



palliative care  
outcomes collaboration

# Education

## A guide for services



UNIVERSITY  
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AUSTRALIA



Assessing patients and their family caregivers is a key domain of best practice palliative care. The Palliative Care Outcomes Collaboration (PCOC) provides a standardised assessment and response framework and creates a clinical language to systematically measure and improve patient and family/carer outcomes. For more information visit the PCOC website.

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## About this guide

The purpose of this guide is to support services and organisations to embed local education and training to enable accurate and consistent use of PCOC's assessment and response framework and participation in the PCOC outcome and benchmarking program.

This guide provides information on the full range of PCOC resources and tools available to support services and organisations to develop an education plan and to ensure all staff receive adequate PCOC education.

This guide complements the [Implementing PCOC guide](#) and the [Sustaining PCOC](#) guide. This guide supports PCOC Key strategy – Orientation and ongoing education, and can be used with the [Quality & Change](#) guide as part of a quality improvement strategy.

## Who is this guide for?

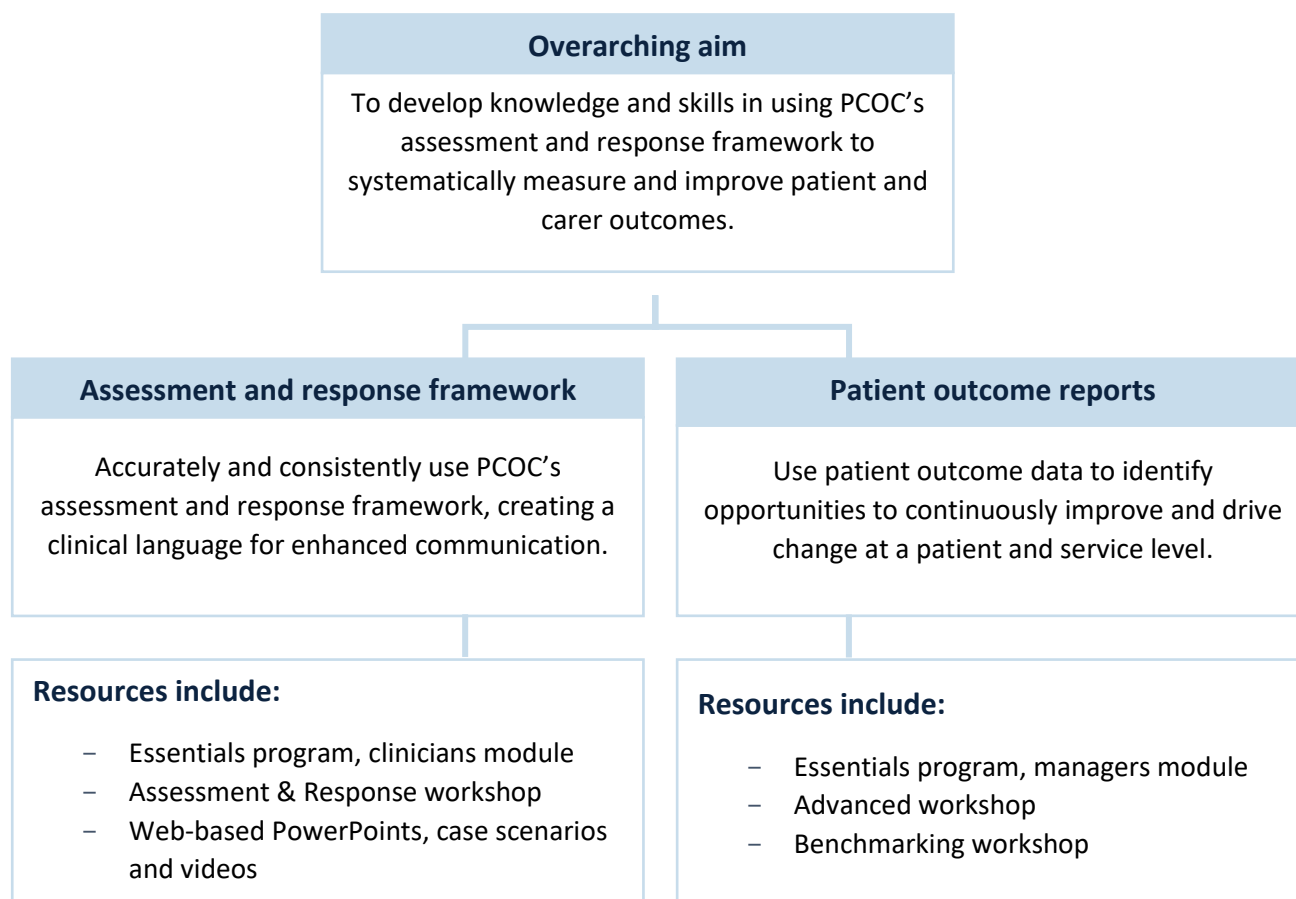
This guide is designed for:

- Clinical managers, educators and clinicians who are responsible for staff education and leadership in relation to PCOC; and
- Clinicians as a self-directed learning package

## Education resources

PCOC education resources are created for the local delivery of orientation and ongoing training for health care professionals. PCOC recommends a multi-pronged approach to training and education to accommodate for differing learning styles and workforce diversity. This includes face-to-face, web-based and practical training. The aims and the types of resources are shown in figure 1.

Figure 1 PCOC education program aims





## PCOC web-based and self-directed education program

PCOC's web-based education package is designed to be used for individual self-directed learning or by a PCOC clinical leader. The package includes the Essentials online course, presentations, videos and case studies. The Essentials course has two streams, one for clinicians and one for managers.

### PCOC Essentials Course: clinicians module (assessment and response framework)

<b>What you will learn</b>	<p>How to:</p> <ul style="list-style-type: none"> <li>▪ Use the PCOC assessment tools correctly and consistently</li> <li>▪ Communicate patient and family / carer needs through the patient's journey using the PCOC assessment tools</li> </ul>
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### PCOC Essentials Course: managers module (using patient outcome reports for continuous improvement)

<b>What you will learn</b>	<p>In the 'Implementing PCOC' section, you will learn how to:</p> <ul style="list-style-type: none"> <li>▪ Engage leaders, managers and clinicians</li> <li>▪ Develop a plan to implement, embed and sustain PCOC into routine practice</li> <li>▪ Incorporate PCOC into standard policies, procedures and processes</li> </ul> <p>In the 'Reports' section, you will learn how to:</p> <ul style="list-style-type: none"> <li>▪ Use PCOC data and reports to inform quality improvement and service development activities</li> </ul>
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### PowerPoints, videos and case scenarios

PowerPoint title	Case Studies	Accompanying video	What will you learn
About PCOC Standard Assessments	No	PCOC explained	Overview of the PCOC program and the outcome measures
Assessing palliative care phase	Yes	Palliative Care Phase	How to use Phase, including definitions and start/end criteria for each phase
Assessing symptoms and problems	Yes	- The Palliative Care Problem Severity Score - The Symptom Assessment Scale	How to use the PCPSS and SAS, including strategies to aid consistent measurement
Assessing function and performance	Yes	Nil	How to use AKPS and RUG-ADL, including key messages to support accurate assessment
Auditing to improve consistency and reduce variation	No	Nil	Overview of PCOC audit tools, including when and what to audit and feedback mechanisms



## PCOC Clinical Leaders Program

The Clinical Leaders Program consists of a series of workshops specifically designed to provide training and support for clinical leads to deliver local education on the assessment and response framework, PCOC reports and benchmarking. Three workshops are available to clinical leaders.

### Role of the PCOC Clinical lead

A factor critical to the successful implementation of the PCOC program is the designation of a PCOC clinical lead (champion). This person/s leads on the clinical implementation and supports education and training strategies. This role includes:

- Act as a role model to support and reinforce the assessment and response processes
- Provide staff with information and orientation to the assessment and response protocol
- Undertake audits using PCOC's audit and case review tools
- Guide and support staff to complete the Essentials program and other education activities ([see checklist](#))
- Work with the PCOC Improvement Facilitator to support local process for embedding and sustaining PCOC
- Provide feedback to the leadership team on any identified areas for improvement

### PCOC assessment and response framework workshop

#### Audience

- Clinical leads, senior clinicians, PCOC champions, trainers and educators from allied health, nursing and medicine

#### What you will learn

- How to support and educate other healthcare professionals to use the PCOC assessment tools in routine practice
- How to assess and respond clinically as informed by the PCOC assessment tools
- Strategies for integrating routine assessments into clinical practice

### Advanced workshop: Using PCOC reports for continuous improvement

#### Audience

- Clinical leads, senior clinicians, PCOC champions, trainers and educators from allied health, nursing and medicine

#### What you will learn

- Use and interpret clinical outcome data
- 'Dive' into PCOC data to identify and target an area for quality improvement
- Apply quality improvement strategies to plan and drive change in practice



Benchmarking workshop*	
<b>Audience</b>	<ul style="list-style-type: none"><li>▪ Service directors, managers, clinical leads, senior clinicians, PCOC champions</li></ul>
<b>What you will learn</b>	<ul style="list-style-type: none"><li>▪ State and national trends in palliative care patient and family/carer outcomes</li><li>▪ Strategies used by services to improve patient outcomes</li><li>▪ Benchmarking with services of similar service model and characteristics</li></ul>

\* held annually for service peer groups. This workshop addresses the overarching aim of the PCOC education program and builds PCOC's community of practice.

## Additional web-based training and education resources

PCOC has a number of publically available resources, including:

- Clinical manual
- Implementing PCOC: a guide for services
- Sustaining PCOC: a guide for services
- PCOC lanyard cards
- Checklist for developing, implementing and monitoring PCOC education requirements

### Other useful information

- **PCOC Improvement Facilitators (IF's):** PCOC IF's support services to implement, embed and sustain the PCOC program. They can support services to achieve the enabling factors across each key strategy area and link similar organisations and services through the PCOC Community of Practice.
- **Community of Practice (CoP):** The CoP is supported by PCOC IF's and allows organisation and services to link up with their peers, share resources, and learn from each other. PCOC are happy to facilitate introductions between similar palliative care services nationwide.

*All of the PCOC Tools & Resources listed in this document are available on the PCOC website [www.uow.edu.au/ahsri/pcoc](http://www.uow.edu.au/ahsri/pcoc)*



## Checklist for developing, implementing and monitoring PCOC education requirements

This checklist is designed for managers, educators and clinicians with responsibility for clinical implementation and ongoing education of the PCOC assessment and response protocol and outcome measures.

Date completed		
Completed by		
Education activities	Comment	
A designated PCOC clinical lead (champion) provides a brief introduction about PCOC to all clinical staff as part of orientation. Short videos <a href="#">About PCOC</a> and <a href="#">PCOC explained</a> (~10min)		
Clinical staff complete the <a href="#">PCOC essentials program</a> clinicians model (~30min)*		
Managers and clinical leads with responsibilities to receive and disseminate PCOC reports complete the <a href="#">PCOC essentials program, managers module</a> (~15min)*		
All clinical and management staff have a copy of the <a href="#">PCOC assessment and response protocol</a> and/ or [insert local guideline/policy protocol here]		
All clinical staff receive the PCOC lanyard cards (definitions and assessment and response) and the SAS ruler		
All clinical staff are receive training on how to correctly use the PCOC assessment tool*: 1. Observe a complete assessment including a patient-reported SAS 2. Undertake a complete assessment, including a patient-reported SAS while being observed by an educator or clinical lead (champion)		
Clinical leads (champions) attend PCOC workshops annually (Assessment and Response, Advanced, and Benchmarking)		
Clinical leads (champions) provide ongoing education using the set of <a href="#">videos</a> (~5min each)*, PowerPoint presentations and case studies (~15min each)* <a href="#">Web-based education</a>		
Clinical leads (champions) undertake <a href="#">audits and case review using PCOC templates</a>		

**\*Note:** as part of an ongoing education and skills maintenance strategy it is recommended to complete these activities annually.