

# A framework for providing quality end of life and palliative care in Victoria

## Vision

All Victorians and their families receive the best possible end of life care that places them at the centre where preferences, values, dignity and comfort are respected and quality of life matters most.

## End of life care goals

People experience optimal end of life care.

Better support for carers.

People's pain and symptoms are managed using quality interventions.

People are cared for in their place of choice.

People's preferences and values are recognised and respected in their end of life care.

Where possible, people can choose to die in their place of choice.

## What are the priority areas?

Person-centred services

Engaging communities, embracing diversity

People receive services that are coordinated and integrated

Quality end of life and palliative care is everyone's responsibility

Specialist palliative care is strengthened

## What we plan to do

Introduce statutory recognition of advance care directives.

Implement advance care planning ensuring people's preferences for end of life care are discussed, documented and reviewed.

Improve access to information and resource material, enabling greater awareness of end of life and bereavement support.

Provide greater access to end of life and palliative care programs that are culturally relevant.

Empower communities and groups through leadership engagement to ensure people understand and receive the right services at the right time to meet their needs.

Enable coordinated integrated services by testing new models to deliver flexible care to people and their families, with local solutions tailored for metropolitan and rural settings.

Support services to operate as an integrated system to deliver the right care, in the right place, at the right time.

Support training opportunities in the healthcare sector, ensuring staff are equipped to communicate and deliver the benefits of palliative care.

Enable development of protocols and processes that ensure people receive consistent care everywhere across Victoria.

Support the healthcare sector to develop organisational volunteer strategies, enabling people and their families to receive relevant care and support from well-trained volunteers.

Support services to provide community and home-based care through effective innovative models to ensure people receive care at home according to their preferences.

Strengthen regional palliative care consultancy services through improved coordination and models of care, ensuring people can receive specialised care locally.

## How will we know we are improving?

### Goals

People experience optimal end of life care.



Client and carer experience survey data.

People's pain and symptoms are managed using quality interventions.



Benchmarked patient outcomes.

People's preferences and values are recognised and respected in their end of life care.



Documented evidence of advance care plans in patient records.

Better support for carers.



Client and carer experience survey data.

People are cared for in their place of choice.



Care delivered in person's place of choice.

Where possible, people can choose to die in their place of choice.



The person dies in their place of choice.

We will work with communities and services to deliver the right care, at the right time and in the right place by:

- Focusing on people and outcomes
- Enabling local solutions
- Equipping the service system to deliver earlier and more connected support
- Ensuring safety, quality assurance and innovation
- Using data and evidence for service development and monitoring.