

Service Delivery Framework in Palliative & Elderly Care





LEARNING OBJECTIVES



At the end of the session the participant should be able to:

1. Enumerate the palliative & elderly care services delivered at Community, SHC-HWC, and referral center level.
2. List the key tasks of CHO in providing palliative & elderly care.
3. Understand role in coordination with field-level workers and Medical officers in palliative & elderly care.



PALLIATIVE CARE SERVICES DELIVERED AT DIFFERENT LEVELS OF CARE



COMMUNITY LEVEL

ASHA
Identify patients in need of palliative care – using CBAC
Document palliative care services provided to individuals in her area & submit monthly report (Annexure 2)
Identify community volunteers for palliative care
Facilitate referral of patients requiring care to higher centres

ASHA and MPW
Create awareness regarding palliative care – including in VHSNDs, VHSNC/MAS meetings
Home care visits as part of home care team (ASHA will coordinate)
Equip caregivers in simple nursing tasks
Notify & refer those needing more care to CHO
Non-pharmacological management of symptoms
Provide psychological and spiritual support
End of life care and bereavement support

MPW
Screen individuals for need of palliative care along with CHO
Detailed assessment of patient and family along with CHO
Nursing care – nasogastric feeding, bladder care, wound care, tracheostomy/colostomy care
Maintain home care kit



SHC-HWC LEVEL (CHO)

Clinical functions
Conduct detailed assessment of patients requiring palliative care (annexures 1,3)
Refer patients to higher centres for palliative care when needed.
Provide basic nursing care to palliative care patients, and perform necessary nursing procedures in required cases.
Provide home care as part of home care team.

Public health functions
Take leadership in creating Patient Support Groups and Care givers Support Groups with community volunteers.
Conduct IEC and SBCC activities regarding palliative care in the area, and to recruit community volunteers .
Help patients/families avail benefits from various government and non-governmental programs/schemes.

Managerial functions
Supervise the SHC-HWC team in identifying and line listing of individuals requiring palliative care.
Maintain records of palliative care patients in the area, including referral and follow-up records.
Maintain inventory control for the home care kit.
Maintain a list of palliative care hospitals and physicians up to district level with contact details.



REFERRAL CENTRE LEVEL

Palliative care **outpatient services** at least once a week (PHC/CHC/SDH/DH)

Palliative care **inpatient services** (CHC/SDH/DH)

Prescription of medicines including pain management

Referral to higher centre when needed

Provision of **home care and end of life care** on routine/emergency basis whenever needed

Awareness generation activities

Maintain relevant **records**

Maintain **drugs and consumables** and inventory control

Monitoring of palliative care activities of HWCs in the area



ELDERLY CARE SERVICES DELIVERED AT DIFFERENT LEVELS OF CARE





EXERCISE

The following slides show a list of various services for Elderly care.

Participants will have to answer:

1. At what level of care is the particular service delivered?
2. Who is responsible for providing that service?





Service	Level of care	Provider
Identification and mapping of elderly in the village		
Risk assessment of elderly through CBAC form		
Maintain records of OPD attendance of elderly in SHC-HWC		
Comprehensive Geriatric Assessment		



Service	Level of care	Provider
Identification and mapping of elderly in the village	Community	ASHA, MPW
Risk assessment of elderly through CBAC form	Community	ASHA
Maintain records of OPD attendance of elderly in SHC-HWC	SHC	CHO, MPW
Comprehensive Geriatric Assessment	SHC	CHO










Service	Level of care	Provider
Promote healthy ageing through VHSNC/MAS		
Dispense medicines to elderly on prescription by MO		
Formation of elderly & caregiver support groups		
Referral of complicated cases to PHC-MO		



Service	Level of care	Provider
Promote healthy ageing through VHSNC/MAS	Community	ASHA, MPW
Dispense medicines to elderly on prescription by MO	SHC	CHO
Formation of elderly & caregiver support groups	Community	ASHA
Referral of complicated cases to PHC-MO	SHC	CHO










Service	Level of care	Provider
Follow up of referred patients to ensure compliance to treatment		
Educate and train caregivers in basic nursing skills of the elderly		
Arrange for assistive devices for elderly from higher centres (walkers, spectacles, dentures)		
Medical and surgical treatment of complicated cases		



Service	Level of care	Provider
Follow up of referred patients to ensure compliance to treatment	Community	ASHA, MPW
Educate and train caregivers in basic nursing skills of the elderly	SHC, Community	CHO
Arrange for assistive devices for elderly from higher centres (walkers, spectacles, dentures)	SHC	CHO
Medical and surgical treatment of complicated cases	Referral (DH/MCH)	Specialist



Service	Level of care	Provider
Assist PHC-MO in providing management for common/emergency geriatric ailments		
Establish linkages with NGOs for elderly care services and health promotion activities		
Provision of elderly care services at weekly fixed day geriatric clinic		
Supportive supervision of MPW and ASHA in carrying out elderly care activities in the community		



Service	Level of care	Provider
Assist PHC-MO in providing management for common/emergency geriatric ailments	PHC	Staff nurse
Establish linkages with NGOs for elderly care services and health promotion activities	SHC, Community	CHO
Provision of elderly care services at weekly fixed day geriatric clinic	PHC	MO
Supportive supervision of MPW and ASHA in carrying out elderly care activities in the community	SHC	CHO

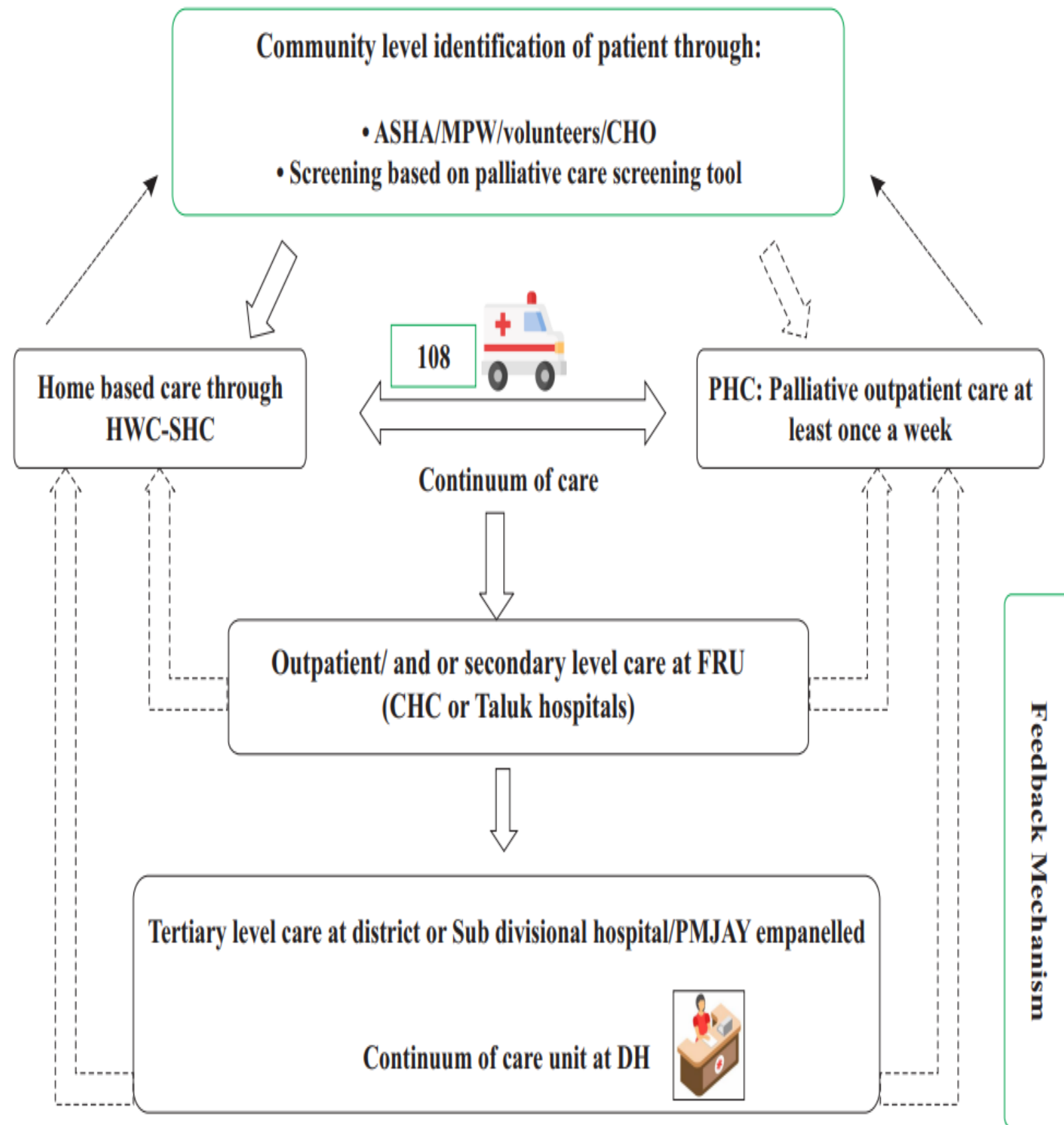


REFERRAL PATHWAYS



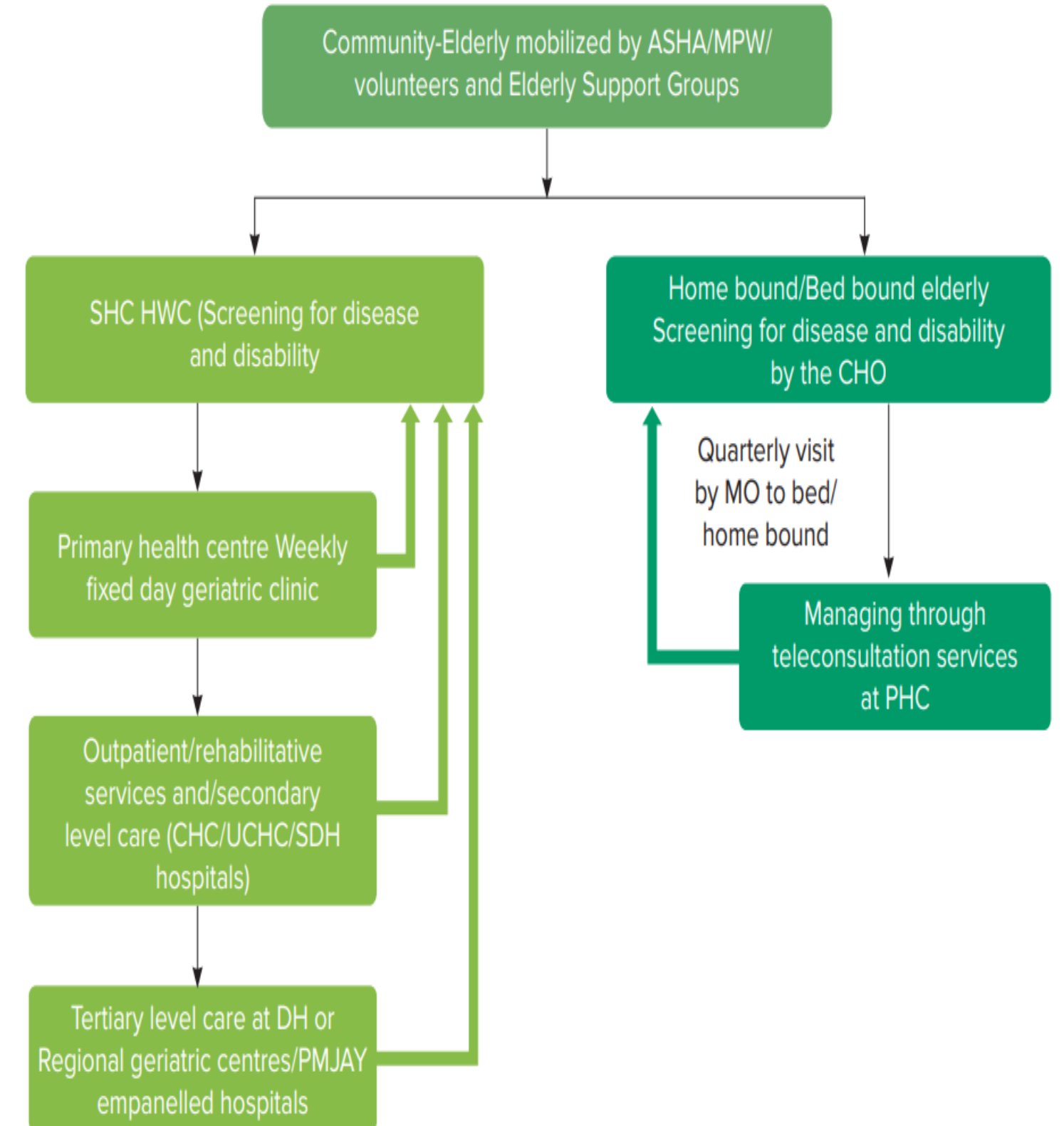


Referral Pathway for patients in need of Palliative care



Referral Pathway for Elderly Care across all levels:

Service Delivery Framework & Continuum of Care





EVALUATION

1. All are roles of CHO in palliative care EXCEPT:
 - a. Referring complicated cases to the MO
 - b. Providing home care for palliative care patients
 - c. Maintaining list of palliative care hospitals
 - d. Identifying community volunteers for palliative care

2. All are roles of Staff Nurse in elderly care EXCEPT:
 - a. Assisting MO in undertaking comprehensive geriatric assessment
 - b. Assisting MO in clinical management of geriatric ailments
 - c. Supportive supervision of ASHA and MPW
 - d. Maintaining record of OPD attendance at PHC



EVALUATION

1. All are roles of CHO in palliative care EXCEPT:

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- b. Providing home care for palliative care patients
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2. All are roles of Staff Nurse in elderly care EXCEPT:

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- b. Assisting MO in clinical management of geriatric ailments
- c. Supportive supervision of ASHA and MPW
- d. Maintaining record of OPD attendance at PHC





EVALUATION

3. ASHA/MPW will prepare a list of ____, ____ and ____ elderly individuals in her area based on their mobility.
4. Managerial function of CHO is to provide basic nursing care to palliative care patients. ---- True / False
5. Home care provided to patients/families requiring palliative care services is a means to ensure continuum of care. ---- True / False
6. ASHA will help the CHO in undertaking assessment of elderly individuals and maintaining records for follow up. ---- True / False



EVALUATION

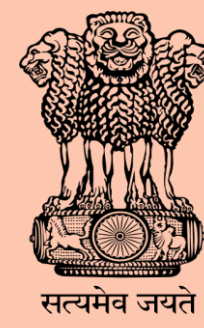
3. ASHA/MPW will prepare a list of ____, ____ and ____ elderly individuals in her area based on their mobility.

Bed bound, restricted and mobile

4. Managerial function of CHO is to provide basic nursing care to palliative care patients.
---- True / False

5. Home care provided to patients/families requiring palliative care services is a means to ensure continuum of care. ---- True / False

6. ASHA will help the CHO in undertaking assessment of elderly individuals and maintaining records for follow up. ---- True / False



Thank You

