

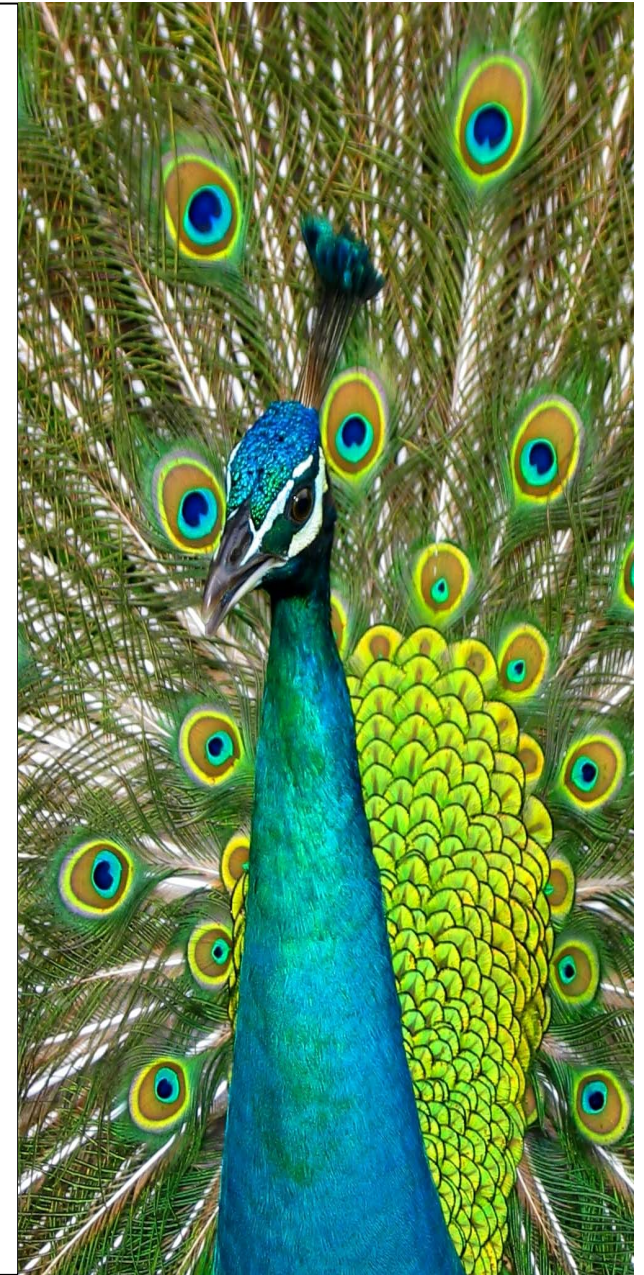


PCOC Report 8

Queensland

July to December 2009

March 2010



PCOC REPORT 8

July to December 2009

Palliative Care Outcomes Collaboration (PCOC)

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Introduction

The Palliative Care Outcomes Collaboration (PCOC) was formed in mid-2005 and is funded by the Australian Government. It is a voluntary, quality initiative which aims to assist palliative care services to measure the standard and quality of care which is a stated goal of the *National Palliative Care Strategy*.

The development of the PCOC dataset has evolved after broad consultation with services and representatives of peak organisations and approval by PCOC's Scientific and Clinical Advisory Committee (SCAC). The clinical assessment tools - Phase of Care, PC Problem Severity Score (PCPSS), Symptom Assessment Scale (SAS), Australian-modified Karnofsky and RUG-ADL - provide measures of quality and outcomes. PCOC provides analysis of each service's data and also compares this to the national data.

For this PCOC Report 8, 91 palliative care services submitted data and the reporting period is July to December 2009.

Four benchmark measures, progressively introduced over time and formally adopted by the PCOC Management Advisory Board in December 2009, are also included in this report. See section 1 for an overview of these measures.

Please note

Data reported for services identifying as consultancy are included in the overnight admitted data analysis, with the exception of data reported for services identifying as outpatient or community consultancy which are included in the not admitted overnight data analysis.

In addition, interpret all figures carefully as results may appear distorted due to low frequencies being represented as percentages.

Some tables throughout the report may be incomplete. This is because some items may not be applicable to a particular service or it may be due to data quality issues. Please use the following key when interpreting the tables:

na The item is not applicable

u The item was unavailable or unable to be calculated due to missing or invalid data.

Section 1 - Summary

Data Summary

This report presents data from a total of 91 services. During the reporting period data were provided for a total of 10749 patients, with 13376 episodes and 28669 phases. For the purposes of reporting episode types, Ambulatory, Community and Consultation services have been grouped together to form the not admitted overnight episode type group.

Table 1 *Number and percentage of patients, episodes and phases - by episode type*

| Episode type | Overnight admitted | | Not admitted overnight | | Total | |
|--|--------------------|--------------|------------------------|--------------|-------|--------------|
| | QLD | All Services | QLD | All Services | QLD | All Services |
| Number of patients* | 1801 | 7349 | 894 | 4077 | 2477 | 10749 |
| Number of episodes | 2107 | 8650 | 1059 | 4726 | 3166 | 13376 |
| Number of phases | 4431 | 19065 | 1679 | 9604 | 6110 | 28669 |
| Percentage of patients* | 72.7 | 68.4 | 36.1 | 37.9 | 100 | 100 |
| Percentage of episodes | 66.6 | 64.7 | 33.4 | 35.3 | 100 | 100 |
| Percentage of phases | 72.5 | 66.5 | 27.5 | 33.5 | 100 | 100 |
| Average number of episodes per patient | 1.3 | 1.2 | 1.4 | 1.3 | 1.3 | 1.3 |
| Average number of phases per episode | 2.1 | 2.2 | 1.6 | 2.0 | 2.0 | 2.2 |

* Patients seen in both an overnight admitted and not admitted overnight setting are only counted once in the Total column and hence numbers/percentages may not add to the total.

Summary of Benchmark Measures and Targets

PCOC has been progressively introducing benchmark measures into the routine PCOC reports. After extensive consultation at National Benchmarking Workshops, four benchmark measures were included in PCOC report 7. These benchmarks have been formally adopted by the PCOC Management Advisory Board.

| Measure | Benchmark |
|--|--|
| 1. Time from referral to first contact | 90% contacted within 48 hours |
| 2. Time in unstable phase | 85% in their first phase remain unstable for less than 7 days 90% in a subsequent phase remain unstable for less than 7 days The median time in unstable phase is 2 days or less |
| 3. Change in pain (both PCPSS and SAS) | 90% with absent/mild pain at phase start remaining with absent/mild pain at phase end 60% with moderate/severe pain at phase start with absent/mild pain at phase end |
| 4. Change in symptoms relative to the national average (8 symptoms are included) | 0 or above |

In addition, targets for services performing below the benchmark were also agreed. Targets of 10% improvement have been agreed to apply to all services not meeting the current benchmarks. Both the benchmarks and targets apply to all services as of the current reporting period July-Dec 09 (Report 8). For example if your service does not meet the 90% benchmark for Measure 1 then your target is to achieve an improvement of 10% over the next reporting period Jan-June 10 (for Report 9). Therefore, if you score 75% for Measure 1 in this report, your target is to score at least 82.5% for this measure in the next report (Report 9) which is a 10% improvement.

The following two tables provide a summary of the performance of services in QLD in relation to the four benchmark measures for the period July to December 2009.

Table 2 Summary of benchmark measures 1-3

| Measure | Description | Benchmark | Benchmark met (QLD score) | | | |
|-----------------------------------|--|----------------|---------------------------|----------|------------------------|----------|
| | | | Overnight admitted | | Not admitted overnight | |
| 1. Time from referral to contact | Patients contacted within 48 hours of referral | 90% | Yes | (90.0%) | No | (42.1%) |
| 2. Time in unstable phase | Patients unstable less than 7 days - first phase | 85% | No | (70.4%) | No | (48.3%) |
| | Patients unstable less than 7 days - subsequent phase | 90% | No | (70.7%) | No | (68.6%) |
| | Median time in unstable phase | 2 days or less | No | (4 days) | No | (5 days) |
| 3. Change in pain | | | | | | |
| PC Problem Severity Score (PCPSS) | Patients with absent/mild pain at phase start remaining absent/mild at phase end | 90% | No | (84.2%) | No | (84.6%) |
| | Patients with moderate/severe pain at phase start with absent/mild at phase end | 60% | No | (55.2%) | No | (41.3%) |
| Symptom Assessment Score (SAS) | Patients with absent/mild pain at phase start remaining absent/mild at phase end | 90% | No | (83.3%) | No | (69.5%) |
| | Patients with moderate/severe pain at phase start with absent/mild at phase end | 60% | No | (43.5%) | No | (35.2%) |

Table 3 Summary of benchmark measure 4: Change in symptoms relative to the national average

| Symptom | Benchmark | Benchmark met | QLD score |
|---------|-------------------------|---------------|------------|
| PC PSS | Pain | 0 or above | Yes (0.22) |
| | Other symptoms | 0 or above | Yes (0.43) |
| | Family/carer | 0 or above | Yes (0.14) |
| | Psychological/spiritual | 0 or above | Yes (0.15) |
| SAS | Pain | 0 or above | Yes (0.11) |
| | Nausea | 0 or above | No (-0.08) |
| | Breathing | 0 or above | Yes (0.18) |
| | Bowels | 0 or above | No (-0.01) |

Section 2 - Descriptive analysis

Profile of palliative care patients

Table 4 *Indigenous Status - all patients*

| Indigenous Status | QLD | All Services |
|--|-------------|--------------|
| Aboriginal but not Torres Strait Islander origin | 28 | 101 |
| Torres Strait Islander but not Aboriginal origin | 12 | 22 |
| Both Aboriginal and Torres Strait Islander origin | 8 | 19 |
| Neither Aboriginal nor Torres Strait Islander origin | 2346 | 10305 |
| Not stated/Inadequately described | 83 | 302 |
| Total | 2477 | 10749 |

Table 5 *Sex - all patients*

| Sex | QLD | % | All Services | % |
|-----------------------------------|-------------|--------------|--------------|--------------|
| Male | 1342 | 54.2 | 5794 | 53.9 |
| Female | 1127 | 45.5 | 4941 | 46.0 |
| Not stated/inadequately described | 8 | 0.3 | 14 | 0.1 |
| Total | 2477 | 100.0 | 10749 | 100.0 |

Table 6 *Main language spoken at home - all patients*

| Main language spoken at home | QLD | % | All Services | % |
|-----------------------------------|-------------|--------------|--------------|--------------|
| English | 2253 | 91.0 | 9382 | 87.3 |
| Italian | 8 | 0.3 | 218 | 2.0 |
| Greek | 3 | 0.1 | 125 | 1.2 |
| Cantonese | 1 | 0.0 | 54 | 0.5 |
| Vietnamese | 4 | 0.2 | 53 | 0.5 |
| Croatian | 1 | 0.0 | 45 | 0.4 |
| Macedonian | 1 | 0.0 | 45 | 0.4 |
| Arabic (including Lebanese) | 1 | 0.0 | 39 | 0.4 |
| Serbian | 0 | 0.0 | 29 | 0.3 |
| Spanish | 2 | 0.1 | 27 | 0.3 |
| Maltese | 1 | 0.0 | 26 | 0.2 |
| Mandarin | 3 | 0.1 | 24 | 0.2 |
| Polish | 2 | 0.1 | 21 | 0.2 |
| Turkish | 0 | 0.0 | 16 | 0.1 |
| German | 4 | 0.2 | 15 | 0.1 |
| All other languages | 22 | 0.9 | 203 | 1.9 |
| Not stated/inadequately described | 171 | 6.9 | 427 | 4.0 |
| Total | 2477 | 100.0 | 10749 | 100.0 |

Note: The most common 15 languages from all services are reported separately, all other languages have been grouped together to form the category *All other languages*.

Table 7 Country of birth - all patients

| Country of birth | QLD | % | All Services | % |
|-----------------------------------|-------------|--------------|--------------|--------------|
| Australia | 1915 | 77.3 | 6734 | 62.6 |
| England | 151 | 6.1 | 754 | 7.0 |
| Italy | 18 | 0.7 | 416 | 3.9 |
| Scotland | 31 | 1.3 | 220 | 2.0 |
| Greece | 9 | 0.4 | 170 | 1.6 |
| New Zealand | 43 | 1.7 | 147 | 1.4 |
| Germany | 32 | 1.3 | 109 | 1.0 |
| Netherlands | 26 | 1.0 | 108 | 1.0 |
| Croatia | 6 | 0.2 | 101 | 0.9 |
| Poland | 15 | 0.6 | 75 | 0.7 |
| Malta | 3 | 0.1 | 74 | 0.7 |
| India | 7 | 0.3 | 72 | 0.7 |
| Vietnam | 6 | 0.2 | 69 | 0.6 |
| China | 3 | 0.1 | 68 | 0.6 |
| Ireland | 11 | 0.4 | 63 | 0.6 |
| All other countries | 137 | 5.5 | 968 | 9.0 |
| Not stated/inadequately described | 64 | 2.6 | 601 | 5.6 |
| Total | 2477 | 100.0 | 10749 | 100.0 |

Note: The most common 15 countries from all services are reported separately, all other countries have been grouped together to form the category *All other countries*.

Table 8 Primary diagnosis

| Primary diagnosis | | QLD | % | All services | % |
|-------------------|-------------------------------------|-------------|--------------|--------------|--------------|
| Malignant | Bone and soft tissue | 44 | 2.2 | 194 | 2.5 |
| | Breast | 138 | 7.0 | 486 | 6.2 |
| | CNS | 43 | 2.2 | 159 | 2.0 |
| | Colorectal | 257 | 13.0 | 724 | 9.3 |
| | Gynaecological | 112 | 5.7 | 349 | 4.5 |
| | Haematological | 81 | 4.1 | 317 | 4.1 |
| | Head and neck | 133 | 6.7 | 386 | 4.9 |
| | Lung | 443 | 22.5 | 1247 | 16.0 |
| | Pancreas | 97 | 4.9 | 343 | 4.4 |
| | Prostate | 167 | 8.5 | 418 | 5.4 |
| | Skin | 96 | 4.9 | 218 | 2.8 |
| | Other GIT | 151 | 7.7 | 438 | 5.6 |
| | Other urological | 99 | 5.0 | 289 | 3.7 |
| | Other malignancy | 75 | 3.8 | 310 | 4.0 |
| | Unknown primary | 35 | 1.8 | 152 | 1.9 |
| | Malignant - not further defined | 0 | 0.0 | 1779 | 22.8 |
| | <i>All malignant</i> | <i>1971</i> | <i>100.0</i> | <i>7809</i> | <i>100.0</i> |
| Non-malignant | Cardiovascular | 98 | 29.8 | 317 | 18.4 |
| | HIV/AIDS | 3 | 0.9 | 7 | 0.4 |
| | Kidney failure | 43 | 13.1 | 157 | 9.1 |
| | Neurological disease | 65 | 19.8 | 272 | 15.8 |
| | Respiratory failure | 57 | 17.3 | 219 | 12.7 |
| | Other non-malignancy | 63 | 19.1 | 329 | 19.1 |
| | Non-malignant - not further defined | 0 | 0.0 | 424 | 24.6 |
| | <i>All non-malignant</i> | <i>329</i> | <i>100.0</i> | <i>1725</i> | <i>100.0</i> |

Note: All patients where diagnosis was Not stated/inadequately described are excluded from the table.

Profile of palliative care episodes

The 10749 patients from all services seen in the six month period had a total of 13376 episodes of palliative care. These episodes included inpatient, community and consultative episodes. For example, a patient who received both inpatient and community (home-based) palliative care during the period is generally counted as two episodes.

Episode level activity is presented below by 10 year age groups. The average age for all patients at services in Queensland during this period was 69 years and for all services was 70 years.

Table 9 Number of episodes by age group - all episodes

| Age group | QLD | % | All Services | % |
|-----------------------------------|-------------|--------------|--------------|--------------|
| < 15 | 18 | 0.6 | 82 | 0.6 |
| 15-24 | 12 | 0.4 | 43 | 0.3 |
| 25-34 | 38 | 1.2 | 120 | 0.9 |
| 35-44 | 125 | 3.9 | 436 | 3.3 |
| 45-54 | 293 | 9.3 | 1244 | 9.3 |
| 55-64 | 623 | 19.7 | 2338 | 17.5 |
| 65-74 | 835 | 26.4 | 3256 | 24.3 |
| 75-84 | 843 | 26.6 | 3916 | 29.3 |
| 85+ | 379 | 12.0 | 1941 | 14.5 |
| Not stated/inadequately described | 0 | 0.0 | 0 | 0.0 |
| Total | 3166 | 100.0 | 13376 | 100.0 |

Referral source refers to the service or organisation from which the patient was referred to for each individual episode of care. The following table presents referral source by episode type and shows that for all services, a higher proportion of overnight admitted patients were referred by a public hospital or a community-based palliative care agency. The table also shows that for all services, a higher proportion of patients not admitted overnight were referred by a public hospital or General Medical Practitioner rooms.

Table 10 Referral source by episode type

| Referral source | Overnight admitted | | | | Not admitted overnight | | | |
|--|--------------------|--------------|--------------|--------------|------------------------|--------------|--------------|--------------|
| | QLD | % | All Services | % | QLD | % | All Services | % |
| Public hospital - other than inpatient palliative care unit | 995 | 47.2 | 3646 | 42.2 | 384 | 36.3 | 2027 | 42.9 |
| Self, carer(s), family or friends | 116 | 5.5 | 162 | 1.9 | 31 | 2.9 | 112 | 2.4 |
| Private hospital - other than inpatient palliative care unit | 263 | 12.5 | 568 | 6.6 | 79 | 7.5 | 372 | 7.9 |
| Public palliative care inpatient unit/hospice | 55 | 2.6 | 131 | 1.5 | 180 | 17.0 | 253 | 5.4 |
| Private palliative care inpatient unit/hospice | 25 | 1.2 | 59 | 0.7 | 24 | 2.3 | 59 | 1.2 |
| General Medical Practitioner rooms | 191 | 9.1 | 751 | 8.7 | 179 | 16.9 | 1045 | 22.1 |
| Specialist Medical Practitioner rooms | 60 | 2.8 | 273 | 3.2 | 107 | 10.1 | 314 | 6.6 |
| Community-based palliative care agency | 197 | 9.3 | 1682 | 19.4 | 23 | 2.2 | 77 | 1.6 |
| Community-based service | 59 | 2.8 | 290 | 3.4 | 18 | 1.7 | 92 | 1.9 |
| Residential aged care facility | 21 | 1.0 | 59 | 0.7 | 7 | 0.7 | 93 | 2.0 |
| Other | 19 | 0.9 | 186 | 2.2 | 6 | 0.6 | 218 | 4.6 |
| Not stated/inadequately described | 106 | 5.0 | 843 | 9.7 | 21 | 2.0 | 64 | 1.4 |
| Total | 2107 | 100.0 | 8650 | 100.0 | 1059 | 100.0 | 4726 | 100.0 |

Table 11 *How episodes start and end - overnight admitted patients for QLD*

| Mode of episode start | Mode of episode end | | | | | Total |
|--|-----------------------------------|-------------------------------------|--------------------------------|-------------|---------------------|--------------|
| | Discharged to usual accommodation | Discharged to interim accommodation | Discharged to another hospital | Death | All other reasons** | |
| Admitted from usual accommodation | 616 | 75 | 95 | 598 | 32 | 1416 |
| Admitted from other than usual accommodation | 8 | 7 | 5 | 15 | 1 | 36 |
| Admitted (transferred) from another hospital | 36 | 14 | 24 | 182 | 8 | 264 |
| Admitted (transferred) from acute care in other ward | 49 | 2 | 6 | 139 | 6 | 202 |
| All other reasons* | 17 | 2 | 4 | 22 | 1 | 46 |
| Total | 726 | 100 | 134 | 956 | 48 | 1964 |
| As a percentage of each start mode | | | | | | |
| Admitted from usual accommodation | 43.5 | 5.3 | 6.7 | 42.2 | 2.3 | 100.0 |
| Admitted from other than usual accommodation | 22.2 | 19.4 | 13.9 | 41.7 | 2.8 | 100.0 |
| Admitted (transferred) from another hospital | 13.6 | 5.3 | 9.1 | 68.9 | 3.0 | 100.0 |
| Admitted (transferred) from acute care in other ward | 24.3 | 1.0 | 3.0 | 68.8 | 3.0 | 100.0 |
| All other reasons* | 37.0 | 4.3 | 8.7 | 47.8 | 2.2 | 100.0 |
| Total | 37.0 | 5.1 | 6.8 | 48.7 | 2.4 | 100.0 |

Note: All episodes where episode start mode or episode end mode was Not stated/inadequately described are excluded from the table. Episodes that remain open at the end of the reporting period (and hence do not have an episode end date) are also excluded.

* Includes: Change from acute care to palliative care while remaining on same ward; Change of sub-acute/non-acute care type; Statistical admission from leave.

** Includes: Change from palliative care to acute care - different ward; Change from palliative care to acute care - same ward; Discharged at own risk.

Table 12 *How episodes start and end - overnight admitted patients for all services*

| Mode of episode start | Mode of episode end | | | | | Total |
|--|-----------------------------------|-------------------------------------|--------------------------------|-------------|---------------------|--------------|
| | Discharged to usual accommodation | Discharged to interim accommodation | Discharged to another hospital | Death | All other reasons** | |
| Admitted from usual accommodation | 2329 | 183 | 243 | 2397 | 291 | 5443 |
| Admitted from other than usual accommodation | 29 | 12 | 8 | 78 | 8 | 135 |
| Admitted (transferred) from another hospital | 339 | 56 | 106 | 1419 | 44 | 1964 |
| Admitted (transferred) from acute care in other ward | 134 | 8 | 25 | 497 | 14 | 678 |
| All other reasons* | 70 | 6 | 12 | 107 | 27 | 222 |
| Total | 2901 | 265 | 394 | 4498 | 384 | 8442 |
| As a percentage of each start mode | | | | | | |
| Admitted from usual accommodation | 42.8 | 3.4 | 4.5 | 44.0 | 5.3 | 100.0 |
| Admitted from other than usual accommodation | 21.5 | 8.9 | 5.9 | 57.8 | 5.9 | 100.0 |
| Admitted (transferred) from another hospital | 17.3 | 2.9 | 5.4 | 72.3 | 2.2 | 100.0 |
| Admitted (transferred) from acute care in other ward | 19.8 | 1.2 | 3.7 | 73.3 | 2.1 | 100.0 |
| All other reasons* | 31.5 | 2.7 | 5.4 | 48.2 | 12.2 | 100.0 |
| Total | 34.4 | 3.1 | 4.7 | 53.3 | 4.5 | 100.0 |

Note: All episodes where episode start mode or episode end mode was Not stated/inadequately described are excluded from the table. Episodes that remain open at the end of the reporting period (and hence do not have an episode end date) are also excluded.

* Includes: Change from acute care to palliative care while remaining on same ward; Change of sub-acute/non-acute care type; Statistical admission from leave.

** Includes: Change from palliative care to acute care - different ward; Change from palliative care to acute care - same ward; Discharged at own risk.

Table 13 *How episodes start and end - patients not admitted overnight*

| Mode of episode start | Mode of episode end | | | | | Total |
|---|--------------------------|--|-----------------------------------|---------------------------|-------------|--------------|
| | Discharged/ case closure | Admitted for inpatient palliative care | Admitted for inpatient acute care | Transfer for primary care | Death | |
| QLD | | | | | | |
| New referral | 179 | 172 | 58 | 21 | 180 | 610 |
| Transfer from being an o/n PC patient | 47 | 71 | 25 | 12 | 32 | 187 |
| Total | 226 | 243 | 83 | 33 | 212 | 797 |
| As a percentage of each start mode | | | | | | |
| New referral | 29.3 | 28.2 | 9.5 | 3.4 | 29.5 | 100.0 |
| Transfer from being an o/n PC patient | 25.1 | 38.0 | 13.4 | 6.4 | 17.1 | 100.0 |
| Total | 28.4 | 30.5 | 10.4 | 4.1 | 26.6 | 100.0 |
| All services | | | | | | |
| New referral | 692 | 543 | 518 | 52 | 1072 | 2877 |
| Transfer from being an o/n PC patient | 174 | 216 | 129 | 17 | 220 | 756 |
| Total | 866 | 759 | 647 | 69 | 1292 | 3633 |
| As a percentage of each start mode | | | | | | |
| New referral | 24.1 | 18.9 | 18.0 | 1.8 | 37.3 | 100.0 |
| Transfer from being an o/n PC patient | 23.0 | 28.6 | 17.1 | 2.2 | 29.1 | 100.0 |
| Total | 23.8 | 20.9 | 17.8 | 1.9 | 35.6 | 100.0 |

Note: All episodes where episode start mode or episode end mode was Not stated/inadequately described are excluded from the table. Episodes that remain open at the end of the reporting period (and hence do not have an episode end date) are also excluded.

Table 14 Accommodation at episode start and end - all discharged patients

| Accommodation at episode start | Accommodation at episode end | | | | Total |
|--|------------------------------|----------------|-----------------|------------|--------------|
| | Private residence | Low level care | High level care | All other* | |
| QLD | | | | | |
| Private residence | 832 | 4 | 41 | 57 | 934 |
| Residential aged care (low level care) | 3 | 5 | 8 | 1 | 17 |
| Residential aged care (high level care) | 4 | 1 | 17 | 1 | 23 |
| All other | 12 | 0 | 3 | 8 | 23 |
| Total | 851 | 10 | 69 | 67 | 997 |
| As a percentage of each start accommodation | | | | | |
| Private residence | 89.1 | 0.4 | 4.4 | 6.1 | 100.0 |
| Residential aged care (low level care) | 17.6 | 29.4 | 47.1 | 5.9 | 100.0 |
| Residential aged care (high level care) | 17.4 | 4.3 | 73.9 | 4.3 | 100.0 |
| All other | 52.2 | 0.0 | 13.0 | 34.8 | 100.0 |
| Total | 85.4 | 1.0 | 6.9 | 6.7 | 100.0 |
| All services | | | | | |
| Private residence | 2520 | 21 | 115 | 201 | 2857 |
| Residential aged care (low level care) | 9 | 23 | 16 | 4 | 52 |
| Residential aged care (high level care) | 11 | 1 | 99 | 3 | 114 |
| All other | 90 | 2 | 19 | 54 | 165 |
| Total | 2630 | 47 | 249 | 262 | 3188 |
| As a percentage of each start accommodation | | | | | |
| Private residence | 88.2 | 0.7 | 4.0 | 7.0 | 100.0 |
| Residential aged care (low level care) | 17.3 | 44.2 | 30.8 | 7.7 | 100.0 |
| Residential aged care (high level care) | 9.6 | 0.9 | 86.8 | 2.6 | 100.0 |
| All other | 54.5 | 1.2 | 11.5 | 32.7 | 100.0 |
| Total | 82.5 | 1.5 | 7.8 | 8.2 | 100.0 |

Note: All episodes where accommodation at episode start or end was Not stated/inadequately described are excluded from the table. Episodes that ended in death and episodes that remain open at the end of the reporting period (and hence do not have an episode end date) are also excluded. The all other category includes: Community group home; Boarding house; Transitional living unit.

Table 15 *Level of support at episode start and end - all patients admitted from and discharged to private residence (home)*

| Level of support at episode start | Level of support at episode end | | | | Total |
|--|---------------------------------|-------------------------------------|---|--------------------|--------------|
| | Without support (lives alone) | Without support (lives with others) | With support (lives alone or with others) | Other arrangements | |
| QLD | | | | | |
| Without support (lives alone) | 13 | 2 | 46 | 0 | 61 |
| Without support (lives with others) | 0 | 23 | 61 | 0 | 84 |
| With support (lives alone or with others) | 5 | 9 | 629 | 0 | 643 |
| Other arrangements | 0 | 0 | 1 | 0 | 1 |
| Total | 18 | 34 | 737 | 0 | 789 |
| As a percentage of each start support | | | | | |
| Without support (lives alone) | 21.3 | 3.3 | 75.4 | 0.0 | 100.0 |
| Without support (lives with others) | 0.0 | 27.4 | 72.6 | 0.0 | 100.0 |
| With support (lives alone or with others) | 0.8 | 1.4 | 97.8 | 0.0 | 100.0 |
| Other arrangements | 0.0 | 0.0 | 100.0 | 0.0 | 100.0 |
| Total | 2.3 | 4.3 | 93.4 | 0.0 | 100.0 |
| All services | | | | | |
| Without support (lives alone) | 42 | 4 | 128 | 1 | 175 |
| Without support (lives with others) | 1 | 48 | 133 | 0 | 182 |
| With support (lives alone or with others) | 12 | 22 | 1942 | 1 | 1977 |
| Other arrangements | 0 | 0 | 1 | 0 | 1 |
| Total | 55 | 74 | 2204 | 2 | 2335 |
| As a percentage of each start support | | | | | |
| Without support (lives alone) | 24.0 | 2.3 | 73.1 | 0.6 | 100.0 |
| Without support (lives with others) | 0.5 | 26.4 | 73.1 | 0.0 | 100.0 |
| With support (lives alone or with others) | 0.6 | 1.1 | 98.2 | 0.1 | 100.0 |
| Other arrangements | 0.0 | 0.0 | 100.0 | 0.0 | 100.0 |
| Total | 2.4 | 3.2 | 94.4 | 0.1 | 100.0 |

Note: All episodes where level of support at episode start or end was Not stated/inadequately described are excluded from the table. Episodes that ended in death and episodes that remain open at the end of the reporting period (and hence do not have an episode end date) are also excluded.

Table 16 *Length of Stay (LOS) summary - overnight admitted patients*

| Length of stay | QLD | All services |
|--------------------------------------|------|--------------|
| Average length of episode | 10.2 | 11.4 |
| Median length of episode | 6 | 7 |
| Average number of phases per episode | 2.1 | 2.2 |

Note: Bereavement phase records are excluded and episodes that remain open at the end of the reporting period (and hence do not have an episode end date), are also excluded. In addition, any records where LOS was greater than 90 days were considered to be outliers and are excluded from the average calculations.

Table 17 *Length of Stay (LOS) - overnight admitted patients*

| Length of stay | QLD | % | All Services | % |
|----------------------|-------------|--------------|--------------|--------------|
| Same day | 90 | 4.6 | 351 | 4.2 |
| 1-2 days | 390 | 19.9 | 1551 | 18.6 |
| 3-4 days | 286 | 14.6 | 1100 | 13.2 |
| 5-7 days | 342 | 17.4 | 1367 | 16.4 |
| 8-14 days | 422 | 21.5 | 1773 | 21.3 |
| 15-21 days | 177 | 9.0 | 894 | 10.7 |
| 22-30 days | 113 | 5.8 | 568 | 6.8 |
| 31-60 days | 102 | 5.2 | 542 | 6.5 |
| 61-90 days | 22 | 1.1 | 118 | 1.4 |
| Greater than 90 days | 16 | 0.8 | 58 | 0.7 |
| Total | 1960 | 100.0 | 8322 | 100.0 |

Note: Bereavement phase records are excluded and episodes that remain open at the end of the reporting period (and hence do not have an episode end date), are also excluded.

Table 18 *Place of death - patients not admitted overnight*

| Place of death | QLD | % | All Services | % |
|-----------------------------------|------------|--------------|--------------|--------------|
| Private residence | 124 | 37.7 | 851 | 48.0 |
| Residential aged care setting | 12 | 3.6 | 205 | 11.6 |
| Other location* | 75 | 22.8 | 569 | 32.1 |
| Not stated/inadequately described | 118 | 35.9 | 148 | 8.3 |
| Total | 329 | 100.0 | 1773 | 100.0 |

* Includes patients who have died in a hospital setting without the episode of non-admitted palliative care being ended. Patients whose community episode is ended when admitted to hospital are excluded from this table (see Tables 11 and 12).

Profile of palliative care phases

Table 19 Number of phases by phase type and episode type

| Phase | Overnight admitted | | | | Not admitted overnight | | | |
|-------------------|--------------------|--------------|--------------|--------------|------------------------|--------------|--------------|--------------|
| | QLD | % | All services | % | QLD | % | All services | % |
| Stable | 734 | 16.6 | 4244 | 22.3 | 670 | 39.9 | 2983 | 31.1 |
| Unstable | 1399 | 31.6 | 5858 | 30.7 | 339 | 20.2 | 2040 | 21.2 |
| Deteriorating | 1098 | 24.8 | 4960 | 26.0 | 492 | 29.3 | 3300 | 34.4 |
| Terminal | 715 | 16.1 | 3145 | 16.5 | 108 | 6.4 | 929 | 9.7 |
| Bereaved | 485 | 10.9 | 858 | 4.5 | 70 | 4.2 | 352 | 3.7 |
| All phases | 4431 | 100.0 | 19065 | 100.0 | 1679 | 100.0 | 9604 | 100.0 |

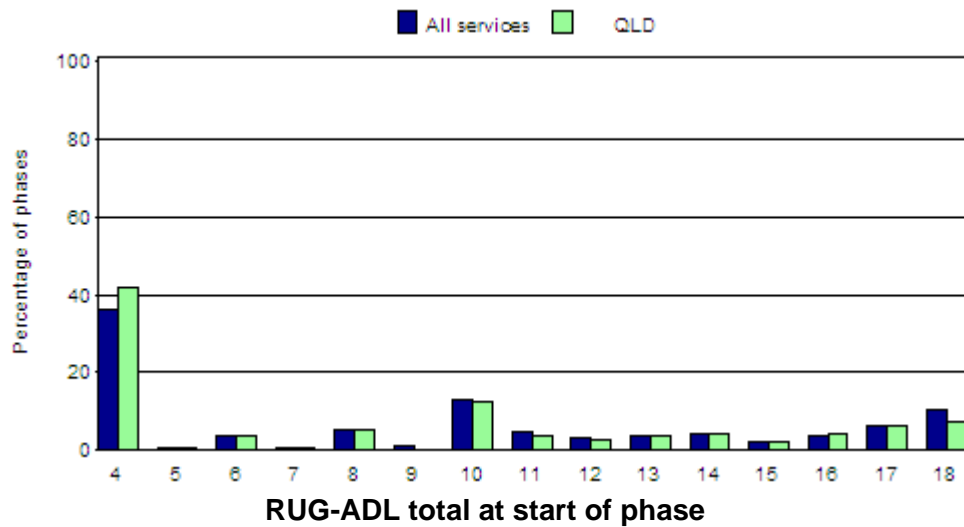
Table 20 Average phase length (in days) by phase and episode type

| Phase | Overnight admitted | | Not admitted overnight | |
|---------------|--------------------|--------------|------------------------|--------------|
| | QLD | All services | QLD | All services |
| Stable | 7.1 | 7.5 | 28.8 | 21.4 |
| Unstable | 5.7 | 5.6 | 10.3 | 11.6 |
| Deteriorating | 7.3 | 5.9 | 16.1 | 15.9 |
| Terminal | 2.3 | 2.2 | 4.4 | 3.4 |
| Bereaved | 1.2 | 1.3 | 1.7 | 2.2 |

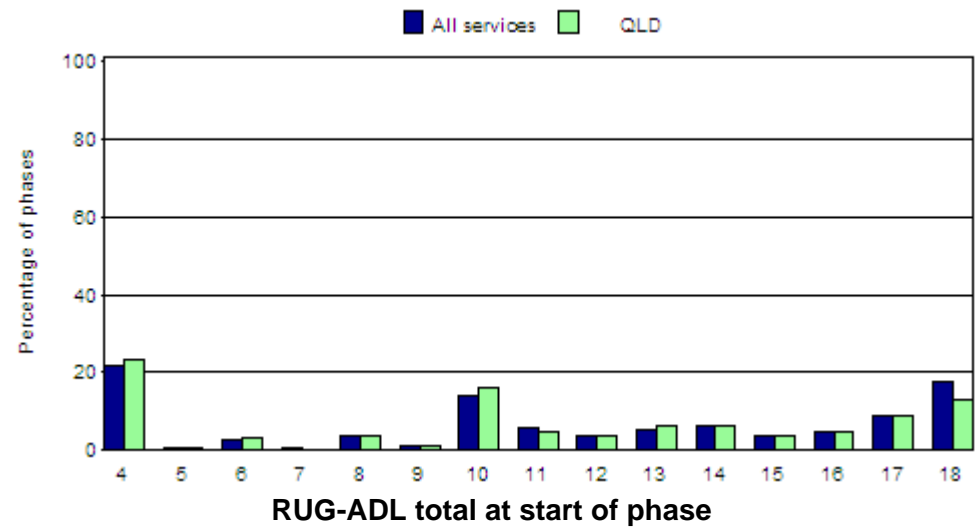
Note: Phase records where length of phase was greater than 90 days were considered to be outliers and are excluded from the average calculations.

Figure 1 Total RUG-ADL at beginning of phase – overnight admitted patients

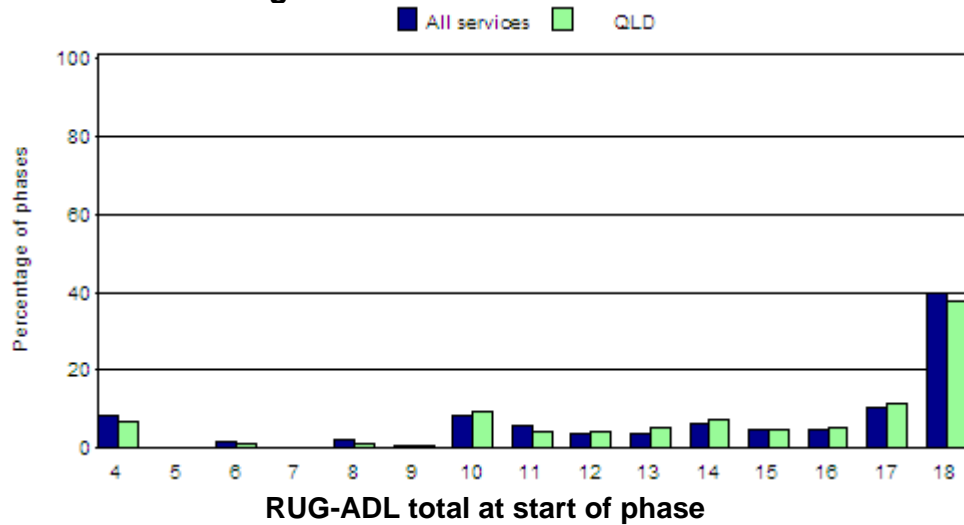
Stable Phase



Unstable Phase



Deteriorating Phase



Terminal Phase

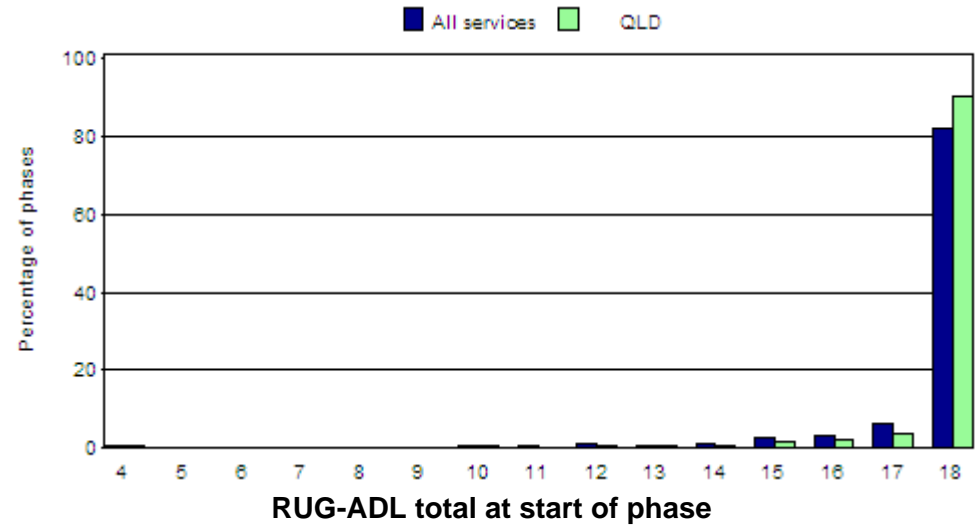
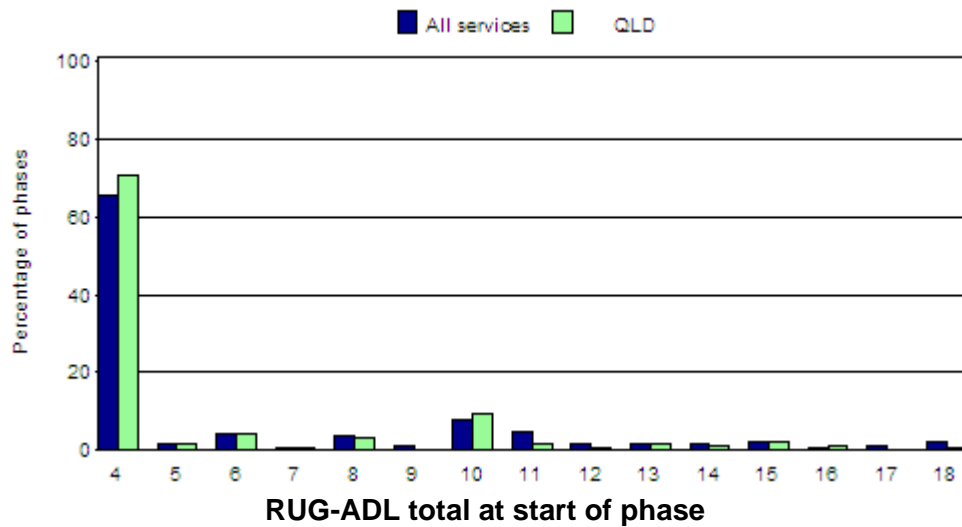
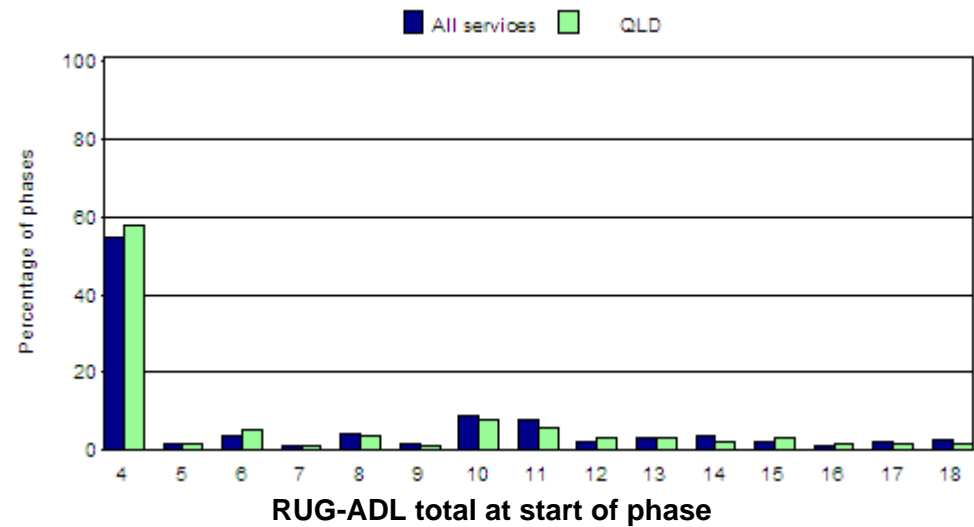


Figure 2 Total RUG-ADL at beginning of phase – patients not admitted overnight

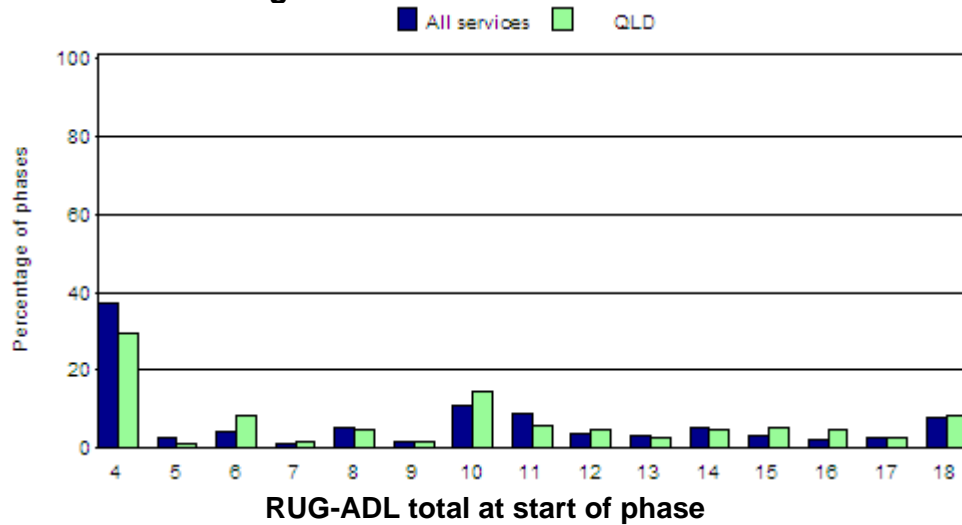
Stable Phase



Unstable Phase



Deteriorating Phase



Terminal Phase

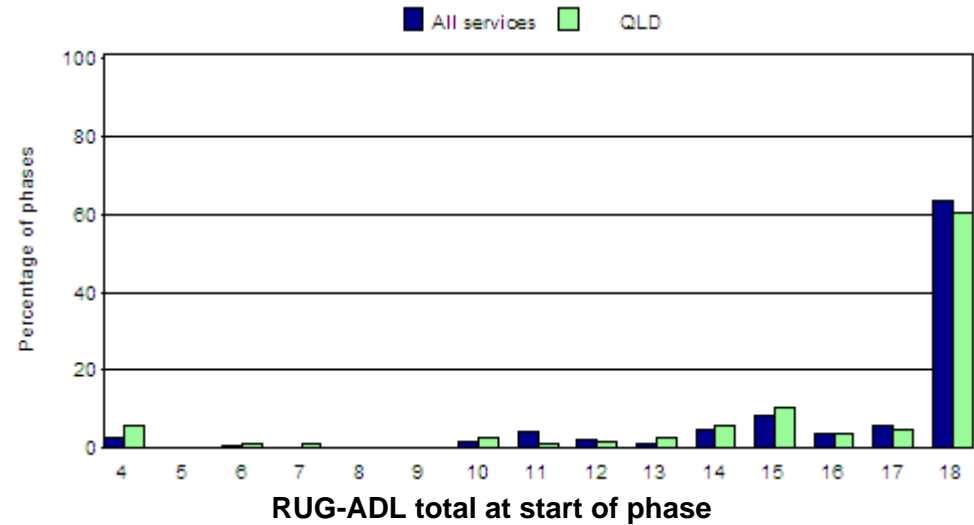


Table 21 Profile of PC Problem Severity Scores (percentages) at beginning of phase by phase type - overnight admitted patients

| Phase | Problem severity | QLD | | | | All services | | | |
|---------------|-------------------------|--------|------|----------|--------|--------------|------|----------|--------|
| | | Absent | Mild | Moderate | Severe | Absent | Mild | Moderate | Severe |
| Stable | Pain | 42.7 | 41.5 | 14.4 | 1.4 | 36.4 | 37.9 | 20.9 | 4.8 |
| | Other Symptom | 32.4 | 47.4 | 17.3 | 2.9 | 15.6 | 36.8 | 32.7 | 14.9 |
| | Psychological/Spiritual | 32.4 | 46.7 | 16.6 | 4.3 | 19.0 | 44.8 | 25.3 | 10.9 |
| | Family/Carer | 33.1 | 39.1 | 21.9 | 5.9 | 24.7 | 38.5 | 24.0 | 12.7 |
| Unstable | Pain | 16.1 | 26.8 | 36.8 | 20.2 | 18.2 | 26.1 | 34.6 | 21.1 |
| | Other Symptom | 13.8 | 23.6 | 38.1 | 24.5 | 7.1 | 18.5 | 42.6 | 31.9 |
| | Psychological/Spiritual | 15.5 | 37.8 | 30.7 | 16.0 | 11.0 | 32.7 | 34.4 | 21.9 |
| | Family/Carer | 17.3 | 30.2 | 32.7 | 19.8 | 14.5 | 28.7 | 32.5 | 24.3 |
| Deteriorating | Pain | 22.2 | 36.5 | 26.1 | 15.2 | 23.9 | 31.1 | 30.0 | 15.0 |
| | Other Symptom | 9.6 | 24.2 | 39.4 | 26.8 | 6.0 | 20.2 | 40.4 | 33.4 |
| | Psychological/Spiritual | 14.7 | 37.2 | 28.4 | 19.7 | 12.2 | 31.3 | 33.0 | 23.6 |
| | Family/Carer | 14.9 | 29.9 | 30.3 | 24.9 | 12.9 | 26.7 | 33.6 | 26.8 |
| Terminal | Pain | 39.3 | 24.9 | 16.8 | 19.1 | 29.5 | 28.5 | 24.9 | 17.1 |
| | Other Symptom | 30.0 | 21.9 | 20.1 | 28.0 | 13.6 | 19.1 | 29.3 | 37.9 |
| | Psychological/Spiritual | 36.9 | 26.8 | 19.5 | 16.8 | 25.5 | 25.2 | 23.6 | 25.7 |
| | Family/Carer | 13.3 | 25.4 | 30.1 | 31.2 | 9.4 | 21.4 | 31.5 | 37.7 |

Table 22 Profile of PC Problem Severity Scores (percentages) at beginning of phase by phase type - patients not admitted overnight

| Phase | Problem severity | QLD | | | | All services | | | |
|---------------|-------------------------|--------|------|----------|--------|--------------|------|----------|--------|
| | | Absent | Mild | Moderate | Severe | Absent | Mild | Moderate | Severe |
| Stable | Pain | 43.3 | 37.0 | 18.3 | 1.3 | 39.0 | 45.6 | 14.2 | 1.2 |
| | Other Symptom | 31.0 | 39.5 | 26.5 | 3.0 | 20.5 | 50.8 | 25.3 | 3.5 |
| | Psychological/Spiritual | 30.3 | 42.4 | 24.0 | 3.3 | 27.6 | 48.6 | 20.8 | 2.9 |
| | Family/Carer | 27.2 | 44.5 | 23.9 | 4.5 | 25.4 | 44.7 | 25.6 | 4.3 |
| Unstable | Pain | 29.7 | 24.2 | 28.3 | 17.8 | 21.4 | 32.4 | 30.9 | 15.3 |
| | Other Symptom | 23.8 | 23.0 | 38.7 | 14.5 | 9.3 | 23.4 | 46.9 | 20.4 |
| | Psychological/Spiritual | 11.8 | 37.5 | 35.4 | 15.3 | 13.0 | 36.6 | 37.3 | 13.1 |
| | Family/Carer | 15.6 | 32.4 | 36.3 | 15.6 | 14.1 | 29.9 | 42.0 | 14.0 |
| Deteriorating | Pain | 39.5 | 34.6 | 19.3 | 6.7 | 28.7 | 40.3 | 23.8 | 7.2 |
| | Other Symptom | 23.0 | 23.7 | 39.3 | 14.1 | 9.8 | 27.3 | 45.6 | 17.3 |
| | Psychological/Spiritual | 16.5 | 44.1 | 33.7 | 5.7 | 14.1 | 40.0 | 37.5 | 8.5 |
| | Family/Carer | 11.2 | 40.0 | 37.6 | 11.2 | 8.5 | 33.9 | 42.6 | 15.0 |
| Terminal | Pain | 59.8 | 20.7 | 13.0 | 6.5 | 36.3 | 35.5 | 19.5 | 8.6 |
| | Other Symptom | 51.1 | 20.7 | 18.5 | 9.8 | 20.0 | 25.7 | 31.4 | 23.0 |
| | Psychological/Spiritual | 34.3 | 30.6 | 28.7 | 6.5 | 28.1 | 36.2 | 25.8 | 10.0 |
| | Family/Carer | 8.3 | 22.2 | 56.5 | 13.0 | 6.2 | 22.2 | 49.5 | 22.0 |

Table 23 Average Symptom Assessment Scores (SAS) at beginning of phase by phase and episode type

| Phase | Symptom Assessment Score | Overnight admitted | | Not admitted overnight | |
|---------------|--------------------------|--------------------|--------------|------------------------|--------------|
| | | QLD | All services | QLD | All services |
| Stable | Insomnia | 1.5 | 1.7 | 1.8 | 1.5 |
| | Appetite | 2.4 | 2.7 | 2.7 | 2.5 |
| | Nausea | 0.8 | 0.9 | 1.0 | 0.7 |
| | Bowels | 1.7 | 2.1 | 1.6 | 1.3 |
| | Breathing | 1.3 | 1.8 | 1.6 | 1.7 |
| | Fatigue | 3.7 | 4.6 | 4.2 | 4.4 |
| | Pain | 2.0 | 2.3 | 2.2 | 1.8 |
| Unstable | Insomnia | 3.0 | 2.5 | 2.9 | 2.6 |
| | Appetite | 4.3 | 4.0 | 4.3 | 4.0 |
| | Nausea | 2.3 | 1.9 | 2.0 | 1.8 |
| | Bowels | 3.3 | 3.0 | 2.8 | 2.1 |
| | Breathing | 2.7 | 2.8 | 2.2 | 2.4 |
| | Fatigue | 5.6 | 5.6 | 5.5 | 5.6 |
| | Pain | 4.4 | 3.9 | 4.5 | 3.7 |
| Deteriorating | Insomnia | 2.5 | 2.1 | 2.2 | 2.0 |
| | Appetite | 4.2 | 4.0 | 4.3 | 3.7 |
| | Nausea | 2.0 | 1.5 | 1.8 | 1.2 |
| | Bowels | 3.0 | 2.9 | 2.3 | 1.7 |
| | Breathing | 3.0 | 3.0 | 2.9 | 2.4 |
| | Fatigue | 5.9 | 6.0 | 5.9 | 5.9 |
| | Pain | 3.9 | 3.4 | 3.3 | 2.5 |

Continued...

| Phase | Symptom Assessment Score | Overnight admitted | | Not admitted overnight | |
|----------|--------------------------|--------------------|--------------|------------------------|--------------|
| | | QLD | All services | QLD | All services |
| Terminal | Insomnia | 1.1 | 1.3 | 1.4 | 1.5 |
| | Appetite | 2.0 | 2.6 | 4.2 | 4.9 |
| | Nausea | 0.8 | 0.9 | 0.6 | 0.7 |
| | Bowels | 1.8 | 2.1 | 1.9 | 1.6 |
| | Breathing | 3.3 | 3.4 | 3.6 | 2.8 |
| | Fatigue | 3.7 | 4.6 | 5.0 | 7.1 |
| | Pain | 3.0 | 2.9 | 2.7 | 2.4 |

Table 24 Karnofsky score at phase start by episode type

| Karnofsky score | Overnight admitted | | | | Not admitted overnight | | | |
|---|--------------------|--------------|--------------|--------------|------------------------|--------------|--------------|--------------|
| | QLD | % | All Services | % | QLD | % | All Services | % |
| Dead | 15 | 0.4 | 96 | 0.5 | 3 | 0.2 | 53 | 0.6 |
| Comatose or barely rousable | 458 | 11.6 | 1680 | 9.2 | 35 | 2.2 | 263 | 2.8 |
| Totally bedfast and requiring extensive nursing care | 769 | 19.5 | 3119 | 17.1 | 114 | 7.1 | 703 | 7.6 |
| Almost completely bedfast | 409 | 10.4 | 1592 | 8.7 | 89 | 5.5 | 486 | 5.3 |
| In bed more than 50% of the time | 650 | 16.5 | 2371 | 13.0 | 151 | 9.4 | 815 | 8.8 |
| Requires considerable assistance | 632 | 16.0 | 2820 | 15.5 | 384 | 23.9 | 1802 | 19.5 |
| Requires occasional assistance | 563 | 14.3 | 2146 | 11.8 | 425 | 26.4 | 1648 | 17.8 |
| Cares for self | 202 | 5.1 | 672 | 3.7 | 249 | 15.5 | 1081 | 11.7 |
| Normal activity with effort | 108 | 2.7 | 316 | 1.7 | 95 | 5.9 | 570 | 6.2 |
| Able to carry on normal activity; minor signs or symptoms | 34 | 0.9 | 97 | 0.5 | 42 | 2.6 | 206 | 2.2 |
| Normal; no complaints; no evidence of disease | 1 | 0.0 | 5 | 0.0 | 3 | 0.2 | 33 | 0.4 |
| Not stated/inadequately described | 105 | 2.7 | 3293 | 18.1 | 19 | 1.2 | 1592 | 17.2 |
| Total | 3946 | 100.0 | 18207 | 100.0 | 1609 | 100.0 | 9252 | 100.0 |

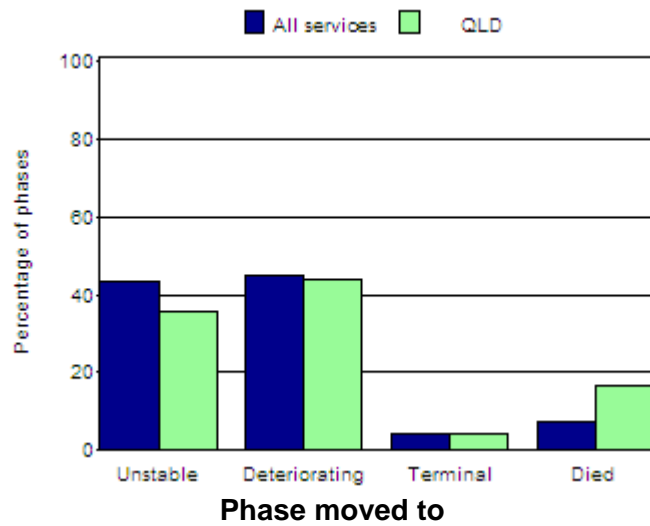
Note: Bereavement phase records are excluded from the table.

Table 25 Reason for phase end by phase and episode type

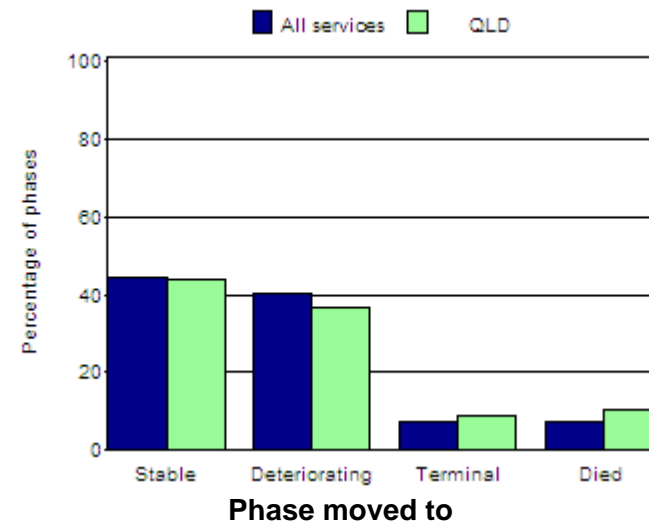
| Phase | Reason for phase end | Overnight admitted | | | | Not admitted overnight | | | |
|---------------|-----------------------------------|--------------------|-------------|--------------|-------------|------------------------|------------|--------------|-------------|
| | | QLD | % | All services | % | QLD | % | All services | % |
| Stable | Phase change | 252 | 34.3 | 2119 | 49.9 | 331 | 49.4 | 1484 | 49.7 |
| | Discharge/case closure | 459 | 62.5 | 2024 | 47.7 | 266 | 39.7 | 679 | 22.8 |
| | Died | 19 | 2.6 | 89 | 2.1 | 67 | 10.0 | 155 | 5.2 |
| | Bereavement phase end | 0 | 0.0 | 2 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| | Not stated/Inadequately described | 4 | 0.5 | 10 | 0.2 | 6 | 0.9 | 665 | 22.3 |
| | <i>Total</i> | | <i>734</i> | <i>100.0</i> | <i>4244</i> | <i>100.0</i> | <i>670</i> | <i>100.0</i> | <i>2983</i> |
| Unstable | Phase change | 1013 | 72.4 | 4648 | 79.3 | 191 | 56.3 | 1194 | 58.5 |
| | Discharge/case closure | 287 | 20.5 | 807 | 13.8 | 132 | 38.9 | 443 | 21.7 |
| | Died | 97 | 6.9 | 313 | 5.3 | 12 | 3.5 | 78 | 3.8 |
| | Bereavement phase end | 0 | 0.0 | 1 | 0.0 | 1 | 0.3 | 1 | 0.0 |
| | Not stated/Inadequately described | 2 | 0.1 | 89 | 1.5 | 3 | 0.9 | 324 | 15.9 |
| | <i>Total</i> | | <i>1399</i> | <i>100.0</i> | <i>5858</i> | <i>100.0</i> | <i>339</i> | <i>100.0</i> | <i>2040</i> |
| Deteriorating | Phase change | 612 | 55.7 | 3108 | 62.7 | 172 | 35.0 | 1692 | 51.3 |
| | Discharge/case closure | 235 | 21.4 | 745 | 15.0 | 197 | 40.0 | 921 | 27.9 |
| | Died | 245 | 22.3 | 1090 | 22.0 | 118 | 24.0 | 359 | 10.9 |
| | Bereavement phase end | 1 | 0.1 | 5 | 0.1 | 1 | 0.2 | 1 | 0.0 |
| | Not stated/Inadequately described | 5 | 0.5 | 12 | 0.2 | 4 | 0.8 | 327 | 9.9 |
| | <i>Total</i> | | <i>1098</i> | <i>100.0</i> | <i>4960</i> | <i>100.0</i> | <i>492</i> | <i>100.0</i> | <i>3300</i> |
| Terminal | Phase change | 55 | 7.7 | 360 | 11.4 | 2 | 1.9 | 227 | 24.4 |
| | Discharge/case closure | 13 | 1.8 | 85 | 2.7 | 6 | 5.6 | 45 | 4.8 |
| | Died | 642 | 89.8 | 2678 | 85.2 | 99 | 91.7 | 528 | 56.8 |
| | Bereavement phase end | 5 | 0.7 | 13 | 0.4 | 0 | 0.0 | 1 | 0.1 |
| | Not stated/Inadequately described | 0 | 0.0 | 9 | 0.3 | 1 | 0.9 | 128 | 13.8 |
| | <i>Total</i> | | <i>715</i> | <i>100.0</i> | <i>3145</i> | <i>100.0</i> | <i>108</i> | <i>100.0</i> | <i>929</i> |

Figure 3 Phase outcomes by phase - all phases

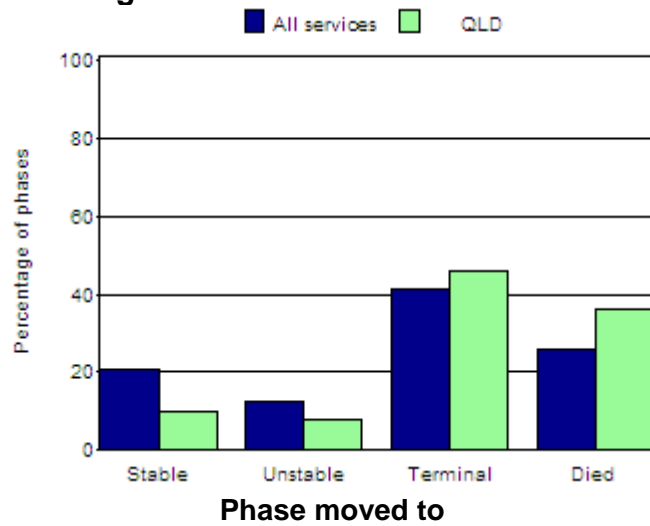
Stable Phase



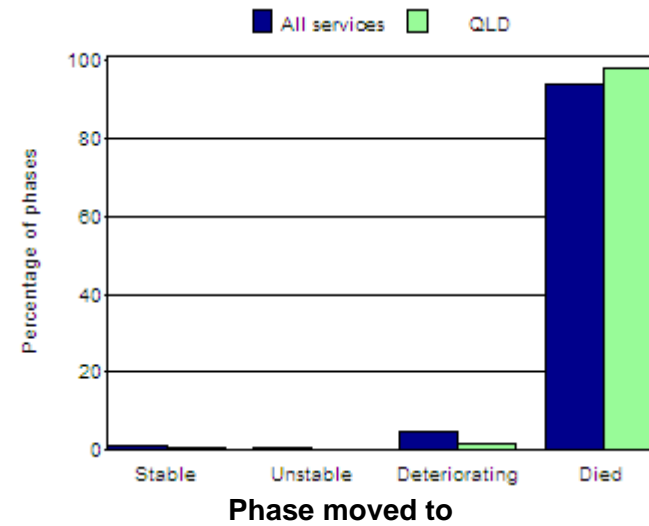
Unstable Phase



Deteriorating Phase



Terminal Phase



Section 3 - Benchmark analysis

Benchmark Measure 1 - Time from referral to first contact

Table 26 and Figures 4 and 5 below present descriptive data on the first benchmark measure. This measure is the percentage of patients seen within 48 hours of referral. The benchmark is **90%**.

The time from referral to first contact is calculated as the time from the date of referral to either the date of first contact (if provided) or the episode start date. Please note that the category *within 48 hours* represents those contacted on the same day as the referral or on the following day.

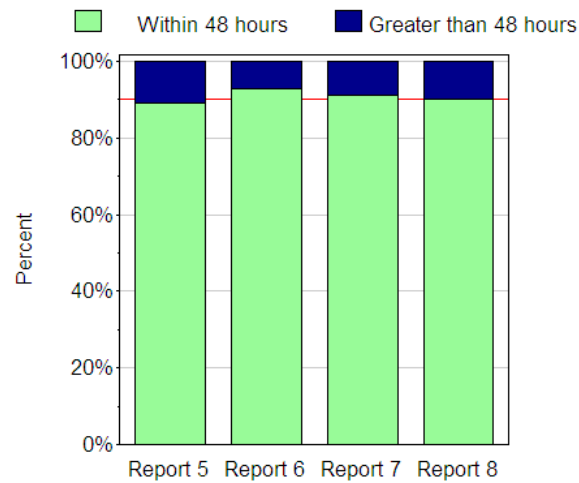
Table 26 *Time from referral to first contact by episode type*

| Time (in days) | Overnight admitted patients | | | | Patients not admitted overnight | | | |
|----------------------|-----------------------------|------|--------------|------|---------------------------------|------|--------------|------|
| | QLD | % | All Services | % | QLD | % | All Services | % |
| Within 48 hours | 1792 | 90.0 | 6945 | 86.7 | 432 | 42.1 | 2420 | 67.1 |
| 2-7 days | 165 | 8.3 | 765 | 9.6 | 343 | 33.4 | 789 | 21.9 |
| 8-14 days | 21 | 1.1 | 110 | 1.4 | 114 | 11.1 | 195 | 5.4 |
| Greater than 14 days | 13 | 0.7 | 190 | 2.4 | 137 | 13.4 | 204 | 5.7 |
| Average | 1.3 | na | 1.5 | na | 3.5 | na | 2.3 | na |
| Median | 1 | na | 1 | na | 2 | na | 1 | na |

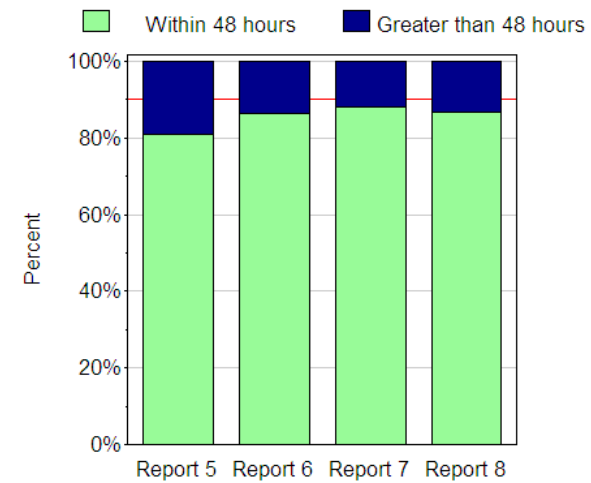
Note: Episodes where referral date, date of first contact, or episode start date were not recorded are excluded from the table. In addition, all records where time from referral to first contact or time from first contact to episode start was greater than 7 days were considered to be outliers and were assumed to equal 7 days for the purpose of calculating the average and median time.

Figure 4 Time from referral to first contact - overnight admitted patients

QLD

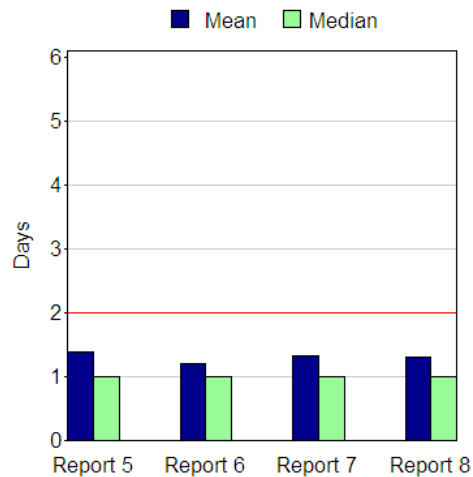


All services



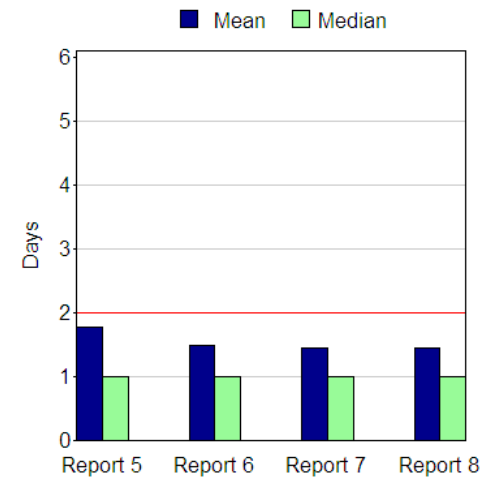
Time from referral to first contact

QLD



Time from referral to first contact

All services

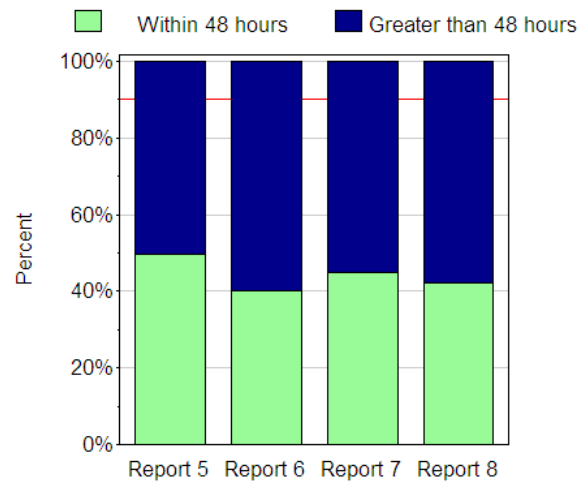


Mean and median time from referral to first contact

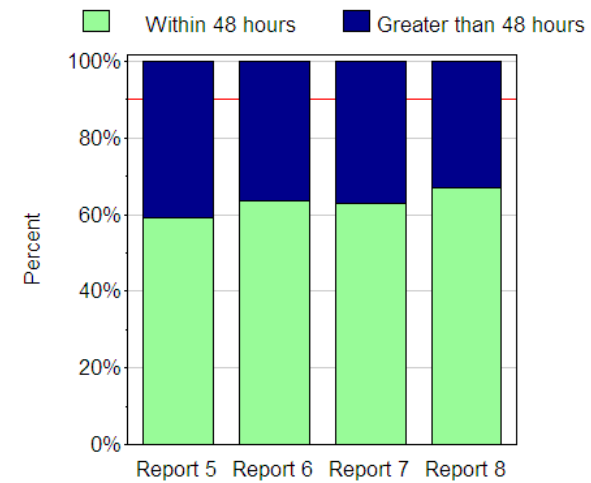
Mean and median time from referral to first contact

Figure 5 Time from referral to first contact - patients not admitted overnight

QLD

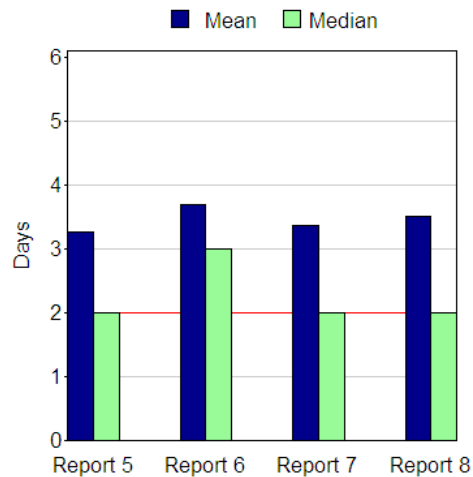


All services



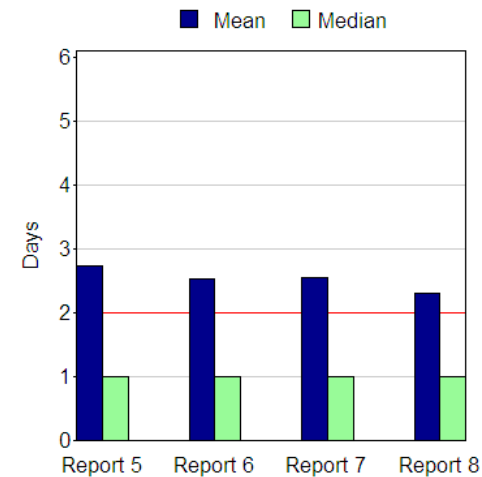
Time from referral to first contact

QLD



Time from referral to first contact

All services



Mean and median time from referral to first contact

Mean and median time from referral to first contact

Benchmark Measure 2 - Time in unstable phase

The following table presents descriptive data on the second benchmark measure. The first part of this measure is the percentage of patients remaining unstable for less than 7 days and is split by occurrence of unstable phase. The benchmark for patients in their first phase is **85%** and for patients in a subsequent phase is **90%**. The second part of this measure is the median time spent in the unstable phase and the benchmark is **2 days or less**.

Table 27 shows that for overnight admitted patients 4291 of the 5920 unstable phases occurred at the start of an episode (i.e. the patient was unstable on admission) and 1629 unstable phases occurred during the episode. In the first phase 71.4% of unstable phases were less than 7 days and for subsequent phases 80.1% of unstable phases were less than 7 days. In the first phase median time in the unstable phase was 4 days and in subsequent phases the median time in unstable phase was 2 days.

Similarly, for patients not admitted overnight, 932 of the 2041 unstable phases occurred at the start of an episode (i.e. the patient was unstable on admission) and 1109 unstable phases occurred during the episode. In the first phase 41.4% of unstable phases were less than 7 days and for subsequent phases 60.9% of unstable phases were less than 7 days. In the first phase the median time in the unstable phase was 9 days and in subsequent phases the median time in unstable phase was 4 days.

Table 27 Time in unstable phase by episode type and occurrence of unstable phase

| Episode type | Occurrence of unstable phase | Number | | Percent unstable for < 7 days | | Median days in unstable phase | |
|------------------------|------------------------------|-------------|--------------|-------------------------------|--------------|-------------------------------|--------------|
| | | QLD | All Services | QLD | All Services | QLD | All Services |
| Overnight admitted | First phase | 1047 | 4233 | 70.4 | 71.7 | 4 | 4 |
| | Subsequent phase | 352 | 1625 | 70.7 | 80.1 | 3 | 2 |
| | <i>Total</i> | <i>1399</i> | <i>5858</i> | <i>70.5</i> | <i>74.0</i> | <i>4</i> | <i>3</i> |
| Not admitted overnight | First phase | 180 | 931 | 48.3 | 41.4 | 7 | 9 |
| | Subsequent phase | 159 | 1109 | 68.6 | 60.9 | 3 | 4 |
| | <i>Total</i> | <i>339</i> | <i>2040</i> | <i>57.8</i> | <i>52.0</i> | <i>5</i> | <i>6</i> |

Benchmark Measure 3 - Change in pain

Change in pain PC Problem Severity Score (PCPSS)

The following two tables present data on the third benchmark measure in relation to pain PCPSS. The first measure is the percentage of patients with absent/mild pain at phase start remaining with absent/mild pain at phase end and the benchmark is **90%**. The second measure is the percentage of patients with moderate/severe pain at phase start with absent/mild pain at phase end and the benchmark is **60%**. Note that only phases with a valid pain score at both the start and the end of the phase are included in the following analysis.

Table 28 Patients with absent or mild pain at beginning of phase whose pain remained absent or mild at end of phase

| Episode type | | QLD | | | | All Services | | | |
|------------------------|--------|----------|----------|----------|----------|--------------|----------|----------|----------|
| | | Report 5 | Report 6 | Report 7 | Report 8 | Report 5 | Report 6 | Report 7 | Report 8 |
| Overnight admitted | Number | 111 | 101 | 321 | 393 | 899 | 1650 | 2485 | 2896 |
| | % | 92.5 | 82.1 | 84.7 | 84.2 | 77.5 | 79.5 | 82.3 | 80.3 |
| Not admitted overnight | Number | 186 | 70 | 185 | 334 | 292 | 607 | 1201 | 1919 |
| | % | 96.4 | 73.7 | 71.2 | 84.6 | 86.4 | 82.4 | 79.1 | 82.0 |

Table 29 Patients with moderate or severe pain at beginning of phase whose pain decreased to absent or mild at end of phase

| Episode type | | QLD | | | | All Services | | | |
|------------------------|--------|----------|----------|----------|----------|--------------|----------|----------|----------|
| | | Report 5 | Report 6 | Report 7 | Report 8 | Report 5 | Report 6 | Report 7 | Report 8 |
| Overnight admitted | Number | 14 | 102 | 176 | 249 | 374 | 731 | 1024 | 1142 |
| | % | 30.4 | 48.3 | 51.2 | 55.2 | 31.2 | 36.7 | 38.1 | 40.2 |
| Not admitted overnight | Number | 10 | 23 | 68 | 62 | 45 | 122 | 270 | 403 |
| | % | 38.5 | 46.0 | 56.2 | 41.3 | 54.2 | 31.4 | 38.1 | 43.7 |

Change in pain Symptom Assessment Score (SAS)

The following two tables present data on the third benchmark measure in relation to pain SAS. The first measure is the percentage of patients with absent/mild pain at phase start remaining with absent/mild pain at phase end and the benchmark is **90%**. The second measure is the percentage of patients with moderate/severe pain at phase start with absent/mild pain at phase end and the benchmark is **60%**. Note that only phases with a valid pain score at both the start and the end of the phase are included in the following analysis.

Table 30 *Patients with absent or mild pain at beginning of phase whose pain remained absent or mild at end of phase*

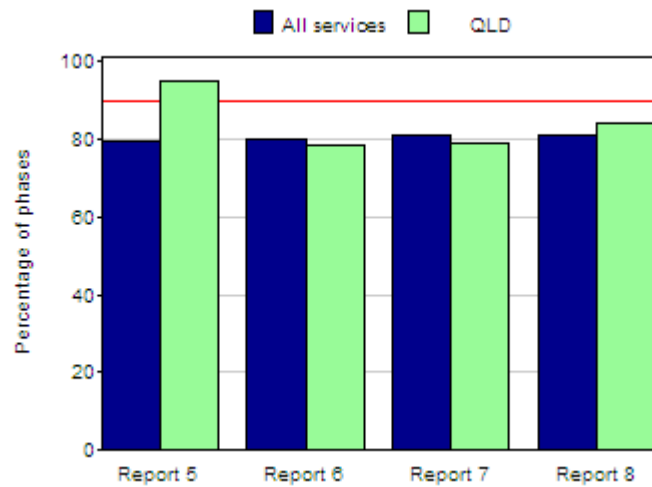
| Episode type | | QLD | | | | All Services | | | |
|------------------------|--------|----------|----------|----------|----------|--------------|----------|----------|----------|
| | | Report 5 | Report 6 | Report 7 | Report 8 | Report 5 | Report 6 | Report 7 | Report 8 |
| Overnight admitted | Number | 125 | 260 | 525 | 532 | 771 | 1771 | 3107 | 3896 |
| | % | 74.4 | 76.2 | 83.7 | 83.3 | 76.1 | 80.4 | 82.4 | 80.6 |
| Not admitted overnight | Number | 98 | 149 | 271 | 232 | 2710 | 3696 | 2624 | 2820 |
| | % | 75.4 | 77.6 | 78.6 | 69.5 | 82.5 | 83.3 | 81.6 | 80.7 |

Table 31 *Patients with moderate or severe pain at beginning of phase whose pain decreased to absent or mild at end of phase*

| Episode type | | QLD | | | | All Services | | | |
|------------------------|--------|----------|----------|----------|----------|--------------|----------|----------|----------|
| | | Report 5 | Report 6 | Report 7 | Report 8 | Report 5 | Report 6 | Report 7 | Report 8 |
| Overnight admitted | Number | 96 | 225 | 272 | 371 | 393 | 843 | 1235 | 1540 |
| | % | 31.5 | 37.4 | 40.6 | 43.5 | 37.8 | 38.9 | 41.2 | 40.3 |
| Not admitted overnight | Number | 30 | 39 | 69 | 95 | 570 | 625 | 552 | 642 |
| | % | 35.3 | 23.5 | 36.9 | 35.2 | 53.2 | 38.6 | 40.4 | 40.4 |

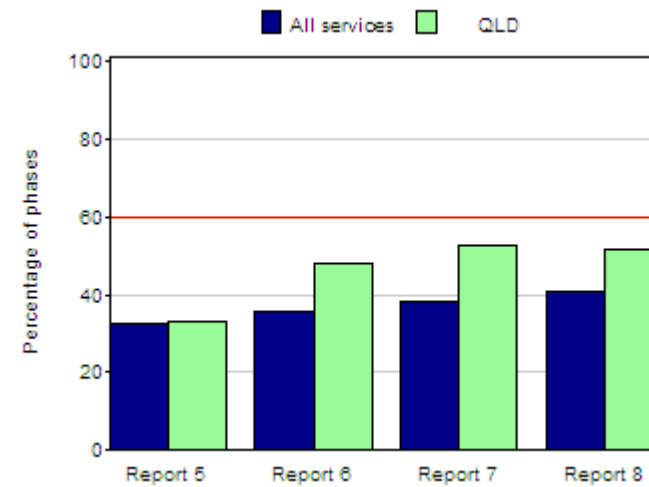
Figure 6 Change in pain benchmark measures - all phases

Pain PCPSS



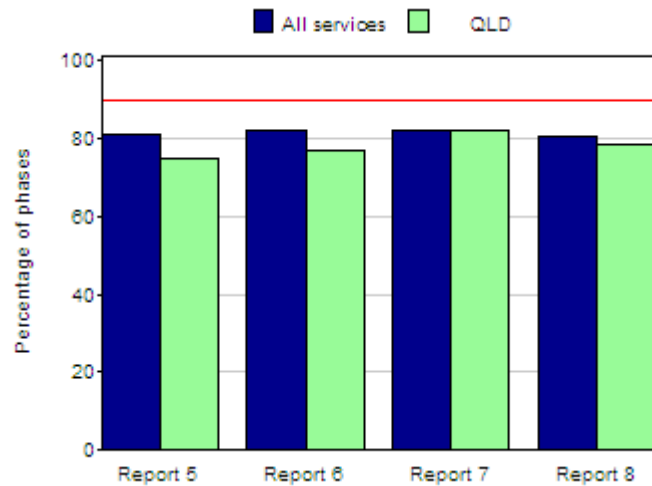
Absent/mild pain at both start and end of phase

Pain PCPSS



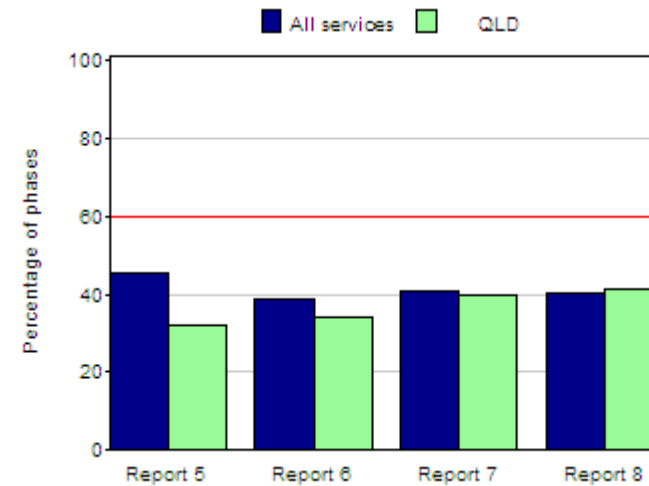
Mod/severe pain at start with absent/mild pain at end

Pain SAS



Absent/mild pain at both start and end of phase

Pain SAS



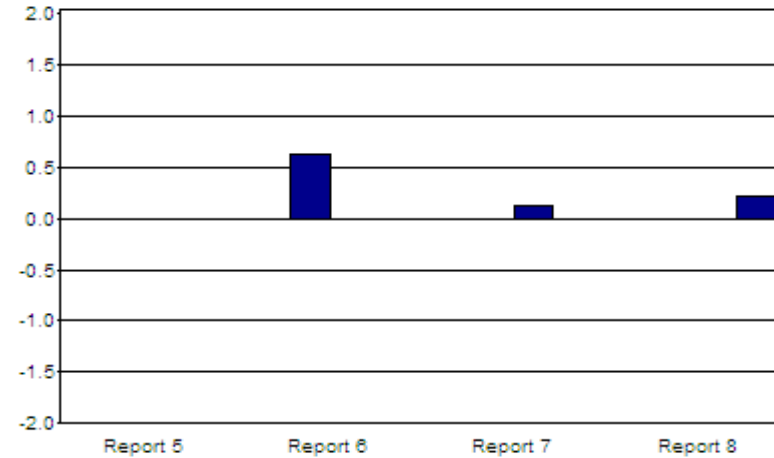
Mod/severe pain at start with absent/mild pain at end

Benchmark Measure 4 - Change in symptoms relative to the national average

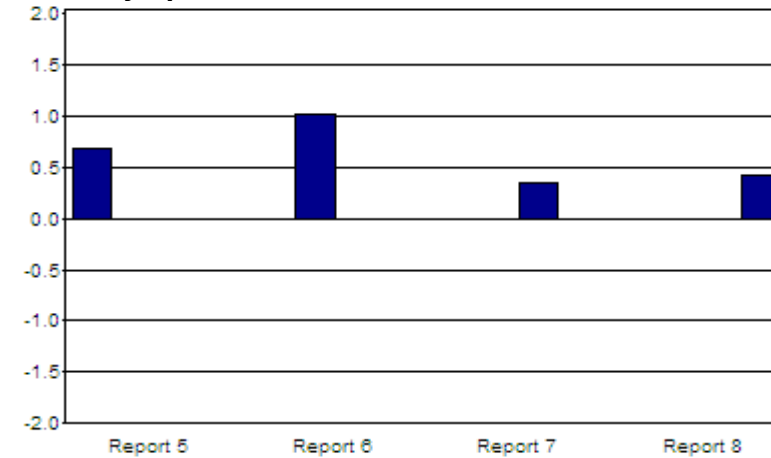
Please refer to the glossary section on page 51 for a detailed explanation of the following analysis. The benchmark for this measure is 0 or above.

Figure 7 PCPSS mean change adjusted for phase and symptom score at start of phase for QLD

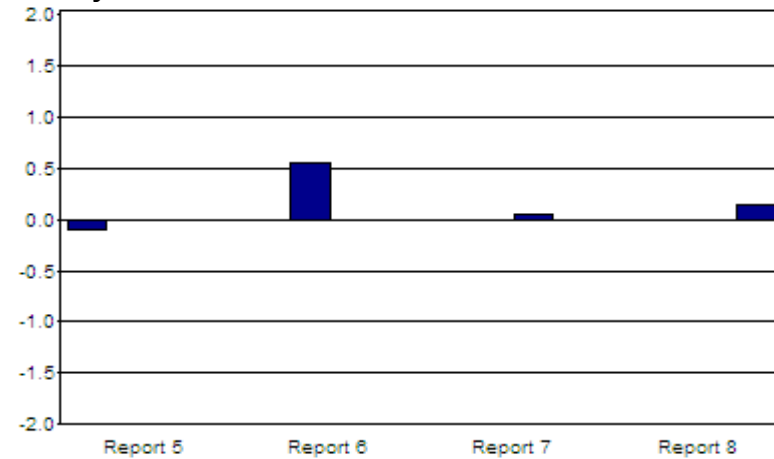
Pain



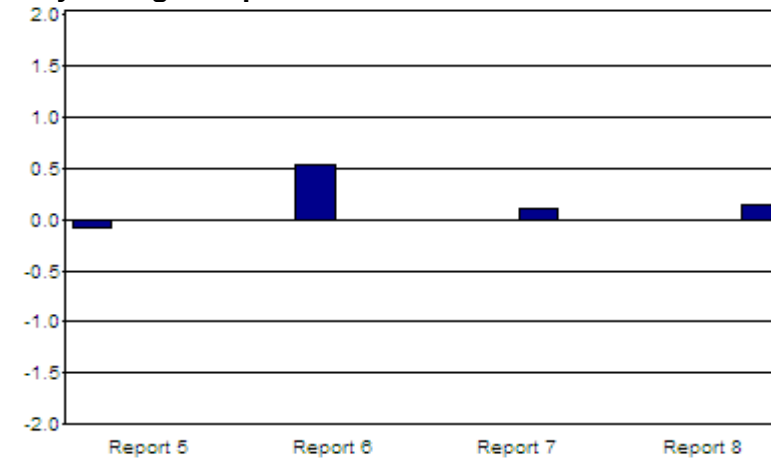
Other symptoms



Family/Carer



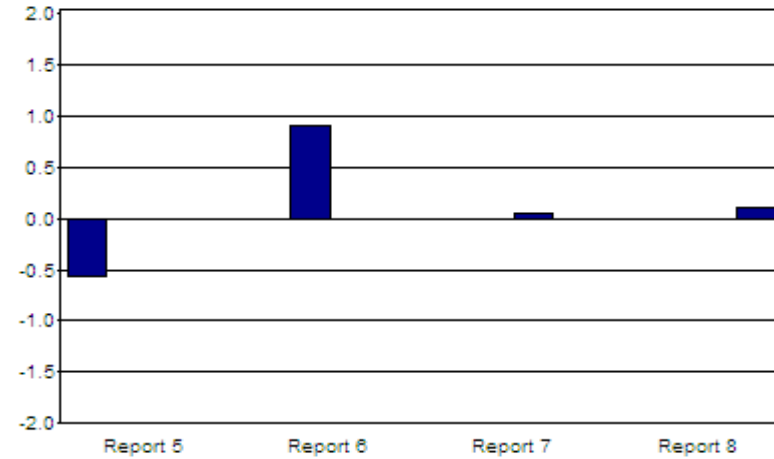
Psychological/spiritual



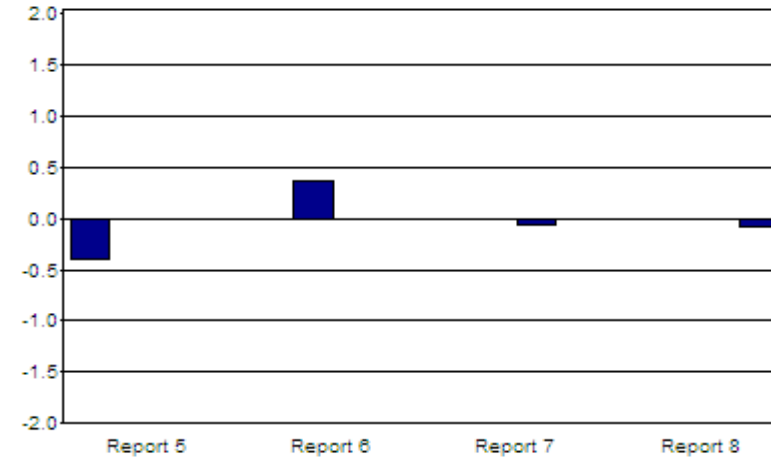
Note: Only services with 10 or more valid observations are included in the above graphs.

Figure 8 SAS mean change adjusted for phase and symptom score at start of phase for QLD

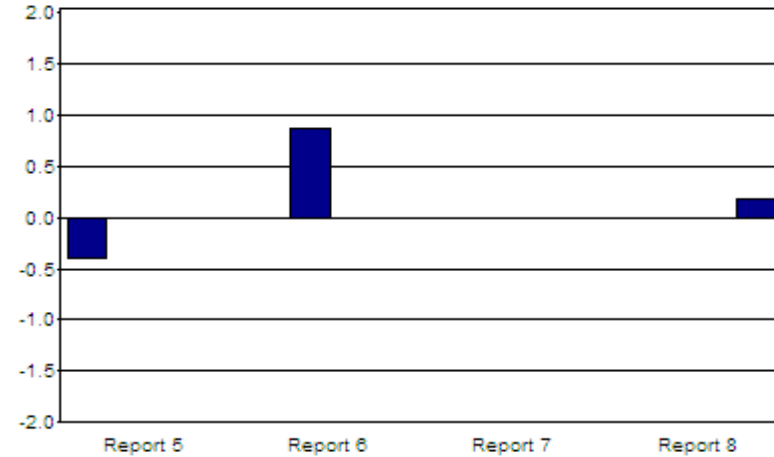
Pain



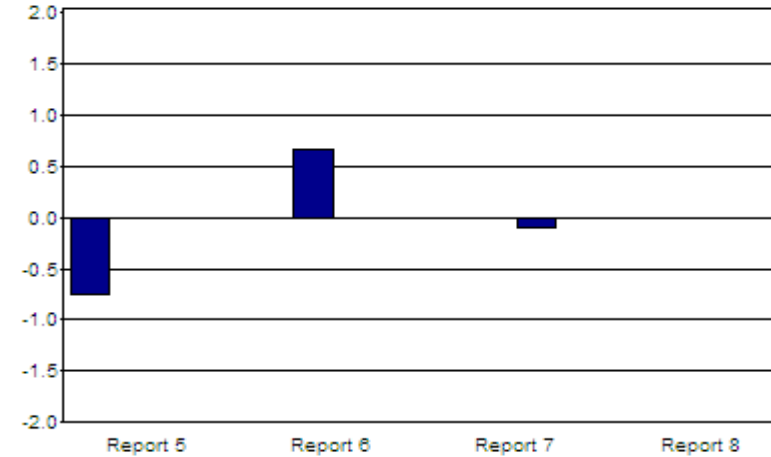
Nausea



Breathing



Bowels



Note: Only services with 10 or more valid observations are included in the above graphs.

Appendix 1 - Services included in this report

This report presents data from the following 91 services:

Table 32 Services providing data

| Palliative Care Service | State | Begin date | End date | Months |
|---|-------|-------------|---------------|--------|
| Baringa Private Hospital | NSW | July 2009 | October 2009 | 4 |
| Calvary Health Care Sydney | NSW | July 2009 | December 2009 | 6 |
| Calvary Health Care Riverina | NSW | August 2009 | November 2009 | 4 |
| Calvary Mater Newcastle | NSW | July 2009 | December 2009 | 6 |
| Camden Hospital | NSW | July 2009 | December 2009 | 6 |
| Coffs Harbour Palliative Care Service | NSW | July 2009 | December 2009 | 6 |
| David Berry Hospital | NSW | July 2009 | December 2009 | 6 |
| Grafton Community Health - Palliative Care Service | NSW | July 2009 | December 2009 | 6 |
| Hope Healthcare - Braeside Hospital | NSW | July 2009 | December 2009 | 6 |
| Hope Healthcare - Greenwich Hospital | NSW | July 2009 | December 2009 | 6 |
| Hope Healthcare - Neringah Hospital | NSW | July 2009 | December 2009 | 6 |
| Lourdes Hospital | NSW | July 2009 | December 2009 | 6 |
| Manning Rural Referral Hospital | NSW | August 2009 | December 2009 | 5 |
| Mercy Care Centre - Young | NSW | July 2009 | December 2009 | 6 |
| Mercy Health Service Albury | NSW | July 2009 | December 2009 | 6 |
| Mt Druitt Hospital | NSW | July 2009 | December 2009 | 6 |
| Port Kembla Hospital | NSW | July 2009 | December 2009 | 6 |
| Sacred Heart Palliative Care Service | NSW | July 2009 | December 2009 | 6 |
| St Joseph's Hospital | NSW | July 2009 | December 2009 | 6 |
| St Vincent's Hospital Lismore | NSW | July 2009 | December 2009 | 6 |
| Tamworth Base Hospital | NSW | July 2009 | December 2009 | 6 |
| Tweed, Byron, Murwillumbah Community Health Service | NSW | July 2009 | December 2009 | 6 |

Continued...

| Palliative Care Service | State | Begin date | End date | Months |
|--|-------|----------------|---------------|--------|
| Westmead Hospital | NSW | July 2009 | December 2009 | 6 |
| Banksia Palliative Care Services | Vic | September 2009 | December 2009 | 4 |
| Broadmeadows Palliative Care | Vic | July 2009 | December 2009 | 6 |
| Caritas Christi - Fitzroy | Vic | July 2009 | December 2009 | 6 |
| Caritas Christi - Kew | Vic | July 2009 | December 2009 | 6 |
| Gandarra Palliative Care Unit - Ballarat | Vic | July 2009 | December 2009 | 6 |
| Goulburn Valley Hospice Inc. | Vic | July 2009 | December 2009 | 6 |
| Lower Hume Palliative Care | Vic | July 2009 | December 2009 | 6 |
| Melbourne Citymission Palliative Care | Vic | July 2009 | December 2009 | 6 |
| Mercy Palliative Care - Sunshine | Vic | July 2009 | November 2009 | 5 |
| South East Palliative Care | Vic | August 2009 | December 2009 | 5 |
| St John of God - Geelong | Vic | July 2009 | November 2009 | 5 |
| Sunraysia Community Palliative Care Service Clinic | Vic | August 2009 | December 2009 | 5 |
| Werribee Mercy Hospital | Vic | July 2009 | December 2009 | 6 |
| Western Health - Community | Vic | July 2009 | December 2009 | 6 |
| Western Health - Footscray | Vic | July 2009 | December 2009 | 6 |
| Western Health - Sunshine | Vic | August 2009 | December 2009 | 5 |
| Bundaberg Palliative Access | Qld | July 2009 | December 2009 | 6 |
| Cairns and Gordonvale Hospital | Qld | July 2009 | December 2009 | 6 |
| Canossa Private Hospital | Qld | July 2009 | December 2009 | 6 |
| Gladstone Hospital | Qld | July 2009 | December 2009 | 6 |
| Hervey Bay & Fraser Coast Palliative Care Service | Qld | July 2009 | December 2009 | 6 |
| Hopewell Hospice | Qld | July 2009 | December 2009 | 6 |
| Ipswich Hospice | Qld | July 2009 | December 2009 | 6 |
| Ipswich Hospital | Qld | July 2009 | December 2009 | 6 |
| Karuna Hospice Services | Qld | July 2009 | December 2009 | 6 |
| Logan - Beaudesert Hospital | Qld | September 2009 | December 2009 | 4 |
| Mater Adult's Hospital Brisbane | Qld | July 2009 | December 2009 | 6 |

Continued...

| Palliative Care Service | State | Begin date | End date | Months |
|---|-------|----------------|---------------|--------|
| Mater Private Brisbane | Qld | July 2009 | December 2009 | 6 |
| Mater Private Bundaberg | Qld | July 2009 | November 2009 | 5 |
| Mater Private Mackay | Qld | July 2009 | December 2009 | 6 |
| Mater Private Rockhampton | Qld | July 2009 | December 2009 | 6 |
| Mater Private Yeppoon | Qld | September 2009 | October 2009 | 2 |
| Mt Isa and Surrounds Palliative Care | Qld | July 2009 | December 2009 | 6 |
| Redcliffe Hospital Palliative Care Unit | Qld | July 2009 | December 2009 | 6 |
| Rockhampton Base Hospital | Qld | July 2009 | December 2009 | 6 |
| Royal Brisbane and Women's Hospital | Qld | July 2009 | December 2009 | 6 |
| St Vincent's Hospital Brisbane | Qld | July 2009 | December 2009 | 6 |
| Sunshine Coast and Cooloola Palliative Care Service | Qld | July 2009 | December 2009 | 6 |
| The Prince Charles Hospital | Qld | July 2009 | December 2009 | 6 |
| Toowoomba Hospital | Qld | July 2009 | December 2009 | 6 |
| Townsville Palliative Care Centre | Qld | July 2009 | December 2009 | 6 |
| Wesley Private | Qld | July 2009 | December 2009 | 6 |
| Adelaide Hills Community Health Service | SA | July 2009 | November 2009 | 5 |
| Calvary Health Care Adelaide (Mary Potter Hospice) | SA | July 2009 | December 2009 | 6 |
| Lyell McEwin Palliative Care Service | SA | July 2009 | December 2009 | 6 |
| Modbury Hospice SA | SA | July 2009 | December 2009 | 6 |
| Port Lincoln Health Service | SA | July 2009 | December 2009 | 6 |
| Port Pirie Regional Health Service | SA | July 2009 | December 2009 | 6 |
| Riverland Palliative Care Service | SA | August 2009 | December 2009 | 5 |
| Royal Adelaide Hospital | SA | July 2009 | December 2009 | 6 |
| South East Regional Community Health Service | SA | July 2009 | December 2009 | 6 |
| Southern Adelaide Palliative Services | SA | July 2009 | December 2009 | 6 |
| Stirling District Hospital | SA | November 2009 | December 2009 | 2 |
| Yorke Peninsula Palliative Care | SA | July 2009 | December 2009 | 6 |
| Albany Palliative Care Service | WA | July 2009 | December 2009 | 6 |

Continued...

| Palliative Care Service | State | Begin date | End date | Months |
|--|--------------|-------------------|-----------------|---------------|
| Bethesda Hospital | WA | July 2009 | December 2009 | 6 |
| Geraldton Palliative Care Community Service | WA | July 2009 | December 2009 | 6 |
| Northam Palliative Care | WA | July 2009 | December 2009 | 6 |
| Peel Community Palliative Care Service | WA | July 2009 | December 2009 | 6 |
| Royal Perth Hospital | WA | July 2009 | December 2009 | 6 |
| Silver Chain Hospice Care Service | WA | July 2009 | December 2009 | 6 |
| Sir Charles Gairdner Hospital | WA | July 2009 | October 2009 | 4 |
| St John of God Hospital - Bunbury | WA | August 2009 | December 2009 | 5 |
| St John of God Hospital - Geraldton | WA | July 2009 | December 2009 | 6 |
| St John of God Murdoch Community Hospice | WA | July 2009 | December 2009 | 6 |
| Calvary Health Care Tasmania - St John's | Tas | July 2009 | December 2009 | 6 |
| JW Whittle Palliative Care Unit | Tas | July 2009 | December 2009 | 6 |
| Calvary Health Care Canberra (Clare Holland House) | ACT | July 2009 | December 2009 | 6 |

Appendix 2 - Data consistency

Consistency with PCOC version 2 data standards is summarised below. Over this 6 month period consistency with patient, episode and phase level data items for QLD and for all services has been calculated. Consistency refers to completion of data items used within this report with valid entries based on the PCOC version 2 item codes.

In addition, some data items are not required to be completed. For example, place of death is only required for not admitted overnight patients who died. Hence the complete column in the following tables only refers to the percentage of complete records where the data item was required to be completed.

Table 33 Data consistency - patient level items

| Data Item | QLD | All Services |
|-------------------|------------|--------------|
| | % Complete | % Complete |
| Date of birth | 100.0 | 100.0 |
| Sex | 99.8 | 99.9 |
| Indigenous status | 96.6 | 97.2 |
| Country of birth | 97.4 | 94.4 |
| Main language | 93.1 | 96.0 |
| Primary diagnosis | 95.1 | 89.2 |

Table 34 *Data consistency - episode level items*

| Data Item | QLD | All Services |
|-----------------------------------|------------|--------------|
| | % Complete | % Complete |
| Date of first contact/assessment | 95.7 | 94.3 |
| Referral date | 95.9 | 87.7 |
| Referral source | 96.0 | 93.2 |
| Episode start date | 100.0 | 100.0 |
| Mode of episode start | 98.6 | 99.6 |
| Accommodation at episode start | 95.8 | 85.9 |
| Episode end date | 100.0 | 100.0 |
| Level of support at episode start | 98.7 | 77.3 |
| Mode of episode end | 98.6 | 97.1 |
| Accommodation at episode end | 83.6 | 74.5 |
| Level of support at episode end | 95.1 | 93.8 |
| Place of death | 46.8 | 88.7 |

Table 35 Data consistency - phase level items

| Data item | Sub-Category (where applicable) | QLD %Complete | All Services %Complete |
|---|------------------------------------|------------------|---------------------------|
| Phase start date | | 100.0 | 99.6 |
| Phase | | 100.0 | 99.6 |
| RUG-ADL at phase start | Bed Mobility | 100.0 | 94.4 |
| | Toileting | 100.0 | 94.3 |
| | Transfers | 100.0 | 94.2 |
| | Eating | 100.0 | 94.0 |
| PC Problem Severity at phase start | Pain | 64.7 | 62.4 |
| | Other Symptom | 64.5 | 65.8 |
| | Psychological/Spiritual | 86.5 | 82.4 |
| | Family/Carer | 86.5 | 81.5 |
| Symptom Assessment Score at phase start | Insomnia | 95.6 | 83.3 |
| | Appetite | 95.6 | 83.2 |
| | Nausea | 95.6 | 83.5 |
| | Bowels | 95.6 | 83.3 |
| | Breathing | 95.6 | 83.7 |
| | Fatigue | 95.6 | 83.9 |
| | Pain | 95.6 | 84.3 |
| Phase end reason | | 97.9 | 93.7 |
| Karnofsky at phase start | | 98.0 | 82.6 |

Appendix 3 – Glossary

Overnight admitted and not admitted overnight groups

Where appropriate, the analysis in this report has been reported by episode type. The PCOC definition of episode type is “The location of the patient for this episode”. The options are as follows:

- 0 Overnight admitted patient in a non-designated inpatient palliative care bed/unit
- 1 Overnight admitted patient in a designated inpatient palliative care bed/unit.
- 3 Ambulatory
- 4 Community
- 5 Consultation service

These 5 options have been grouped into 2 for the purpose of reporting. The 2 groups are as follows:

- Overnight admitted Includes episode types 0 and 1
- Not admitted overnight Includes episode types 3, 4 and 5

However, consultation services have been difficult to categorise into the above groups. Consultation services have been included in the overnight admitted group, with the exception of services identifying as outpatient or community consultancy which have been included in the not admitted overnight group. Consultation services that treat patients in a hospital bed have been instructed to tick “0” or “1” for the episode type field. Consultation services that treat patients in an outpatient setting or in the community have been instructed to tick “5” for the episode type field.

Episode of care

An episode of care is a period of contact between a patient and a palliative care service that is provided by one palliative care service and occurs in one setting (either overnight admitted patient or not admitted overnight patient). When a patient moves from their home to a residential aged care facility (RACF) it is considered their home and the episode continues. An episode of care refers to the care received between admission and separation within one setting. An episode of palliative care begins:

- on the day the patient is assessed face to face by the palliative care provider and there is agreement between the patient and the service.

An episode of palliative care ends when:

- the principal clinical intent of the care changes and the patient is no longer receiving palliative care or
- when the patient is formally separated from the hospital/hospice/community.

Phase of care

The palliative care phase is the stage of the patient's illness. Palliative care phases are not sequential and a patient may move back and forth between phases. Palliative care phases provide a clinical indication of the level of care required and have been shown to correlate strongly with survival within longitudinal, prospective studies. There are 5 palliative care phases; stable, unstable, deteriorating, terminal and bereaved. The definitions are as follows:

Phase 1: Stable

All clients not classified as unstable, deteriorating, or terminal.

- The person's symptoms are adequately controlled by established management. Further interventions to maintain symptom control and quality of life have been planned.
- The situation of the family/carers is relatively stable and no new issues are apparent. Any needs are met by the established plan of care.

Phase 2: Unstable

- The person experiences the development of a new unexpected problem or a rapid increase in the severity of existing problems, either of which require an urgent change in management or emergency treatment
- The family/carers experience a sudden change in their situation requiring urgent intervention by members of the multidisciplinary team.

Phase 3: Deteriorating

- The person experiences a gradual worsening of existing symptoms or the development of new but expected problems. These require the application of specific plans of care and regular review but not urgent or emergency treatment.
- The family/carers experience gradually worsening distress and other difficulties, including social and practical difficulties, as a result of the illness of the person. This requires a planned support program and counselling as necessary.

Phase 4: Terminal

Death is likely in a matter of days and no acute intervention is planned or required. The use of frequent, usually daily, interventions aimed at physical, emotional and spiritual issues is required.

The typical features of a person in this phase may include the following:

- Profoundly weak
- Essentially bed bound
- Drowsy for extended periods
- Disoriented and has a severely limited attention span
- Increasingly disinterested in food and drink
- Finding it difficult to swallow medication
- The family/carers recognise that death is imminent and care is focused on emotional and spiritual issues as a prelude to bereavement.

Phase 5: Bereaved

Death of the patient has occurred and the carers are grieving. A planned bereavement support program is available including referral for counseling as necessary. Record only one bereavement phase per patient - not one for each carer/family member.

Resource Utilisation Groups- Activities of Daily Living Definitions (RUG-ADL)

RUG-ADL consists of 4 items (bed mobility, toileting, transfers and eating) and should be assessed on admission, at phase change and at episode end. The item score definitions are as follows:

| RUG –ADL Item | Score | Definition |
|---|-------|---|
| BED MOBILITY | | Ability to move in bed after the transfer into bed has been completed. |
| Independent or supervision only | 1 | Able to readjust position in bed, and perform own pressure area relief, through spontaneous movement around bed or with prompting from carer. No hands-on assistance required. May be independent with the use of a device. |
| Limited physical assistance | 3 | Able to readjust position in bed, and perform own pressure area relief, with the assistance of one person. |
| Other than two persons physical assist | 4 | Requires the use of a hoist or other assistive device to readjust position in bed and provide pressure relief. Still requires the assistance of one person for task. |
| Two or more persons physical assist | 5 | Requires 2 or more assistants to readjust position in bed, and perform pressure area relief. |
| TOILETING | | Includes mobilising to the toilet, adjustment of clothing before and after toileting and maintaining perineal hygiene without the incidence of incontinence or soiling of clothes. If level of assistance differs between voiding and bowel movement, record the lower performance. |
| Independent or supervision only | 1 | Able to mobilise to toilet, adjusts clothing, cleans self, has no incontinence or soiling of clothing. All tasks are performed independently or with prompting from carer. No hands-on assistance required. May be independent with the use of a device. May be independent with the use of a device. |
| Limited physical assistance | 3 | Requires hands-on assistance of one person for one or more of the tasks. |
| Other than two persons physical assist | 4 | Requires the use of a catheter/uridome/urinal and/or colostomy/bedpan/commode chair and/or insertion of enema/ suppository. Requires assistance of one person for management of the device. |
| Two or more persons physical assist | 5 | Requires two or more assistants to perform any step of the task. |
| TRANSFER | | Includes the transfer in and out of bed, bed to chair, in and out of shower/tub. Record the lowest performance of the day/night. |
| Independent or supervision only | 1 | Able to perform all transfers independently or with prompting of carer. No hands-on assistance required. May be independent with the use of a device. |
| Limited physical assistance | 3 | Requires hands-on assistance of one person to perform any transfer of the day/night. |
| Other than two persons physical assist | 4 | Requires use of a device for any of the transfers performed in the day/night. Requires only one person plus a device to perform the task. |
| Two or more persons physical assist | 5 | Requires 2 or more assistants to perform any transfer of the day/night. |
| EATING | | Includes the tasks of cutting food, bringing food to mouth and chewing and swallowing food. Does not include preparation of the meal. |
| Independent or supervision only | 1 | Able to cut, chew and swallow food, independently or with supervision, once meal has been presented in the customary fashion. No hands-on assistance required. If individual relies on parenteral or gastrostomy feeding that he/she administers him/herself then Score 1. |
| Limited assistance | 2 | Requires hands on assistance of one person to set up or assist in bringing food to the mouth and/or requires food to be modified (soft or staged diet). |
| Extensive assistance/dependence/ tube fed | 3 | Person needs to be fed meal by assistant, or the individual does not eat or drink full meals by mouth but relies on parenteral/ gastrostomy feeding and does not administer feeds by him/herself. |

PC Problem Severity Score (PCPSS)

The problem severity is an overall score of the patient/client and family and contains 4 items. The 4 items are:

1. Pain
2. Other symptoms
3. Psychological/spiritual
4. Family/carer

Each item is given a score from 0-3:

0 = Absent

1 = Mild

2 = Moderate

3 = Severe

Karnofsky (Australian) Performance Scale

The Karnofsky used in PCOC is the Australian (modified) version which is applicable to both inpatient and community palliative care. The Karnofsky Performance Scale assesses patient/client functioning and performance and can be used to indicate prognosis. The Karnofsky is often used in determining prognosis / survival times. The Karnofsky Performance Scale Definition Criteria is as follows:

| | |
|-----|--|
| 100 | Normal; no complaints; no evidence of disease |
| 90 | Able to carry on normal activity; minor signs of symptoms of disease |
| 80 | Normal activity with effort; some signs or symptoms of disease |
| 70 | Cares for self. Unable to carry on normal activity or to do active work |
| 60 | Able to care for most needs, but requires occasional assistance. |
| 50 | Requires considerable assistance and frequent medical care required. |
| 40 | In bed more than 50% of the time. |
| 30 | Almost completely bedfast. |
| 20 | Totally bedfast and requiring extensive nursing care by professionals and/or family. |
| 10 | Comatose or barely rousable. |
| 0 | Dead |

Symptom Assessment Scale (SAS)

There are 7 items (symptoms) in total and each one is given a score between 0-10 (not at all to worst possible). The 7 symptoms are insomnia, appetite, nausea, bowels, breathing, fatigue and pain. Symptoms are rated by the patient/client except where they are unable due to language barrier, hearing impairment or physical condition such as terminal phase or delirium, in which case a proxy is used. Use the most appropriate proxy. This may be the nurse or the family member. Highly rated or problematic symptoms may trigger other assessments or clinical interventions.

Change in symptoms relative to the national average

These are measures of the mean change in symptoms on the PCPSS/SAS that are adjusted for both phase and for the symptom score at the start of each phase (note bereavement phases are excluded from the analysis). Therefore it is only able to be calculated on patients who either had a subsequent phase within the reporting period or were discharged. In other words it is a case mix adjusted score where we compare the change in symptom score for 'like' patients i.e. patients in the same phase who started with the same level of symptom.

This measure has been abbreviated to XCAS where X represents the symptom analysed. For example PCAS represents the Pain Case Mix Adjusted Score. Eight symptoms have been included in this report:

1. PCPSS Pain
2. PCPSS Other symptoms
3. PCPSS Psychological/spiritual
4. PCPSS Family/carer
5. SAS Pain
6. SAS Nausea
7. SAS Bowels
8. SAS Breathing

Your service is then able to see if you are doing the same, better or worse than the national average for similar patients. The baseline period for calculating the national averages is July-December 2008 (report 6 period) and this will remain as such for the next 2 years (until January 2011). On a national basis this means the change in symptoms relative to the national average for the report 6 period will be zero.

- If X-CAS for your service > 0
on average, your patients' change in symptom was better than similar patients in the national database.
- If X-CAS for your service = 0

On average, your patients' change in symptom was about the same as similar patients in the national database.

- If X-CAS for your service < 0

On average, your patients' change in symptom was worse than similar patients in the national database

The mathematical algorithm and calculations are demonstrated below:

- Calculate the average change for all patients in the same phase and with the same symptom start score (each symptom class). This is the **expected** change.
- For each patient's phase, calculate their change in symptom score
- For each patient's phase, calculate the difference between their symptom score change and the average change for all patients in the same phase and with the same symptom start score
- Average across the service to produce the service's Symptom Casemix-Adjusted Score (i.e. PCAS)

Example:

| Phase | PCPSS Pain start | PCPSS Pain change | Expected PCPSS Pain change | Difference |
|-------------------------------------|------------------|-------------------|----------------------------|------------|
| Stable | 0 | -1 | -0.8 | -0.2 |
| Stable | 1 | 0 | -0.9 | 0.9 |
| Unstable | 3 | 2 | 1.6 | 0.4 |
| Deteriorating | 2 | 1 | 1.4 | -0.4 |
| PCAS = 0.175 [(-0.2+0.9+0.4-0.4)/4] | | | | |

If you would like further clarification regarding any of the analysis throughout this report, please contact PCOC at pcoc@uow.edu.au.

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Disclaimer

PCOC has made every effort to ensure that the data used in this report are accurate. Data submitted to PCOC are checked for anomalies and services are asked to re-submit data prior to the production of the PCOC report. We would advise readers to use their professional judgement in considering all information contained in this report.

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