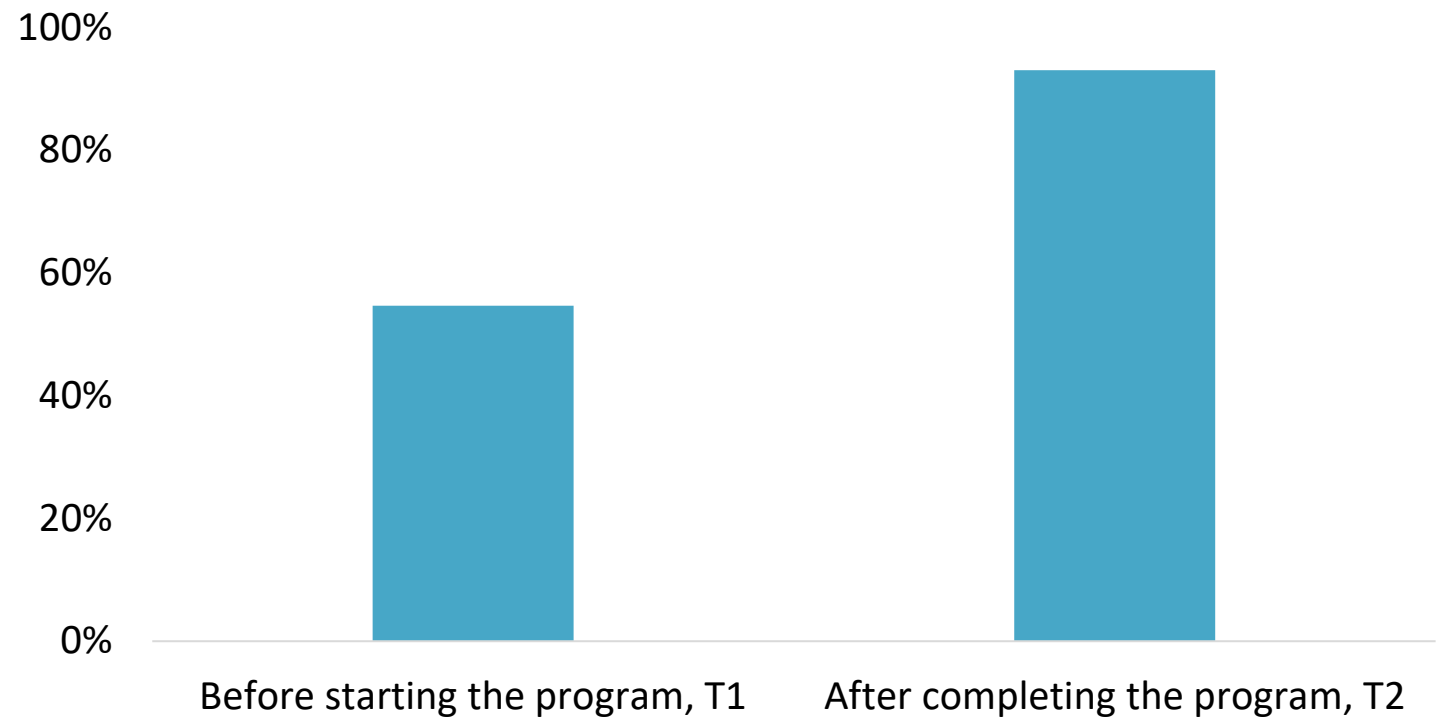
Linkages Program – Service Data
Needs, goals and preferences

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ELDAC Advance Care Planning and Palliative Care Organisational Audit

Question 1: There are regular conversations about decision making and advance care planning with residents/clients/families at set times, as well as when required.

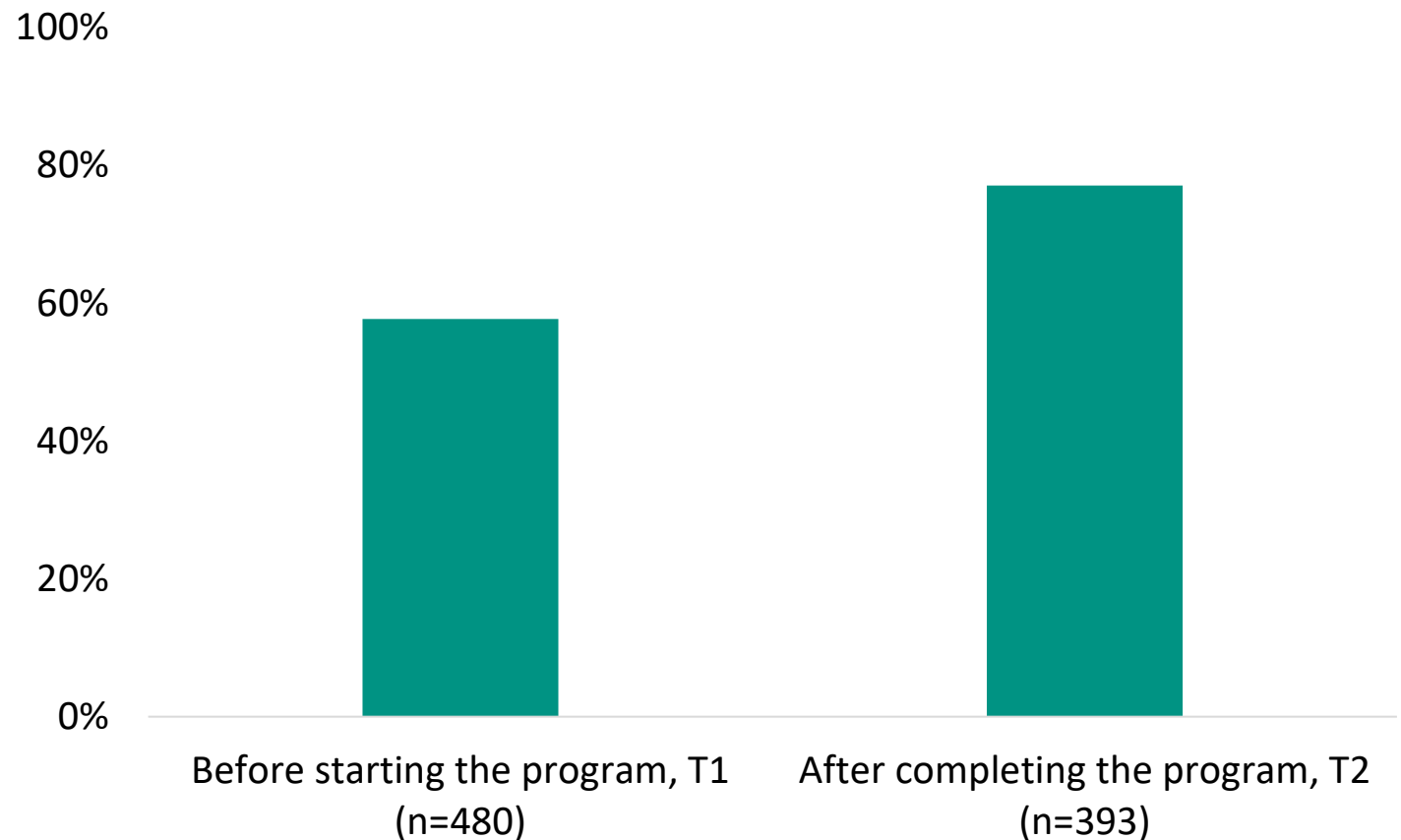Percentage of services which mostly or completely met this item before and after the program (n=86)

	Before starting the program, T1	After completing the program, T2

Linkages Program – Service Data
Needs, goals and preferences

ELDAC After Death Audit

Question 14: Was there documented evidence of an Advance Care Plan or Advance Care Directive?

Percentage of residents/clients who had a documented ACP/ACP before and after the program

Linkages Program – Service Data
Needs, goals and preferences

End of Life Directions for Aged Care
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ELDAC Personal Learning Assessment – Question 2

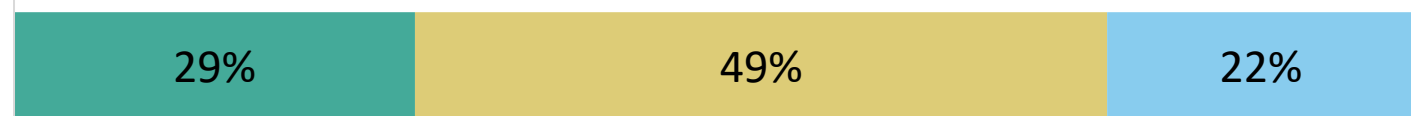Clinical staff knowledge of advance care planning legislation and processes

	I know a small amount	I know a moderate amount	I know a large amount
T1 (n=2002)	47%	44%	9%
T2 (n=1801)	32%	50%	17%

Clinical staff skills and confidence in discussing advance care planning legislation and processes

	I do not feel confident	I feel somewhat confident	I feel very confident
T1 (n=1954)	37%	50%	13%
T2 (n=1764)	29%	49%	22%

Standard 5 – Outcome 5.7
Pain and symptom management

Outcome Statement:

The provider ensures that the **pain and symptoms of individuals are actively managed**, with access to specialist palliative and end-of-life care when required.
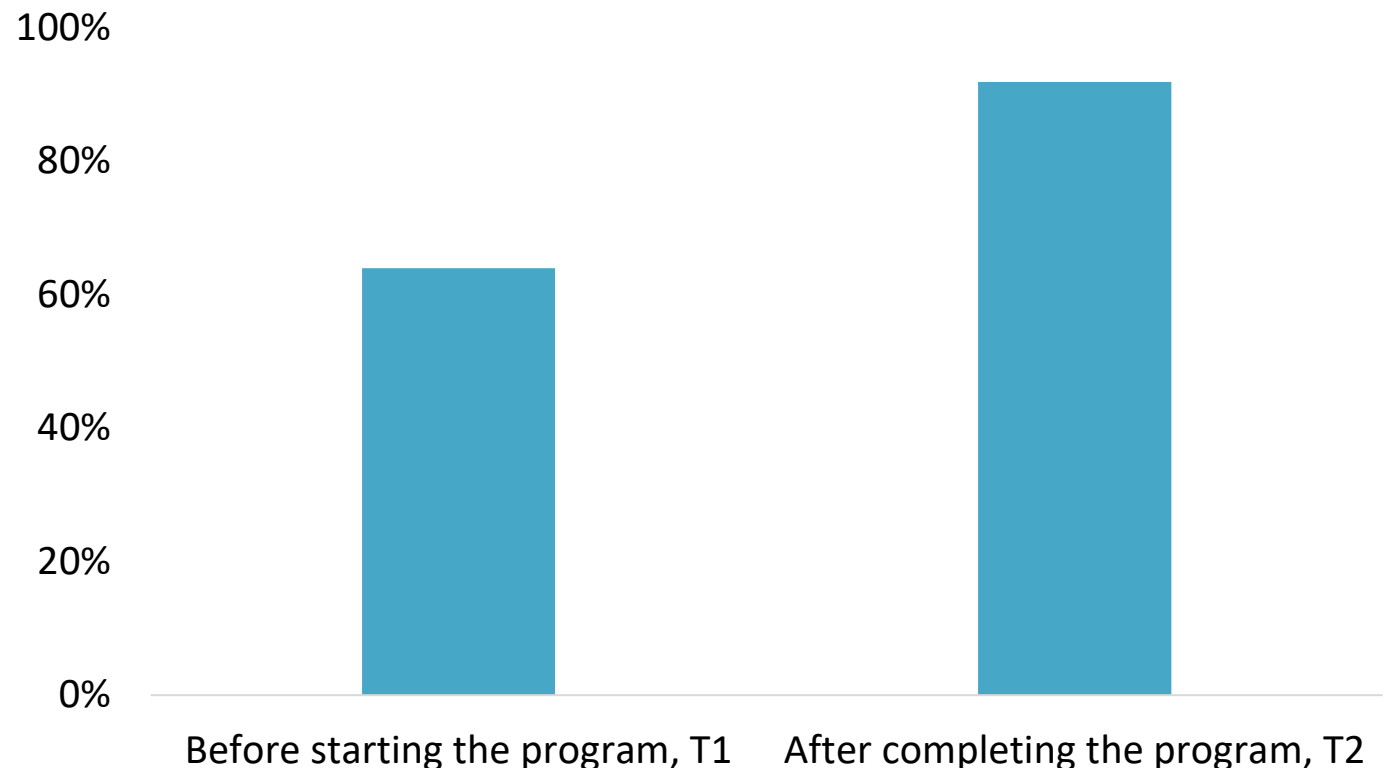
Linkages Program – Service Data
Pain and symptom management

ELDAC Advance Care Planning and Palliative Care Organisational Audit

Question 14: Staff are able to provide care and effective symptom management for residents/clients in the last days/weeks of life.

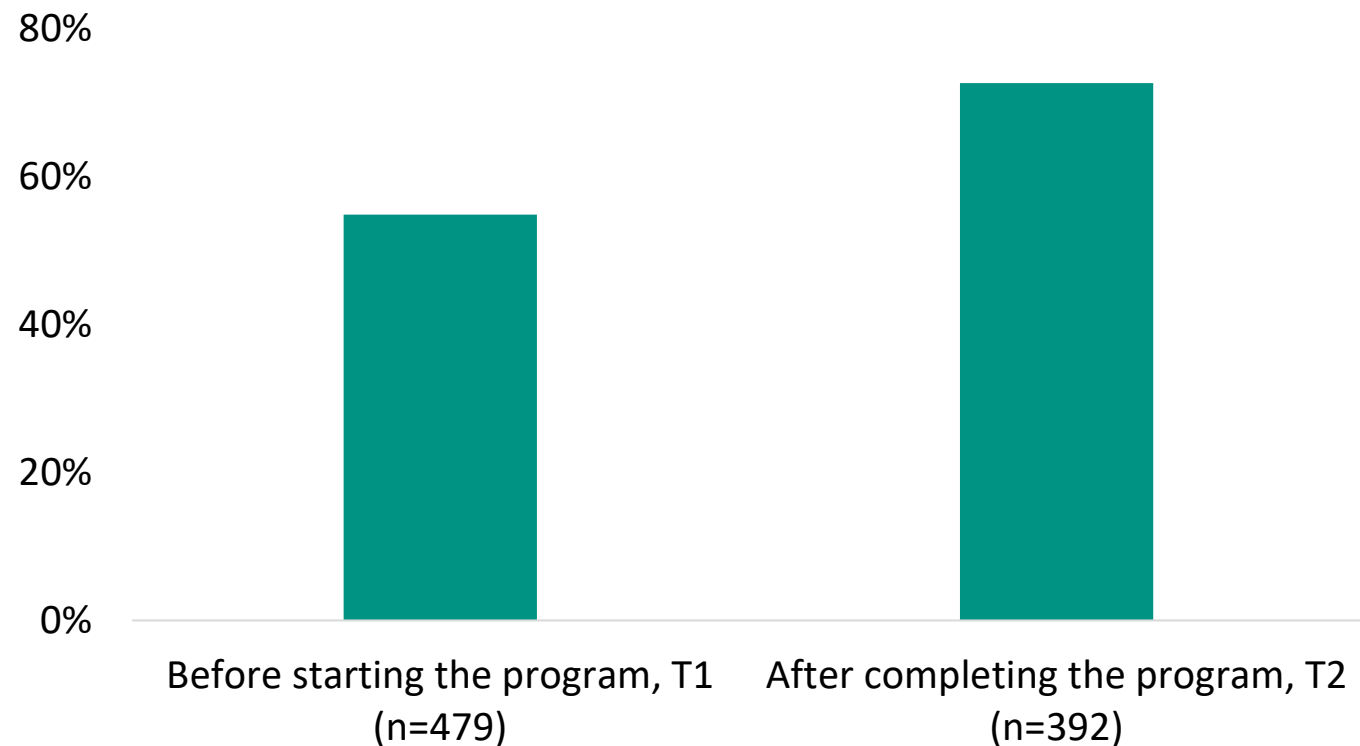Percentage of services which mostly or completely met this item before and after the program (n=86)

Before starting the program, T1   After completing the program, T2

16

Linkages Program – Service Data
Pain and symptom management

ELDAC After Death Audit

Question 25: Were the palliative care needs of the resident/client met in the last week of life?

Percentage of residents/clients who had their needs fully met in the last week of life

Bar chart showing: Before starting the program, T1 (n=479) approximately 55%; After completing the program, T2 (n=392) approximately 73%.

Linkages Program – Service Data
Pain and symptom management

ELDAC Personal Learning Assessment – Question 7

Clinical staff knowledge of palliative symptom management

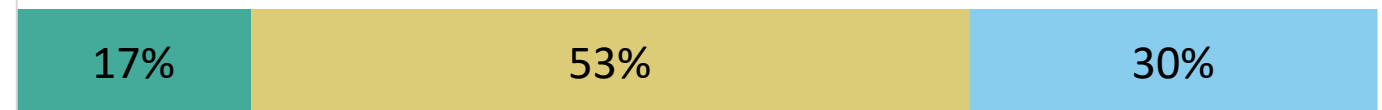|			
T1 (n=2000)	35%	46%	19%
T2 (n=1799)	25%	45%	30%

■ I know a small amount   ■ I know a moderate amount   ■ I know a large amount

Clinical staff skills and confidence in managing palliative symptoms within their scope of practice

T1 (n=1952)	17%	53%	30%
T2 (n=1765)	13%	45%	41%

■ I do not feel confident   ■ I feel somewhat confident   ■ I feel very confident

Standard 5 – Outcome 5.7
Informing and supporting carers

Outcome Statement:

The provider must ensure that supporters of individuals and other persons supporting individuals are **informed and supported**, including **during the last days of life**.
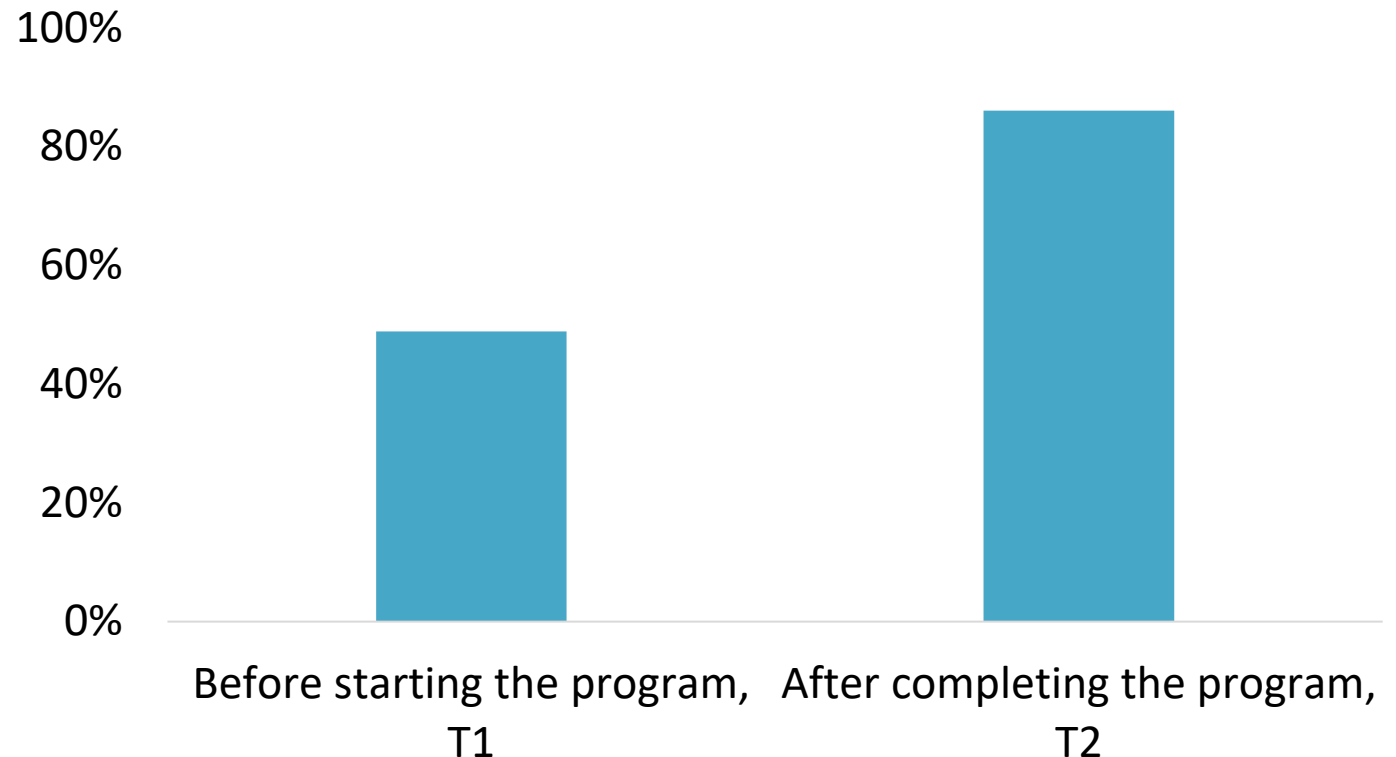
Linkages Program – Service Data
Informing and supporting carers

ELDAC Advance Care Planning and Palliative Care Organisational Audit

Question 6: There is a process for conducting family meetings/case conferences about palliative and/or end of life care.

Percentage of services which mostly or completely met this item before and after the program (n=86)
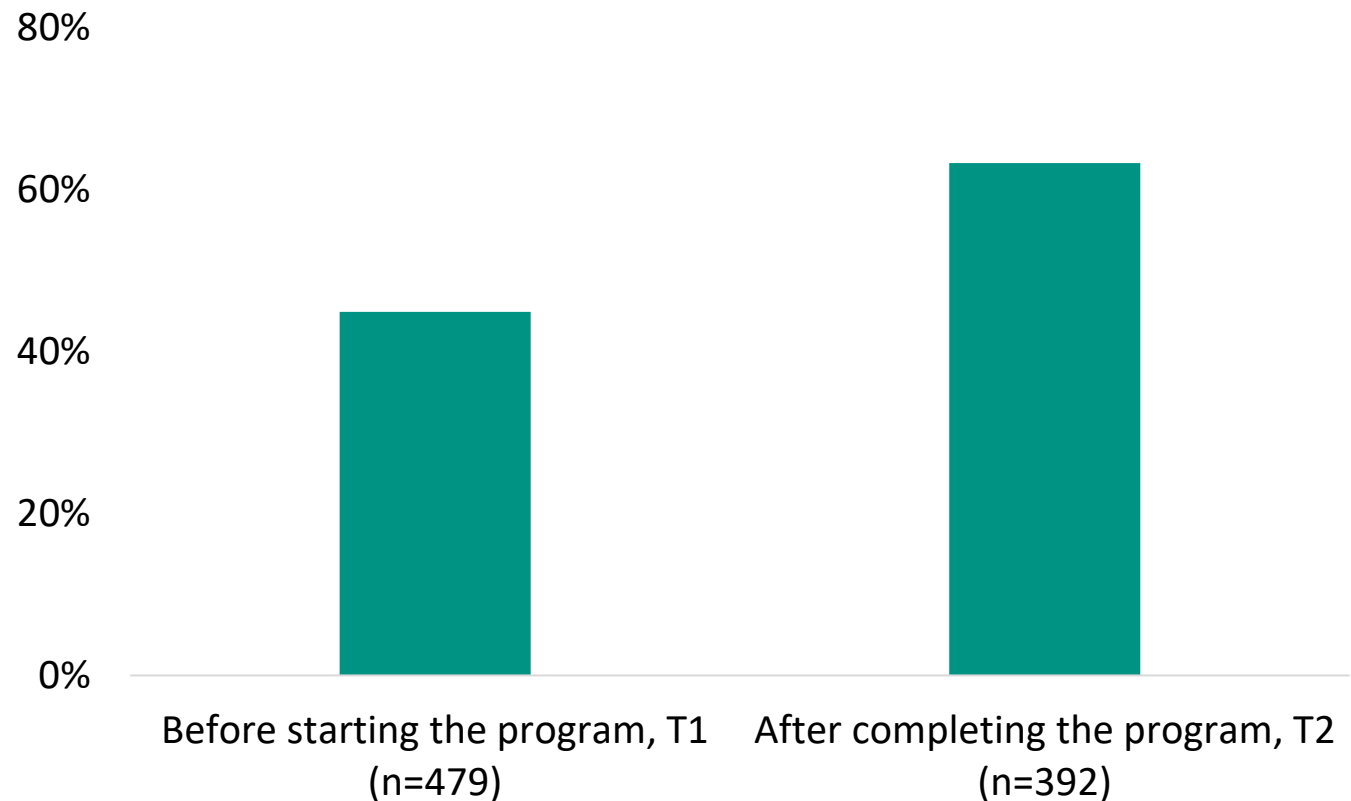
Linkages Program – Service Data
Informing and supporting carers

ELDAC After Death Audit

Question 26: Were the palliative care needs of the family met in the last week of life?

Percentage of families who had their needs fully met in the last week of life

Linkages Program – Service Data
Informing and supporting carers

ELDAC Personal Learning Assessment – Question 15

Clinical staff knowledge of bereavement needs of families

T1 (n=2001)	35%	47%	18%
T2 (n=1798)	25%	48%	27%

■ I know a small amount   ■ I know a moderate amount   ■ I know a large amount

Clinical staff skills and confidence in assessing family bereavement needs and referring if necessary

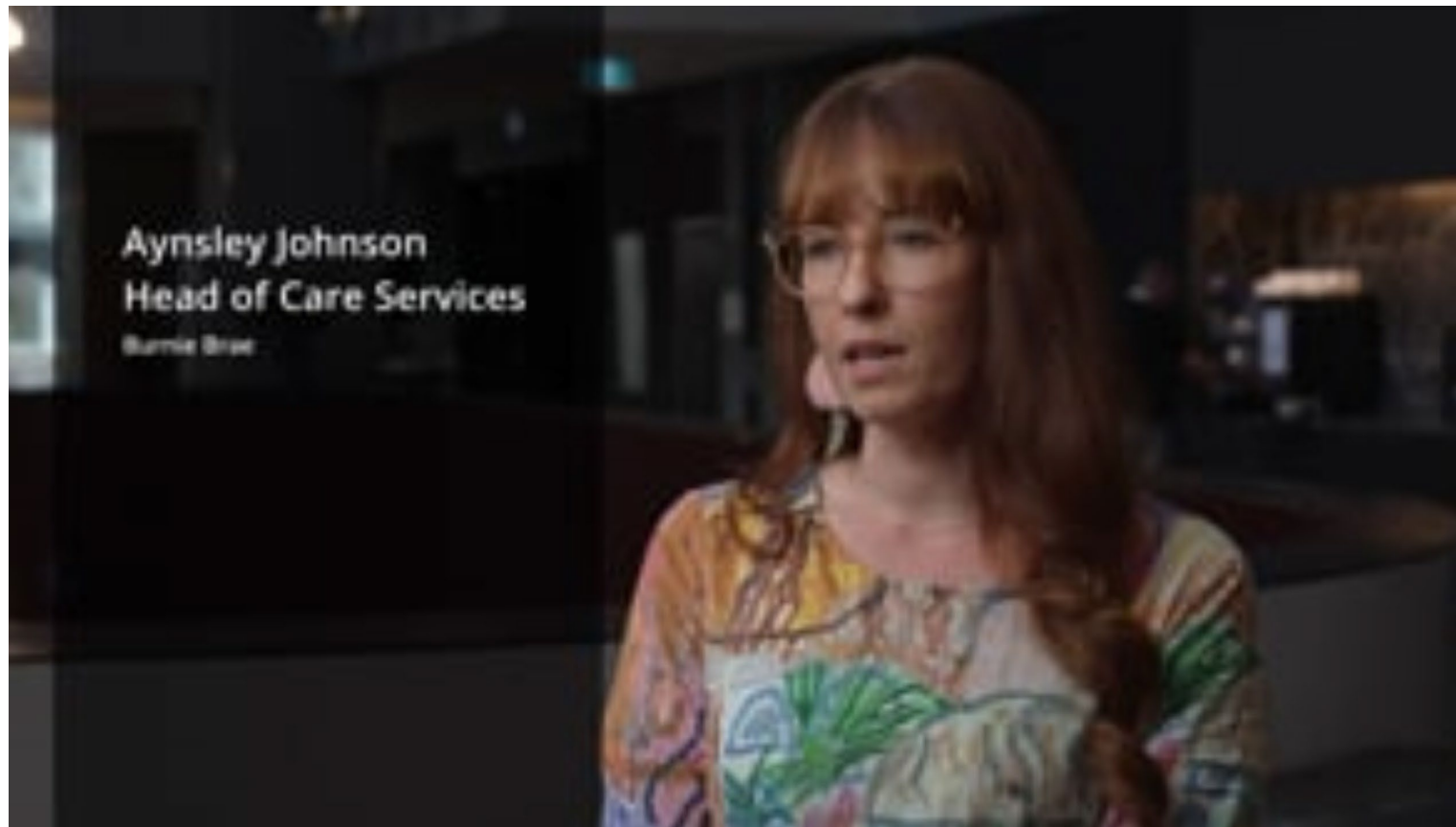|			
T1 (n=1952)	26%	53%	21%
T2 (n=1764)	19%	50%	31%

■ I do not feel confident   ■ I feel somewhat confident   ■ I feel very confident

Feedback from previous participants

- *We have increased resident awareness in Advance Care Planning and Palliative Care, and family involvement in Palliative and End stage care when needed. We have experienced an increase in positive feedback from families. We are seeing better outcomes from family conferences and staff feel more comfortable discussing end of life wishes with residents and families*

- *Staff who were previously unable to entertain conversations about end-of-life care with clients due to overwhelming sadness, fear etc are now feel comfortable and confident to do so*

- *The impact of this program extends beyond the short term, creating a lasting effect*

- *Palliative and End of Life care is a Continuous improvement project and will continue to take traction to build upon what we are doing as a provider, and how we can develop and improve upon what we are doing*

Feedback from previous participants

How has ELDAC Linkages improved your services approach to delivering person centred palliative care? (4:24)

ELDAC Linkages Program: Expressions of Interest Open

What's involved?

- Your service will be provided with tailored support, including access to an ELDAC facilitator and a range of tools and resources to:

  - Review current palliative care and advance care planning processes

  - Develop, implement and sustain selected palliative care and advance care planning improvement activities

  - Build capacity to provide care for older people nearing the end of life

  - Strengthen linkages between your service and other care providers in end of life care

To find out more

For further information, contact
eldacteam1@qut.edu.au

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