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**ST VINCENT'S HOSPITAL MELBOURNE
PALLIATIVE CARE SERVICES
STRATEGIC PLAN 2019-2025**

*Enhancing palliative care through excellence
in clinical care, research and education.*



INTRODUCTION

Palliative care is a priority area for St Vincent's Hospital Melbourne (SVHM). Nominated in the SVHM Strategic Service Plan 2017-2025 as one of SVHM's 'thought leader' Services, the SVHM Palliative Care Service is responsible for promoting excellence through demonstration of best practice models of care, participating in and shaping research and education, and more broadly, in advocacy and policy reform.

The St Vincent's Palliative Care Services (SVPCS) Strategic Plan demonstrates how the Service will consolidate its role in delivering excellent patient care and impacting more broadly as informed opinion leaders and the go-to people in the field of palliative care. This builds on a longstanding tradition, capability and prominence in palliative care of the Sisters of Charity, reaching back to 1879.

Our Lady's Hospice was the first hospice established in Dublin as a refuge for the infectious, destitute and dying people of the city turned away from hospitals. Closer to home, 2018 marked 80 years of palliative and end of life care provided by SVHM's Caritas Christi Hospice in Kew.

As one of the most comprehensive providers of clinical care, multi-disciplinary training, community engagement and research within Australia the St Vincent's Melbourne Palliative Care Services is continuing the mission of the Sisters of Charity to provide support to people at their most vulnerable.

St Vincent's Palliative Care Services are made up of clinical, research and education services that have a state-wide and international reach. The clinical service is complemented by the Centre for Palliative Care (CPC) which is a collaborative centre of The University of Melbourne, a statewide provider of training and education programs for health professionals with a diverse

research program that includes collaboration with experts throughout Australia and internationally.

SVPCS is further strengthened by the Victorian Comprehensive Cancer Centre (VCCC) Palliative Medicine Research Group who support SVHM to work collaboratively with the other VCCC clinical and research partners.

SVPCS aims to ensure that people with life limiting conditions have choice in all areas of their care and the supportive capabilities of their carers and families are maximised. Through early access to palliative care people will have enhanced capacity to live well and ultimately die well.

The success of SVPCS will be heightened through increased agility to adapt and respond to the changing needs and expectations of the community and working effectively within the shifting political and legislative climate.

THE STRATEGIC COMMITMENTS OF ST VINCENT'S MELBOURNE PALLIATIVE CARE SERVICES ARE:

1. Capability

People with life limiting conditions receiving palliative and end of life care are consistently experiencing excellent care utilising best practice evidence. This is occurring in specialist and generalist settings in hospitals and in their homes.

2. Visibility and Identity

More people will have early access to palliative care and specialist support through the benefits and value of palliative care being better understood, more visible and accessible.

3. Unity

Our St Vincent's community will benefit from an integrated Palliative Care Service that enables the combined clinical, education and research components of the St Vincent's Palliative Care Service to strengthen each aspect and take full advantage of the Service's uniqueness.

ABOUT SVHM PALLIATIVE CARE SERVICES

St Vincent's Palliative Care Service is committed to delivery of best practice palliative care and intervention from palliative care specialists and generalist health care providers that enables people to achieve the best quality of life.

Contemporary palliative care is not only for those with malignant disease or those at the end of their life but also for people living with chronic life limiting disease.

SVPCS is increasingly focused on supporting the capacity of all people from the point of diagnosis of life limiting disease, to live well and have sufficient information to make informed choices about their care.

This is reinforced by delivery of education, training and research activities that supports a greater understanding and delivery of palliative care by suitably trained specialist and generalist health professionals.

SVPCS supports and advocates for the development of innovative and evidence based palliative care practice and influences policy through involvement in a broad range of palliative care organisations, peak bodies and government agencies.

St Vincent's Palliative Care Services in Melbourne comprises SVHM Palliative Care Clinical Services closely integrated with Psychosocial Care Services, Centre for Palliative Care (CPC), VCCC Palliative Medicine Research Group and specialist state and national services.

Key components of the service:

- Specialist palliative care clinical services delivered at SVHM including dedicated inpatient palliative care units, a Day Centre, specialist clinics and a Cancer Services Centre.
- Access to Psychosocial Care Services providing psychological support to patients with a life limiting illness and their families.
- Consultation Services provided to SVHM and St Vincent's Private Hospital Melbourne (SVPHM).

- Specialist palliative care clinical services to external organisations including Hume region outreach programs, After Hours Triage service for two regional and two metropolitan community based palliative care services and service development project work with St Vincent's Health Australia (SVHA) within the six regional communities of the Northern Peninsula Area of Far North Queensland.
- Specialist palliative care education and training services delivered by SVPCS for SVHM and external organisations including the Royal Australasian College of Physicians and The International Collaborative for Best Care of the Dying Person.
- Centre for Palliative Care, the state wide academic research and educational unit which is a collaborative centre of The University of Melbourne.
- VCCC Palliative Medicine Research Group led by the VCCC Chair of Palliative Medicine, University of Melbourne, St Vincent's Hospital in collaboration with the VCCC, which undertakes high quality palliative care research. The program works collaboratively with SVHM and has a key role in facilitation of relationships and identification of opportunities for SVHM to work collaboratively with the other VCCC research and clinical partners.

"Palliative care is not just end of life care"

SVHM delivers care to an average of 725 inpatients per year at the Caritas Christi Hospice in Kew and on the 6th floor of the SVHM Fitzroy campus. The Caritas Christi Hospice is undertaking a major redevelopment throughout 2019-21.

The Specialist Palliative Care Consultation Service assesses more than 900 patients with greater than 10,000 discharged bed days of care per year.

The consultation service delivers advice to clinical staff and supports health care professionals to provide palliative care to patients with life limiting disease and at the end of their life in a variety of health care settings across SVHM and SVPHM. More than 200 outpatients are seen by medical consultants and nurse practitioners annually. Palliative care at SVHM is well integrated with the Department of Psychosocial Care supporting the delivery of a comprehensive clinical service. The primary care sector, home based and residential care providers and hospital staff are supported by the Palliative Care Consultation Service through provision of clinical support and advice and providing opportunities to develop the skills of health professionals through formal and informal training.

SVPCS are demonstrating their influence in the palliative care sector through involvement with Safer Care Victoria, securing the role of Clinical lead of the Palliative Care Clinical Network. The role of the CPC in education and training of health professionals across the state of Victoria and through auspice of commonwealth and state wide programs contributes to the influence the service has within the palliative care arena. The Centre for Palliative Care delivers more than 30 master classes, seminars or customised education sessions across Victoria each year to more than 500 health professionals from various disciplines. Examples of the programs delivered by SVPCS include delivery of the Victorian palliative medicine training program (VPMT) and Program of Experience in the Palliative Approach (PEPA).

SVPCS has a significant role in research and contributes to the broader palliative care body of knowledge by leading or collaborating in local, state and national research projects. The CPC is involved in research with a focus on demonstrating the benefits of palliative care. CPC research activity incorporates a clinical trials program, studies to examine the impact of life limiting illness and interventions to improve the physical and psycho-social wellbeing of patients and their family caregivers. A key feature is CPC's collaborations and partnerships with academic centres locally, interstate and internationally. CPC also assists with fostering empirical inquiry as the auspicing body for the Palliative Care Research Network.

SVHM is a member of the Victorian Comprehensive Cancer Centre (VCCC) and holds the role of lead Palliative Care organisation for the partnership and the position of VCCC Chair of Palliative Medicine. The Palliative Medicine Research Group is involved in a large volume of research

projects and is leading the work for the VCCC to develop workforce capacity and capability in the area of clinical trials .

Throughout 2018 SVPCS collectively published 61 articles in peer reviewed journals, delivered 28 conference presentations, participated in 3 international collaborations and received \$5,323,550 in grant income either as leading investigators or as collaborators and provided ongoing support for graduate and post students.

Partnerships that are instrumental to supporting the aims of the SVPCS include: SVHM departments; Oncology and Cancer service, Haematology, Aged Care, Health Independence Program, Research, Learning and Development; All of the SVHA divisions; SVHA Private division, SVHA Public Division, SVHA Care Services and Externally; Department of Health and Human Services, Safer Care Victoria, Palliative Care Victoria, Chronic Illness Alliance, Victorian Palliative Care Consortia, Queensland University of Technology - Centre for Palliative Care Research and Education, Palliative Care Australia, University of Melbourne and Primary Health Care Networks. The SVHA and SVHM residential facilities will continue to have a growing role in the delivery of palliative and end of life care and will increasingly be an integral partner of SVPCS.



“We have an ethical mission and spiritual ministry”

ENVIRONMENTAL CONTEXT

The care that people receive at the end of life can have a direct impact on their own and their families' experience of death and dying. Australia has very good palliative care services however many patients do not have sufficient access to palliative care due to inadequate resourcing. It is expected that that the number of Australians dying each year will double over the next 25 years, placing increasing demand on palliative care services. Current estimates indicate an unmet demand for palliative care services of up to 40% across Australia. In Victoria, the demand for palliative care services is increasing at approximately 4% per year with a need to develop the capacity of services across all health care sectors to enable provision of care in a persons preferred location .

Evidence illustrates that provision of palliative care in conjunction with standard treatment, at the point of diagnosis of advanced disease, can improve physical and quality of life outcomes for patients and their family care givers. In some circumstances it can extend prognosis and reduce unwarranted medical interventions thereby reducing health care costs. The delivery of an evidence based palliative approach supports provision of excellent care for those living with chronic illness or at the end of their life to achieve minimisation of pain and suffering and maximise quality of life. The use of a palliative approach by generalist health care professionals with referral to specialist palliative care services where necessary for expert advice maximises the impact of best practice care.

St Vincent's Health Australia

SVHA identifies palliative care as a core service built on the principles that have driven 180 years of healthcare by the sisters of charity. SVHA has published a clear position statement on the value of the delivery of evidence based palliative and end of life care inclusive of the following key components; early intervention, embedding palliative care into all specialties that care for patients with a life limiting illness, integration of palliative care within the home based and residential care settings and a multidisciplinary focus on palliative care that is inclusive of psychosocial support. Apart from services in Melbourne, SVHA delivers a wide range of hospital based and home based palliative care,

consultation and bereavement services in New South Wales and Queensland in public and private settings.

Government

The Victorian Government is enabling people to access palliative care through implementation of Victoria's end of life and palliative care framework. The Victorian Department of Health and Human Services are actively engaged in supporting health services to meet their obligations related to the Medical Treatment Planning and Decision Act 2016 and the Victorian Voluntary Assisted Dying Act 2017.

There is additional funding being provided by the Victorian Government through grants to support care of people in their own home at the end of their life. More than \$85 million over the next five years has been committed to increase options for people with a terminal illness to be cared for and die in their place of choice with more home based services and more inpatient palliative care beds. This will provide more options for people with complex health care needs, particularly for those living in regional Victoria. A 24-hour expert advice line will address variability of access to after-hours palliative care advice for clients, carers and generalist health services and address gaps for people living in rural areas.

The Commonwealth Government are also increasing options for delivery of palliative care services in people's homes. This funding will further enable people to die in their place of choice, supported by improvement of palliative care for older Australians living in residential care, improved care coordination, and better clinical governance via a \$5 billion investment over five years from 2018.

Key policy and service direction

Victorian Government - End of life and palliative care framework

The framework released in June 2016 outlines priority areas and actions that the Victorian Government will undertake to meet the goal of ensuring that all Victorians and their families receive the best possible end of life care. The framework outlines the expectation that care is person centred and ensures that a person's preferences, values, dignity and comfort are respected.

Voluntary Assisted Dying Act 2017

This legislation enables Victorians at the end of life who meet strict eligibility criteria, to request access to voluntary assisted dying (VAD). This legislation has a significant impact on the requirement for training and policy development for health care staff and consumers across Victoria. A task force is advising the government on the implementation of the voluntary assisted dying legislation and will have a coordinating role in overseeing and facilitating the work.

SVHA supported by the expertise within SVPCS strongly advocated against the legislation that will be enacted in June 2019. SVHA expressed concern regarding many components of the legislation. SVHM will not be offering VAD but will continue to focus on the delivery of excellent palliative care.

SVPCS has been involved in educating and supporting patients and staff in relation to the impact of the VAD legislation at SVHM. SVPCS staff have been active in this area via membership of the SVHA VAD working group whose focus has been on the ethical considerations related to the legislation, consultation with the Victorian Government via various working groups and collaborating with Catholic Health Australia.

Medical treatment Planning and Decision Act 2016 - Advance care planning:

The implementation of the Medical treatment Planning and Decision Act 2016 enshrines advance care directives in Victorian law and creates clear obligations of health practitioners caring for people who do not have decision making capacity. The developments in advance care planning support implementation of best practice standards and ensure individuals' values, beliefs and preferences are known so that treatment provided meets with the care the person has preference for at end of life.

SVPCS has supported the development and implementation of the Advance Care Planning policy at SVHM and the development of resources to guide staff to give effect to patients expressed preferences about their future health and care.

Safer Care Victoria- Palliative Care Clinical Network

There is commitment via Safer Care Victoria's Palliative Care Clinical Network to improve access to and uptake of evidence based palliative care. The Palliative Care Clinical Network has been developed along with other clinical networks as the primary mechanism for Safer Care Victoria to harness clinical leadership and engage clinicians to inform, drive and promote quality improvement, innovation, research and address variation in clinical practice. The clinical lead for this network is the SVHM Director of Palliative Care Medicine, Co-Deputy Director CPC.

Victorian Government - Palliative Care funding model review 2018

A funding review was conducted on behalf of the Victorian Government in 2018 to advise on the best approach to palliative care funding to meet future community needs. The recommendations included taking action to improve access to home based palliative care services and a staged approach to reform of the funding system. Further recommendations included; increased integration across the services system, increased access to services, and implementation of new workforce and care delivery models and consistent monitoring of performance. SVPCS is well positioned to lead the sector by example through implementation of these recommendations.

The Pontifical Academy for Life - Palliative Care Recommendations for the global development of Palliative Care 2018

Palliative Care experts from around the world were invited by the Pontifical Academy for Life, an academic institute which aims to develop and promote Catholic teachings on questions of biomedical ethics, to develop strategic recommendations for the global development of Palliative Care. The group identified strategic recommendations to advance Palliative Care. The key recommendations were: Ensure universal access to Palliative Care; Offer mandatory Palliative Care courses to undergraduates; Palliative Care professionals should receive adequate certification; Access to Palliative Care medicines; National Associations should be effective advocates and work with their governments in implementing international policy framework. These recommendations are aligned with the ambitions of this strategic plan.



STRATEGIC ALIGNMENT

SVHM Strategic Service Plan 2017-2025 Strategic Commitment 3: Lead through advocacy; influencing policy, practice and creating new models of Palliative Care and Addiction Medicine.

The St Vincent's Palliative Care Services strategic plan is aligned with SVHM SVHM Strategic Service Plan 2017-2025 and the SVHA ten year strategy enVision 2025 articulating how SVPCS will respond to meet emerging patient need through capacity building across the broader health care sector and driving cultural change across the palliative care landscape. The actions resulting from these commitments will support achievement of SVHM's strategic service plan 2017- 2025 and SVHA's ten year strategy.

This Palliative Care strategic plan outlines how SVPCS will influence within the palliative care arena locally at SVHM and more widely across the state of Victoria, nationally and internationally through ongoing influence with government, key stakeholders to maximise the delivery of best practice palliative care.

The SVHM Palliative Care strategic plan will target delivery of best practice palliative care through developing the skill and capacity of the palliative care and generalist's health workforce, and conducting research that buildings a greater understanding of the value of a palliative approach to care and the impact that palliative care can have on enhancing quality of life.

"Palliative care needs to be better understood"



PUTTING OUR STRATEGY INTO ACTION

This strategic plan has been developed in consultation with SVHM clinical staff, educators, researchers, support staff and leaders. Broader consultation was conducted with external palliative care agencies, government and university sectors, key stakeholders and those who refer to and use Palliative Care Services. The consultation informed the values and purpose of SVPCS and the key messages about what palliative care at SVHM should strive to achieve in the future. This has provided the foundation of the strategic commitments.

Purpose

St Vincent's Melbourne Palliative Care Services will be known locally, nationally and internationally as one of Australia's leading providers of evidence based palliative care demonstrated through;

- People with life limiting conditions having choice in all areas of their care.
- The supportive capabilities of carers and families being maximised.
- Early access to palliative care that enhances capacity to live well and ultimately die well.
- Delivery of a palliative approach to care by generalist health care professionals and availability of specialist palliative care services where necessary

Core beliefs

"Palliative care matters"

"Palliative care needs to be better understood"

"Palliative care recognises the whole person"

"Expertise counts"

"Palliative care is NOT failure of medicine"

"Palliative care should be available from diagnosis of life limiting illness"

"Palliative care is not just end of life care"

"The principles and practice of palliative care should be applied in all appropriate health care settings"

"We must work collaboratively across boundaries"

"We have an ethical mission and spiritual ministry"

STRATEGIC COMMITMENT 1

CAPABILITY

People with life limiting conditions receiving palliative and end of life care are consistently experiencing excellent care utilising best practice evidence. This is occurring in specialist and generalist setting in hospital and in their homes.



Making it Happen - St Vincent's Hospital Melbourne

- Provide an exemplary clinical service:
 - Deliver care utilising evidence based practice and guidelines.
 - Deliver services through all phases of the trajectory of illness that meet the needs of patients and their families including the vulnerable and disadvantaged.
 - Deliver a full complement of services including; psycho-social, bereavement, and consultation liaison, spiritual and complementary and adjunct therapies.
 - Deliver a palliative approach to care at SVHM in all relevant settings in hospital, home based care and residential aged care facilities by specialist and generalist staff.
- Expand services to meet the St Vincent's community needs:
 - Implement new innovative, flexible, best practice models of integrated care that are supported by resources that enable early access to palliative care intervention with a focus on ambulatory and home based care.
 - Expand clinical and support services including; in-reach and consultancy services, after-hours and post discharge support, outreach services in people's homes and residential facilities, in the community and in ambulatory multi-disciplinary clinics to meet the growing needs of patients.
- Design and provide flexible education offerings that develop the capability and capacity of health professionals across all areas of health care in hospitals, residential care and the in-home care for delivery of early access to a palliative approach to care that maximises the patient and carer experience
- Maximise utilisation of funding models in the public and private health care sectors to deliver best available care.
- Develop processes to ensure consumer input in service delivery.
- Work in partnership with SVHM residential services and SVHA aged care division to maximise the delivery of excellent care and foster knowledge exchange.

Making it Happen - State-wide, National, International Road Map

- Develop data collection and documentation systems that enable measurement of the quality of palliative care, research and audit activities and support clinical practice.
- Enhance collaborations to foster knowledge exchange with key stakeholders, international centres and leaders that focuses on building the evidence base of palliative care and identifies opportunities to identify which novel, evidence based interventions should be implemented, supports translation of evidence based research to clinical practice and for clinical practice to influence research.
- Develop knowledge translation system to foster delivery of evidence based best practice care.

Measures of Success

- More people at SVHM are cared for and die in their place of choice including support of Aboriginal and Torres Strait Islander people to die on country.
- Increased numbers of timely referral to specialist palliative care services at SVHM early in the persons disease trajectory.
- SVHM is a provider of choice for palliative care with care provided to patients and family consistently viewed as positive.
- Less non-beneficial treatment is delivered at SVHM.
- Evidence based palliative care initiatives are promoted amongst palliative care providers and other key stakeholders
- Palliative care is a 'normal' step in the clinical pathway at SVHM with a palliative approach routinely provided to all patients diagnosed with life limiting disease with referral to specialist palliative care where necessary.
- SVHM health care professionals provide palliative care/ palliative approach to care in accordance with national standards.
- Research and education supports delivery of best practice care at SVHM that optimises patient outcomes and patient and family experience.
- The physical, psychosocial and spiritual needs of patients at SVHM with life limiting illness and their family are met.

STRATEGIC COMMITMENT 2

VISIBILITY AND IDENTITY

More people will have early access to palliative care and specialists support through the benefits and value of palliative care being better understood, more visible and accessible.

Making it Happen - St Vincent's Hospital Melbourne

- Develop a communications, branding and marketing plan to promote SVPCS through targeted activities that increase visibility and showcase the value of the Service.
- Extend the profile and influence of SVPCS through development of leadership roles across nursing, allied health and adjunct services and medical disciplines.
- Develop and deliver training programs that promote and enable the value of palliative care and increased access for patients to a palliative approach.
- Showcase best possible clinical care

Making it Happen - State-wide, National, International

- Extend the reach and influence of SVPCS through activities, collaborations, leadership and membership of relevant external organisations and peak bodies and positive relationships with key stakeholders including government and international centres that maximises SVPCS capacity to influence and shape policy and advocate for delivery of best practice care.
- Utilise the SVHA national platform to maximise advocacy opportunities, reach and influence.
- Undertake research that demonstrates the benefits of palliative care.
- Develop and deliver education that promotes and enables increased access to Palliative Care Services and delivery of a palliative approach across the state and nationally.

Measures of Success

- Health professionals at SVHM will demonstrate a greater understanding of and an increased utilisation of Palliative Care Services and deliver a palliative approach to care.
- SVHM Palliative Care Services will be recognised as a sector authority, regularly sought out as experts in the palliative care arena and contribute to palliative care policy and practice through advocacy, education, and research activities across Victoria, nationally and internationally.
- Leadership within SVHM promotes the valuable role of palliative care in the delivery of best practice care.
- Influencing frameworks of care and quality indicators that maximise patient and carer experience.



STRATEGIC COMMITMENT 3

UNITY

Our St Vincent's community will benefit from an integrated Palliative Care Service that enables the combined clinical, education and research components of St Vincent's Palliative Care Service to amplify each aspect and take full advantage of the strengths and uniqueness of the Service.



Making it Happen - St Vincent's Hospital Melbourne

- Develop an integrated clinical, education and research centre.
- Implement joint appointments across clinical, education and research positions.
- Develop process to prioritise research led by SVHM versus where it collaborates.
- Support development of post graduate qualifications and higher degree opportunities.
- Implement an organisational structure that will optimise integration of palliative care services and develop cohesive linkages across all SVHM clinical services.
- Increase research active staff and inter-professional clinical and academic fellowships.
- Develop effective links with the community & community providers and utilise volunteerism to strengthen quality of care and heighten quality of life.
- Develop systems to maximise funding opportunities including research staff positions, philanthropic relationships, fundraising, community and industry partnerships and identification of competitive grant funding opportunities and tenders.

Making it Happen - State-wide, National, International

- Support the government and the sector through development activities including workforce planning and palliative care impact investment modelling
- Undertake research individually or in collaboration with others locally, nationally and internationally that contributes to the palliative care evidence base and is influential in changing practice or policy.
- Develop processes that enable commercial and non-commercial collaborations to provide training and conduct research. Foster the evolution of academic palliative care. Deliver clinical services or other activities in partnership with SVHA, key palliative care services, other health care and aged care providers, home based palliative care providers and educational institutions. Work in partnership with others to maximise the viability, reach and impact of SVPCS.

Measures of Success

- Research that influences patient care.
- Attraction and retention of the best staff at SVHM.
- SVPCS research output, conference presentations and publications have a defined focus on demonstrating benefits of palliative care.
- SVPCS is financial sustainable.
- More areas of the health sector are skilled in and deliver a palliative approach to care.
- Increase in the number of research active staff and inter-professional clinical and academic fellowships at SVHM
- Active partnerships and collaborations with key influencers in palliative care locally, nationally and internationally.
- Education is effective with targeted defined offerings oversubscribed.
- All relevant staff at SVHM are skilled in and deliver a palliative approach to care and apply it early in the person's disease trajectory.

“The principles and practice of palliative care should be applied in all appropriate health care settings”

NEXT STEPS

This strategic plan describes how SVPCS will respond to the needs of our St Vincent's community, the overarching strategy of SVHM and the political and broader societal context to guide palliative care service development over the next decade.

The focus of our work will be the delivery of services, training and research that maximise capacity to provide care for people in their preferred location, demonstrates the benefits of early access to a palliative approach to care and builds the capacity of health professionals to deliver a palliative approach.

There will be a particular focus on supporting the needs of the home based care sector including residential care services to maximise delivery of evidence based palliative care to support those who are living with chronic life limiting conditions or are at the end of their life. SVPCS will continue to work with peak bodies and government to maximise access to effective evidence based palliative care.

SVPCS will actively work through internal working groups and external collaborations to deliver the commitments that will advance the delivery of evidence based palliative care and improve the outcomes and experience of patients and their families.



Definitions

Palliative care or palliative approach is an approach to treatment that improves the quality of life of patients and their families facing life-threatening illness, through the prevention and relief of suffering. It involves early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual. (WHO) (ACSQHC National consensus statement)

Life-limiting illness is an illness where it is expected that death will be a direct consequence of the specified illness. Such illnesses may include, but are not limited to cancer, heart disease, chronic obstructive pulmonary disease, dementia, heart failure, neurodegenerative disease, chronic liver disease and renal disease. The term person living with a life-limiting illness also incorporates the concept that people are actively living with such illnesses, often for long period of time, not simply dying. (Palliative Care Australia)

End of life care can be applied to two particular contexts:

1. When a patient is likely to die in the medium term (i.e. within the next 12 months), but episodes of acute clinical deterioration or exacerbation of the underlying illness may be reversible.
2. When a patient is likely to die in the short term (i.e. within days to weeks, or during the current admission) and any clinical deterioration is likely to be irreversible. (ACSQHC National consensus statement)

Specialist Palliative Care Services are services provided to people with more complex needs by multidisciplinary teams with specialised skills, competencies, experience and training in palliative care. (Palliative Care Australia)

Generalist Palliative Care is care provided by any health professional who provides care to people living with a life-limiting illness, their families and carers (Palliative Care Australia)

Futile treatment is treatment which no longer provides a benefit to a patient or treatment where the burdens of treatment outweigh the benefits. (Australian Medical Association (AMA) Position statement on end of life care and advance care planning)

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**ST VINCENT'S
HOSPITAL**
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