

### Summary of 2024 Update for PCC4U Core Modules

In July 2024, the four PCC4U Core Modules were reviewed and updated as part of the project team's ongoing quality improvement process. This document details of the updates for educators who are using these resources. Overall, this process has resulted in:

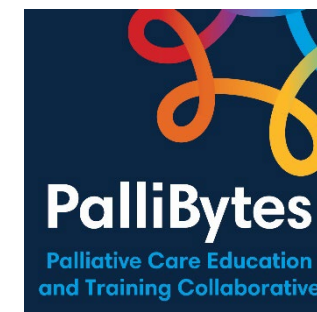
- Update of content to align with current standards and guidelines, and evidence-based practices (as indicated in the '2024 Updates' column in the tables below)
- Minor wording changes, repair of broken URLs and updating of reference lists were completed on all PCC4U activity pages. For some activity pages, this was the extent of the update (these have been noted as 'No content changes' in the tables below)

Adding links to the Collaborative's new PalliBytes modules in the "Key Resources" section on each PCC4U activity page. PalliBytes modules provide an alternative for educators in presenting content to learners and/or provide links for self-directed learning.

All modules are accessible with a user account (free) on our learning management system at this link:

<https://palliativecareeducation.com.au/course/index.php?categoryid=30>

**Please contact the project team if you have any questions about this resource update: [pcc4u@qut.edu.au](mailto:pcc4u@qut.edu.au)**



### Quick links to update summaries:

- [Core Module 1: Principles of palliative care](#)
- [Core Module 2: Communicating with people affected by life-limiting illness](#)
- [Core Module 3: Assessing and managing symptoms](#)
- [Core Module 4: Optimising function in palliative care](#)

## Core Module 1: Principles of palliative care

| Section   | Activity   | 2024 Updates   | Linked <a href="#">PalliBytes</a> Modules   |
|---|--|--|---|
| <b>Dying and death in contemporary society</b>      | Activity 1: Dying and death in 21st century Australia      | <ul style="list-style-type: none"> <li>Updated statistics, added data on where people die and palliative care service provision</li> </ul>   | <ul style="list-style-type: none"> <li>Dying, death and palliative care in Australia</li> </ul>   |
|   | Activity 2: Individual factors influencing dying and death | <ul style="list-style-type: none"> <li>Added sensitivity warning and National support services</li> </ul>  | <ul style="list-style-type: none"> <li>Perspectives on dying death and palliative care</li> </ul>   |
|   | Activity 3: Diverse experiences of dying and death         | <ul style="list-style-type: none"> <li>Updated statistics, added information on intersectionality</li> <li>Link to Focus Topic 2 pre-requisite knowledge regarding cultural safety and culturally-responsive care</li> <li>Add video resource: <i>How do we understand culture?</i></li> </ul> | <ul style="list-style-type: none"> <li>Cultural safety and culturally-responsive care</li> <li>Culturally-responsive palliative care for people from culturally-diverse backgrounds</li> <li>Inclusive and culturally-responsive palliative care</li> <li>Be prepared for the conversation</li> </ul> |
|   | Activity 4: Aboriginal and Torres Strait Islander peoples  | <ul style="list-style-type: none"> <li>Activity title changed (formerly “Indigenous Australians”)</li> <li>Updated statistics, summary of key points</li> <li>Link to Focus Topic 2 for further information and thinking points</li> </ul>   | <ul style="list-style-type: none"> <li>Culturally-responsive palliative care for Aboriginal and Torres Strait Islander peoples</li> </ul>   |
|   | Activity 5: William’s story                                | <ul style="list-style-type: none"> <li>N/A</li> </ul>  |   |
| <b>Caring for people with life-limiting illness</b> | Activity 6: What is palliative care?                       | <ul style="list-style-type: none"> <li>Added video resources: What is palliative care? (IPEPA) and Palliative care: it’s more than you think (PCA)</li> </ul>  | <ul style="list-style-type: none"> <li>What is palliative care? Principles of the palliative approach to care</li> </ul>  |
|   | Activity 7: Who needs palliative care?                     | <ul style="list-style-type: none"> <li>Added video resource: Understanding trajectories of serious illness (IPEPA)</li> </ul>  | <ul style="list-style-type: none"> <li>Palliative care in practice</li> </ul>   |
|   | Activity 8: Understanding people’s needs                   | <ul style="list-style-type: none"> <li>Add link to Waiting Room Revolution project</li> <li>Updated links to assessment tools</li> <li>Add link to Module 3 for more in-depth content</li> </ul>   |   |
|   | Activity 9: Personalising palliative care                  | <ul style="list-style-type: none"> <li>No content changes</li> </ul>   |   |
|   | Activity 10: Advance care planning                         | <ul style="list-style-type: none"> <li>Updated explanations, consistent with ACPA content</li> <li>Add video resources: Be open, be ready, be heard (ACPA), Yarning our wishes (Groundswell)</li> </ul>  | <ul style="list-style-type: none"> <li>Advance care planning</li> </ul>   |

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|---|---|---|---|
|   | Activity 11: William's illness progresses             | <ul style="list-style-type: none"> <li>• N/A</li> </ul>   |   |
|   | Activity 12: Legal and ethical issues and end of life | <ul style="list-style-type: none"> <li>• Updated content on ethical issues in palliative care</li> <li>• Updated content on VAD, consistent with End of Life Law</li> <li>• Updated links to factsheets – most recent section and ELLC resources</li> </ul>                                   | <ul style="list-style-type: none"> <li>• Ethical and legal issues in palliative care</li> </ul> |
| <b>Ensuring quality palliative care</b> | Activity 13: Quality palliative care in Australia     | <ul style="list-style-type: none"> <li>• Updated National Palliative Care Standards content to include new version of Specialist Standards (v5.1 – 2024) and Non-Specialist Standards (2022)</li> <li>• Updated content to reflect new ACSQHC National Consensus Statements (2023)</li> </ul> | <ul style="list-style-type: none"> <li>• National standards for palliative care</li> </ul>      |
|   | Activity 14: Evidence-based palliative care           | <ul style="list-style-type: none"> <li>• Updated video link and CareSearch website links</li> </ul>   |   |

## Core Module 2: Communicating with people affected by life-limiting illness

| Section   | Activity  | 2024 Updates   | Linked <a href="#">PalliBytes</a> Modules  |
|---|---|--|--|
| <b>The experience of being diagnosed with a life-limiting illness</b> | Activity 1: The challenges faced  | <ul style="list-style-type: none"> <li>• No content changes</li> </ul>   |  |
|   | Activity 2: Michelle's story  | <ul style="list-style-type: none"> <li>• N/A</li> </ul>  |  |
| <b>Supportive communication</b>                                       | Activity 3: Providing supportive communication in palliative care         | <ul style="list-style-type: none"> <li>• Updated general communication content, added cultural influences information</li> </ul>   | <ul style="list-style-type: none"> <li>• Communication in palliative care</li> <li>• Be prepared for the conversation</li> </ul>   |
|   | Activity 4: Communication principles                                      | <ul style="list-style-type: none"> <li>• Updated information about PREPARED framework, SPIKES framework and adapted SPIKES for paramedics</li> <li>• Added info on demonstrating empathy using NURSE statements</li> <li>• Communication resources for underserved groups</li> </ul> | <ul style="list-style-type: none"> <li>• Using the PREPARED communication framework</li> <li>• Using the SPIKES communication framework</li> <li>• Goals of care conversations</li> <li>• Responding with empathy – NURSE statements</li> <li>• Responding to challenging questions</li> </ul> |
|   | Activity 5: The need for effective communication                          | <ul style="list-style-type: none"> <li>• Updated bios for expert opinion videos</li> <li>• Add description and link to the Basic Model of Integrated Palliative Care (Bow Tie model) - Canadian Virtual Hospice.</li> </ul>  |  |
|   | Activity 6: Communicating among health professionals and between services | <ul style="list-style-type: none"> <li>• Added content on the benefits of a multidisciplinary approach to care</li> </ul>  | <ul style="list-style-type: none"> <li>• The multidisciplinary team in palliative care</li> </ul>  |
|   | Activity 7: Introducing specialist palliative care                        | <ul style="list-style-type: none"> <li>• No content changes</li> </ul>   |  |
| <b>Communicating with children</b>                                    | Activity 8: How to communicate with children                              | <ul style="list-style-type: none"> <li>• Added link for supporting communication: Talking to kids with cancer (2023)</li> <li>• Added resource: Paediatric end of life care communication course – Module 1: Communicating with children</li> </ul>                                  |  |

|   |   |   |   |
|---|---|---|---|
| <b>Providing person-centred support</b>             | Activity 9: Understanding sources of distress | <ul style="list-style-type: none"> <li>• No content changes</li> </ul>  |   |
|   | Activity 10: Responding to loss               | <ul style="list-style-type: none"> <li>• N/A</li> </ul>   |   |
| <b>The spiritual dimension of care</b>              | Activity 11: Understanding spiritual needs    | <ul style="list-style-type: none"> <li>• No content changes</li> </ul>  |   |
|   | Activity 12: Spiritual conversations          | <ul style="list-style-type: none"> <li>• Added video resource: <i>Spirituality is more than religion</i> (Cultural diversity in aged care)</li> </ul>   |   |
| <b>Support for people at the end stages of life</b> | Activity 13: End-of-life concerns             | <ul style="list-style-type: none"> <li>• Added video resource: <i>Dying for beginners</i> (Dr Kathryn Mannix)</li> </ul>  | <ul style="list-style-type: none"> <li>• Supporting the dying person</li> <li>• Care after death</li> </ul> |
|   | Activity 14: Preparing for Michelle's death   | <ul style="list-style-type: none"> <li>• N/A</li> </ul>   |   |
| <b>Self-care for healthcare professionals</b>       | Activity 15: Impact of caring                 | <ul style="list-style-type: none"> <li>• Updated content on impacts of caring, moral distress, compassion fatigue and burnout</li> <li>• Added self-care resources: wheel of wellbeing, self-care room</li> </ul> | <ul style="list-style-type: none"> <li>• Self-care in the palliative care context</li> </ul>                |
|   | Activity 16: Adopting self-care strategies    | <ul style="list-style-type: none"> <li>• Updated resources to self-care in palliative care</li> </ul>   |   |
|   | Activity 17: Reflective practice              | <ul style="list-style-type: none"> <li>• No content changes</li> </ul>  |   |

## Core Module 3: Assessing and managing symptoms

| Section  | Activity   | 2024 Updates  | Linked <a href="#">PalliBytes</a> Modules  |
|--|--|---|--|
| <b>Palliative care symptoms</b>                          | Activity 1: Life-limiting illness                          | <ul style="list-style-type: none"> <li>• Updated background information</li> <li>• Added link to Module 1 for review of illness trajectories</li> </ul>   | <ul style="list-style-type: none"> <li>• What is palliative care?</li> <li>• Principles of the palliative approach</li> <li>• Palliative care in practice</li> </ul>   |
|  | Activity 2: Understanding symptoms in palliative care      | <ul style="list-style-type: none"> <li>• Updated links to symptom information via CareSearch and Therapeutic Guidelines (2023 Ed.)</li> <li>• Updated link to heart failure guidelines</li> </ul>   | <ul style="list-style-type: none"> <li>• Approaches to symptom management</li> </ul>   |
| <b>Principles of assessment</b>                          | Activity 3: Principles of assessment                       | <ul style="list-style-type: none"> <li>• No content changes</li> </ul>  | <ul style="list-style-type: none"> <li>• Symptom assessment in palliative care</li> </ul>  |
|  | Activity 4: Assessment tools                               | <ul style="list-style-type: none"> <li>• Updated links to PCOC tools</li> <li>• Added info on PACOP and link to website</li> </ul>  | <ul style="list-style-type: none"> <li>• The Symptom Assessment Scale (SAS) tool</li> </ul>  |
|  | Activity 5: Symptom assessment                             | <ul style="list-style-type: none"> <li>• N/A</li> </ul>   |  |
| <b>Evidence-based symptom management</b>                 | Activity 6: Principles of palliative symptom management    | <ul style="list-style-type: none"> <li>• Updated links to symptom management via CareSearch</li> <li>• Added <i>National Medicines Resource (Caring at Home)</i></li> </ul>   | <ul style="list-style-type: none"> <li>• Approaches to symptom management</li> <li>• Managing pain in palliative care</li> <li>• Managing other symptoms in palliative care</li> <li>• Medications in palliative care</li> </ul> |
|  | Activity 7: Herbert's illness progresses                   | <ul style="list-style-type: none"> <li>• N/A</li> </ul>   |  |
|  | Activity 8: Expert opinion                                 | <ul style="list-style-type: none"> <li>• N/A</li> </ul>   |  |
| <b>Applying symptom assessment and management - Pain</b> | Activity 9: Assessing and managing pain in palliative care | <ul style="list-style-type: none"> <li>• Added content on barriers to effective pain management with link to CareSearch page on this topic</li> <li>• Added reference and link to digital tool for pain assessment</li> <li>• Updated resource links for syringe driver education</li> <li>• Added video resource: Pain management (IPEPA)</li> </ul> | <ul style="list-style-type: none"> <li>• Managing pain in palliative care</li> </ul>   |

## Core Module 4: Optimising function in palliative care

|  |  |   |   |
|--|--|---|---|
| <b>Living with a life-limiting illness - experiencing loss</b> | Activity 1: Response to losses   | <ul style="list-style-type: none"> <li>• Added link to Module 2: Activity 1 regarding challenges faced when diagnosed with life-limiting illness</li> <li>• Added link to Beyond Blue support page</li> </ul>   | <ul style="list-style-type: none"> <li>• Loss, grief and healing</li> </ul>   |
|  | Activity 2: Bob's Story  | <ul style="list-style-type: none"> <li>• N/A</li> </ul>   |   |
| <b>Goals of care</b>   | Activity 3: Goals of care  | <ul style="list-style-type: none"> <li>• Updated information on preparing for goals of care conversations, use of ePrognosis conversations, using the ask-tell-ask approach</li> <li>• Added example phrases for approaching a conversation when someone is reluctant to talk about goals</li> </ul>              | <ul style="list-style-type: none"> <li>• Goals of care conversations</li> <li>• Responding with empathy – NURSE statements</li> </ul> |
|  | Activity 4: Bob's story - three months later                           | <ul style="list-style-type: none"> <li>• N/A</li> </ul>   |   |
|  | Activity 5: The role of family meetings and goals of care              | <ul style="list-style-type: none"> <li>• No content changes</li> </ul>  | <ul style="list-style-type: none"> <li>• Goals of care conversations</li> </ul>   |
|  | Activity 6: Advance care planning and goals of care                    | <ul style="list-style-type: none"> <li>• Updated with current advance care planning content and links from ACPA, End of Life Law, PCA</li> </ul>  | <ul style="list-style-type: none"> <li>• Advance care planning</li> </ul>   |
| <b>Optimising physical and social function</b>                 | Activity 7: Assessing and maintaining function                         | <ul style="list-style-type: none"> <li>• No content changes</li> </ul>  | <ul style="list-style-type: none"> <li>• Symptom assessment in palliative care</li> </ul>   |
|  | Activity 8: Role of allied health professionals in supporting function | <ul style="list-style-type: none"> <li>• Expanded list of professions and descriptions to reflect the breadth of the multidisciplinary team in palliative care</li> <li>• Link to Focus Topic 1 for further information</li> </ul>  | <ul style="list-style-type: none"> <li>• Multidisciplinary team in palliative care</li> </ul>   |
| <b>Supporting communities and carers</b>                       | Activity 9: Optimising community care                                  | <ul style="list-style-type: none"> <li>• Updated content with information from PCA website</li> </ul>   |   |
|  | Activity 10: Carer needs   | <ul style="list-style-type: none"> <li>• No content changes</li> </ul>  | <ul style="list-style-type: none"> <li>• Family needs in palliative care</li> </ul>   |
|  | Activity 11: Loss, grief and bereavement                               | <ul style="list-style-type: none"> <li>• Activity title changed (formerly "Bereavement")</li> <li>• Added content on understanding grief with definition of key terms, responses and key points</li> <li>• Added links to National Support Services for situations where immediate support is required</li> </ul> | <ul style="list-style-type: none"> <li>• Loss, grief and healing</li> </ul>   |