

Appendix B4: Form C (Episode of palliative care service contact)



Australian Government
Australian Institute of Health and Welfare

Pilot Community-based Palliative Care Client Data Collection Form C—Episode of Palliative Care Service Contact

This form is to be completed by an agency staff member each time a service contact is provided by a service provider(s) who is employed or subcontracted by the palliative care agency.

- Volunteers providing care are not required to complete this form.
- Service contacts may be provided to, or on behalf of, the patient and/or their carers(s)/family/friends.
- A service contact is a contact between a client and a palliative care provider(s), which results in a dated entry being made in the client record.
- Administrative contacts are not considered to be service contacts. An administrative contact is a contact that is not directly related to client care e.g. booking an appointment for care.
- Service contacts can include group sessions, where services are provided to more than one client at once e.g. a bereavement support activity.

Agency ID (supplied by the AIHW)

Client ID

(Patient and/or their carer(s)/family/friends)

Where the patient is receiving care from your agency, record the identifier assigned by your agency to the patient (and their carer(s)/family/friends) for the episode of palliative care.
 Where there is no patient receiving care, record the identifier assigned by your agency to the carer(s)/family/friends and tick the box below.

Tick this box if a person with a life-limiting illness is **NOT** a client of your agency i.e. only the carer(s)/family/friends receive care.

Service Contact Details

1 Service contact date

D D M M Y Y Y Y

- Record the date of the service contact.
- Service providers are required to record the date of each service contact, including the same date where multiple visits are made on one day, except where the visits may be regarded as a continuation of the one service contact.
- Where a client participates in a group activity, a service contact date is recorded if the person's participation in the group activity results in a dated entry being made in the client's record.

2 Service recipient type

Patient 1
 Patient and carer(s)/family/friends 2
 Carer(s)/family/friends 3
 Other professional(s)/service provider(s) only 4
 Other recipient 8

Go to question 3

Go to question 4

- Tick one box only.
- 'Patient and carer(s)/family/friends' indicates that the patient was present at the service contact with at least one other person who is considered a carer or family member or friend.
- 'Other professional(s)/service provider(s)' may include, but is not limited to, staff in community-based palliative care agencies, hospitals, hospices, community nursing agencies, allied health care workers, Aboriginal health services, residential aged care facilities, allied health workers and medical practitioners. It does not include carers. A contact with other professional(s)/service provider(s) is usually on behalf of the client.
- 'Other recipient' includes volunteers, but does not include carers.

Overleaf

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If you have any problems completing this form please telephone 1800 443 182 or email pcdwgsec@aihw.gov.au

<p>3 Service delivery setting</p> <p>Private residence <input type="checkbox"/> 1</p> <p>Residential - aged care setting <input type="checkbox"/> 2</p> <p>Residential - other setting (please specify) _____ <input type="checkbox"/> 3</p> <hr/> <p>Non-residential setting (please specify) _____ <input type="checkbox"/> 4</p> <hr/> <p>Not applicable (patient not present at service contact) <input type="checkbox"/> 99</p>	<ul style="list-style-type: none"> • Tick one box only. • This is the setting in which the client is located. • 'Private residence' includes caravans, mobile homes, houseboats, or units in a retirement village. • 'Residential - aged care setting' includes high and low care residential aged care facilities. It does not include units in a retirement village. • 'Residential - other setting' includes a residential facility other than an aged care facility; a prison; or a community living environment including a group home. This code does not include inpatient settings e.g. hospitals and hospices. • 'Non-residential setting' includes day respite centres, day centres, palliative care day centres, community health centres and outpatient departments (hospitals/hospices).
<p>4 Session type</p> <p>Individual session <input type="checkbox"/> 1</p> <p>Group session <input type="checkbox"/> 2</p>	<ul style="list-style-type: none"> • Tick one box only. • A 'Group session' is defined as two or more clients receiving services at the same time from the same service provider. • 'Group session' excludes the situation where individuals all belong to the same client group. In such cases, the service is being provided to the client group and as a result the session should be counted as an individual session.
<p>5 Main purpose of service contact</p> <p>Symptom control/pain management <input type="checkbox"/> 1</p> <p>Other clinical or health related care <input type="checkbox"/> 2</p> <p>Case management and/or care co-ordination <input type="checkbox"/> 3</p> <p>Spiritual care or support of the patient/care/family/friends <input type="checkbox"/> 4</p> <p>Personal care <input type="checkbox"/> 5</p> <p>Other purpose (please specify) _____ <input type="checkbox"/> 98</p>	<ul style="list-style-type: none"> • Tick one box only. • The main purpose of the service contact is the main focus of the activity that occurred during the service contact. • 'Case management and/or care co-ordination' includes formal case conference activities or discussion/review of a case between two or more service providers, liaison with, and referral to, other service providers. • 'Support of the patient/carer/family/friends' includes social support, emotional support, respite care, spiritual care & bereavement support provided to the patient and/or their carer/family/friends. • 'Personal care' refers to assistance with daily self-care tasks such as eating, bathing, toileting and grooming. • 'Other' care would include social work, domestic assistance, provision of goods & equipment, transport and other types of care not listed above.
<p>6 Other purpose(s) of service contact</p> <p>Symptom control/pain management <input type="checkbox"/> 1</p> <p>Other clinical or health related care <input type="checkbox"/> 2</p> <p>Case management and/or care co-ordination <input type="checkbox"/> 3</p> <p>Spiritual care or support of the patient/care/family/friends <input type="checkbox"/> 4</p> <p>Personal care <input type="checkbox"/> 5</p> <p>Other purpose (please specify) _____ <input type="checkbox"/> 98</p>	<ul style="list-style-type: none"> • Tick as many boxes as applicable. • Any options selected should reflect the purpose of the service contact that was in addition to the main purpose of the service contact. • 'Case management and/or care co-ordination' includes formal case conference activities or discussion/review of a case between two or more service providers, liaison with, and referral to, other service providers. • 'Support of the patient/carer/family/friends' includes social support, emotional support, respite care, spiritual care & bereavement support provided to the patient and/or their carer/family/friends. • 'Personal care' refers to assistance with daily self-care tasks such as eating, bathing, toileting and grooming. • 'Other' care would include social work, domestic assistance, provision of goods & equipment, transport and other types of care not listed above.

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For each service provider involved in the service contact, indicate their occupation and the contact method for this service.

<u>SERVICE PROVIDER 1</u>	
<p>7a Occupation of service provider 1</p> <p>Medical practitioner – specialist <input type="checkbox"/> 1</p> <p>Medical practitioner – general practitioner <input type="checkbox"/> 2</p> <p>Registered nurse <input type="checkbox"/> 3</p> <p>Enrolled nurse <input type="checkbox"/> 4</p> <p>Spiritual carer <input type="checkbox"/> 5</p> <p>Grief counsellor <input type="checkbox"/> 6</p> <p>Psychologist <input type="checkbox"/> 7</p> <p>Physiotherapist <input type="checkbox"/> 8</p> <p>Occupational therapist <input type="checkbox"/> 9</p> <p>Speech pathologist <input type="checkbox"/> 10</p> <p>Social worker <input type="checkbox"/> 11</p> <p>Dietician <input type="checkbox"/> 12</p> <p>Podiatrist <input type="checkbox"/> 13</p> <p>Aboriginal and Torres Strait Islander health worker <input type="checkbox"/> 14</p> <p>Personal care assistant <input type="checkbox"/> 15</p> <p>Other counsellor (please specify) _____ <input type="checkbox"/> 16</p> <p>Other occupation (please specify) _____ <input type="checkbox"/> 98</p>	<ul style="list-style-type: none"> • Tick one box only. See page 22 of the Guidelines for more information about service providers. • The service provider can only be someone who is employed by the palliative care agency or is subcontracted to provide services to clients on behalf of the agency. Volunteers are not included. • ‘Spiritual carer’ is often referred to as a pastoral carer, and may be a priest, Minister of religion, Aboriginal ceremonial celebrant, Buddhist monk or nun, rabbi, Muslim imam, Hindu Brahmin or other spiritual leader/carer. • A ‘Grief counsellor’ may be known as a bereavement counsellor. • An ‘Aboriginal and Torres Strait Islander health worker’ liaises with patients, clients and visitors to health clinics and works with team members to arrange, coordinate or provide health care delivery in Aboriginal and Torres Strait Islander community health clinics. • A ‘Personal care assistant’ assists with the care of patients in a range of health care facilities, or in the client’s home. • ‘Other counsellor’ includes marriage and family counsellor. • ‘Other occupation’ includes but is not limited to acupuncturists, podiatrists, massage therapists, aromatherapists, music therapists and art therapists. Volunteers are not included.
<p>7b Is service provider 1 a specialist palliative care provider?</p> <p style="text-align: right;">Yes <input type="checkbox"/> 1</p> <p style="text-align: right;">No <input type="checkbox"/> 2</p>	<ul style="list-style-type: none"> • Tick one box only. • A specialist palliative care provider is a provider who has completed training or has qualifications in providing care specifically to palliative care clients.
<p>7c Contact method of service provider 1</p> <p style="text-align: right;">Face to face <input type="checkbox"/> 1</p> <p style="text-align: right;">Telephone <input type="checkbox"/> 2</p> <p style="text-align: right;">Written <input type="checkbox"/> 3</p> <p style="text-align: right;">Telehealth <input type="checkbox"/> 4</p> <p>Other method (please specify) _____ <input type="checkbox"/> 8</p>	<ul style="list-style-type: none"> • Tick one box only. • ‘Face to face’ contact includes one-to-one contact as well as contact made as a group i.e. two or more people. • ‘Written contact’ is contact that is not of an administrative nature but is required for case management e.g. care notes for forwarding to other service providers at the end of an episode of palliative care. Written contact may include email or fax. • ‘Telehealth’ is the delivery of health related services, enabled by use of technology without the need for travel. It includes videoconferencing, but does not include telephone contact.

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SERVICE PROVIDER 2

8a Occupation of service provider 2

- Medical practitioner – specialist 1
- Medical practitioner – general practitioner 2
- Registered nurse 3
- Enrolled nurse 4
- Spiritual carer 5
- Grief counsellor 6
- Psychologist 7
- Physiotherapist 8
- Occupational therapist 9
- Speech pathologist 10
- Social worker 11
- Dietician 12
- Podiatrist 13
- Aboriginal and Torres Strait Islander health worker 14
- Personal care assistant 15
- Other counsellor (please specify) _____ 16
- Other occupation (please specify) _____ 98

- Tick one box only. See page 22 of the Guidelines for more information about service providers.
- The service provider can only be someone who is **employed by the palliative care agency or is subcontracted to provide services to clients on behalf of the agency. Volunteers are not included.**
- ‘Spiritual carer’ is often referred to as a pastoral carer, and may be a priest, Minister of religion, Aboriginal ceremonial celebrant, Buddhist monk or nun, rabbi, Muslim imam, Hindu Brahmin or other spiritual leader/carer.
- A ‘Grief counsellor’ may be known as a bereavement counsellor.
- An ‘Aboriginal and Torres Strait Islander health worker’ liaises with patients, clients and visitors to health clinics and works with team members to arrange, coordinate or provide health care delivery in Aboriginal and Torres Strait Islander community health clinics.
- A ‘Personal care assistant’ assists with the care of patients in a range of health care facilities, or in the client’s home.
- ‘Other counsellor’ includes marriage and family counsellor.
- ‘Other occupation’ includes but is not limited to acupuncturists, podiatrists, massage therapists, aromatherapists, music therapists and art therapists. Volunteers are not included.

8b Is service provider 2 a specialist palliative care provider?

- Yes 1
- No 2

- Tick one box only.
- A specialist palliative care provider is a provider who has completed training or has qualifications in providing care specifically to palliative care clients.

8c Contact method of service provider 2

- Face to face 1
- Telephone 2
- Written 3
- Telehealth 4
- Other method (please specify) _____ 8

- Tick one box only.
- ‘Face to face’ contact includes one-to-one contact as well as contact made as a group i.e. two or more people.
- ‘Written contact’ is contact that is not of an administrative nature but is required for case management e.g. care notes for forwarding to other service providers at the end of an episode of palliative care. Written contact may include email or fax.
- ‘Telehealth’ is the delivery of health related services, enabled by use of technology without the need for travel. It includes videoconferencing, but does not include telephone contact.

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SERVICE PROVIDER 3

9a Occupation of service provider 3

- Medical practitioner – specialist 1
 Medical practitioner – general practitioner 2
 Registered nurse 3
 Enrolled nurse 4
 Spiritual carer 5
 Grief counsellor 6
 Psychologist 7
 Physiotherapist 8
 Occupational therapist 9
 Speech pathologist 10
 Social worker 11
 Dietician 12
 Podiatrist 13
 Aboriginal and Torres Strait Islander health worker 14
 Personal care assistant 15
 Other counsellor (please specify) _____ 16
 Other occupation (please specify) _____ 98

- Tick one box only. See page 22 of the Guidelines for more information about service providers.
- The service provider can only be someone who is employed by the palliative care agency or is subcontracted to provide services to clients on behalf of the agency. **Volunteers are not included.**
- 'Spiritual carer' is often referred to as a pastoral carer, and may be a priest, Minister of religion, Aboriginal ceremonial celebrant, Buddhist monk or nun, rabbi, Muslim imam, Hindu Brahmin or other spiritual leader/carer.
- A 'Grief counsellor' may be known as a bereavement counsellor.
- An 'Aboriginal and Torres Strait Islander health worker' liaises with patients, clients and visitors to health clinics and works with team members to arrange, coordinate or provide health care delivery in Aboriginal and Torres Strait Islander community health clinics.
- A 'Personal care assistant' assists with the care of patients in a range of health care facilities, or in the client's home.
- 'Other counsellor' includes marriage and family counsellor.
- 'Other occupation' includes but is not limited to acupuncturists, podiatrists, massage therapists, aromatherapists, music therapists and art therapists. Volunteers are not included.

9b Is service provider 3 a specialist palliative care provider?

- Yes 1
 No 2

- Tick one box only.
- A specialist palliative care provider is a provider who has completed training or has qualifications in providing care specifically to palliative care clients.

9c Contact method of service provider 3

- Face to face 1
 Telephone 2
 Written 3
 Telehealth 4
 Other method (please specify) _____ 8

- Tick one box only.
- 'Face to face' contact includes one-to-one contact as well as contact made as a group i.e. two or more people.
- 'Written contact' is contact that is not of an administrative nature but is required for case management e.g. care notes for forwarding to other service providers at the end of an episode of palliative care. Written contact may include email or fax.
- 'Telehealth' is the delivery of health related services, enabled by use of technology without the need for travel. It includes videoconferencing, but does not include telephone contact.

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SERVICE PROVIDER 4

10a Occupation of service provider 4

- Medical practitioner – specialist 1
 Medical practitioner – general practitioner 2
 Registered nurse 3
 Enrolled nurse 4
 Spiritual carer 5
 Grief counsellor 6
 Psychologist 7
 Physiotherapist 8
 Occupational therapist 9
 Speech pathologist 10
 Social worker 11
 Dietician 12
 Podiatrist 13
 Aboriginal and Torres Strait Islander health worker 14
 Personal care assistant 15
 Other counsellor (please specify) _____ 16
 Other occupation (please specify) _____ 98

- Tick one box only. See page 22 of the Guidelines for more information about service providers.
- The service provider can only be someone who is **employed by the palliative care agency or is subcontracted to provide services to clients on behalf of the agency. Volunteers are not included.**
- ‘Spiritual carer’ is often referred to as a pastoral carer, and may be a priest, Minister of religion, Aboriginal ceremonial celebrant, Buddhist monk or nun, rabbi, Muslim imam, Hindu Brahmin or other spiritual leader/carer.
- A ‘Grief counsellor’ may be known as a bereavement counsellor.
- An ‘Aboriginal and Torres Strait Islander health worker’ liaises with patients, clients and visitors to health clinics and works with team members to arrange, coordinate or provide health care delivery in Aboriginal and Torres Strait Islander community health clinics.
- A ‘Personal care assistant’ assists with the care of patients in a range of health care facilities, or in the client’s home.
- ‘Other counsellor’ includes marriage and family counsellor.
- ‘Other occupation’ includes but is not limited to acupuncturists, podiatrists, massage therapists, aromatherapists, music therapists and art therapists. Volunteers are not included.

10b Is service provider 4 a specialist palliative care provider?

- Yes 1
 No 2

- Tick one box only.
- A specialist palliative care provider is a provider who has completed training or has qualifications in providing care specifically to palliative care clients.

10c Contact method of service provider 4

- Face to face 1
 Telephone 2
 Written 3
 Telehealth 4
 Other method (please specify) _____ 8

- Tick one box only.
- ‘Face to face’ contact includes one-to-one contact as well as contact made as a group i.e. two or more people.
- ‘Written contact’ is contact that is not of an administrative nature but is required for case management e.g. care notes for forwarding to other service providers at the end of an episode of palliative care. Written contact may include email or fax.
- ‘Telehealth’ is the delivery of health related services, enabled by use of technology without the need for travel. It includes videoconferencing, but does not include telephone contact.



If there are more than 4 service providers involved in the same service contact, photocopy a blank copy of questions 7a, 7b, 7c and attach it to this form.

Thank you for completing this form.

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