

UNITE team at Mercy Palliative Care (MPC)

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Integration of an urgent multidisciplinary response into community Palliative Care.

BACKGROUND

MPC's Urgent Need Identification and Team Evaluation (UNITE) program was developed in response to Palliative Care Outcome Collaboration data, which identified the need to improve the management of patients' time in the unstable phase.

AIM

- To provide a prompt multidisciplinary approach and response to patients in the unstable phase.
- To address the urgent need to support carers and allow patients to remain at home as per their wishes.

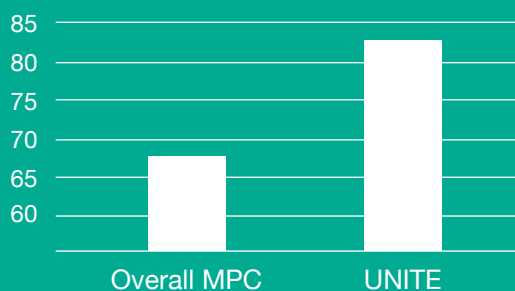
METHODS

- Initial patient data review, and guidelines developed.
- Patients identified in a daily extended multidisciplinary case conference in accordance with clearly established referral criteria.
- Senior clinicians visit within 24 hours to address and support urgent and complex needs.
- Ongoing data collection and review of relevant data points to assess and evaluate patient outcomes effectively.

RESULTS

- 54% of patients required symptom management, of whom 46% was for complex pain.
- 20% of patients identified with psychosocial issues required allied health input.
- 90% of UNITE patients were seen within 24 hours.
- 84% of UNITE patients died in their preferred place of choice (as demonstrated in the graph below).

% of people who die in their place of choice



CONCLUSION

Due to its remarkable success, the UNITE initiative has seamlessly integrated into the business-as-usual operations of MPC. The program offers patients and carers with complex needs a swift, coordinated and person-centred response, with access to senior clinicians.



Poignant testimonies encapsulate the profound value and contribution of the UNITE team.

"I have discussed this with my wife and my wish is to remain at home for the end. I would like to avoid hospitalisation."

– Mercy Palliative Care patient.

"Thank you for all your care, support and advice to my Mum, Dad and myself. Knowing we had the backup of such an amazing palliative care team (especially the nurses, doctors and social workers), was a great comfort to us all, and on a personal note, especially to myself. I believe we kept my Mum as comfortable as possible in those last days and moments. I can't thank you all enough."

– Carer.



References

1. *Palliative Care Outcomes Collaboration*. 2024 [cited 2024 May 15, 2024]; Available from: www.PCOC.org.au