

Palliative Care – Banksia Palliative Care Service (BPCS)

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| Document date | June 2008 |
| Program | External program |
| Program code | BANKS (non-financial programs). |
| Definition | <p>Banksia Palliative Care provide holistic care and case management from a multi-disciplinary team perspective to people in the end stages of a terminal illness in the municipalities of Nillumbik, Banyule and Whittlesea.</p> <p>Banksia has a shared care arrangement with RDNS.</p> <p>The palliative care staff at Banksia case manage the clients but do not provide clinical nursing care. RDNS provides clinical nursing care by District Nurse (Specialised) – Palliative Care staff, field staff and other consultant services such as wound, stomal therapy and continence services.</p> <p>RDNS staff are also supported by a regional Clinical Nurse Consultant in palliative care based at RDNS Heidelberg.</p> <p>Banksia is on call after hours. If a call out is required, RDNS is contacted and can attend if resources and staff mix is available.</p> |
| Responsibility | RDNS general. |
| Referrals | <p><i>To</i> All referrals to BANKS.</p> <p><i>From</i> BPCS</p> |
| RDNS sites covered | Heidelberg (part) and Diamond Valley (part). |
| Type of service | <p>Palliative care – shared care between Banksia and RDNS.</p> <p>A multi-disciplinary team includes social workers, pastoral care workers and volunteers. It also includes staff qualified in massage and art therapy.</p> |
| Eligibility/criteria for accepting referral | <p>Banksia staff determine eligibility prior to referral to RDNS.</p> <p><i>Overseas visitors</i> Access to program is determined by BPCS.</p> |
| Health insurance | Some health insurance policies may cover visits by RDNS. Clients need to liase with their insurance company. |

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| Fees | RDNS charge as per the HACC fees policy provided in the <i>RDNS Financial Agreement form</i> (refer to <i>RDNS policy reference</i> below). Banksia does not charge a fee for their service. |
| Liaison charge | Not applicable. |
| Consumables | Client is responsible for the cost of consumables. |
| Continuity of care/Core | Not applicable. |
| Access responsiveness | Prioritisation according to need. All BPCS clients will have a <i>Site Assessment Tool (SAT)</i> completed on admission. |
| RDNS policy reference | CP-B05 <i>Managing a shared care client with external organisations.</i> CP-B06 <i>Determining client fees.</i> |
| Contract/agreement | Share Care Heads of Agreement between Banksia and RDNS. |
| <i>Contract responsibility</i> | CEO |
| <i>Contact responsibility</i> | RDNS Client Service Managers at Diamond Valley and Heidelberg. General Manager/Director of Nursing North and West regions. |
| <i>Expiry date</i> | |
| Other programs permitted | CACP CF HACC HOC HPP |
| Comments | Banksia staff complete an RDNS <i>Site Assessment Tool (SAT)</i> on all clients admitted to Banksia and forward this to the RDNS Customer Service Centre when the client is referred to RDNS. |
| Reference/source of information | Palliative Care Clinical Nurse Consultant - RDNS Heidelberg. |

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| Reviewer: | HACC Non-HACC Committee | Last review date: | June 2008 |
| Authoriser: | GM/DON | Next review date: | July 2011 |