

## CLINICAL COORDINATORS REPORT FOR AGM SEPTEMBER 2019

In my penultimate AGM report I reflect on where the 24 hours nursing service started in 1999 guided by the principles developed by Phyllis Little in providing supportive care and equipment for those facing a life limiting disease in the Gympie region.

As my main report I will focus on the month of August this year. As the guiding principles of the work our nurses do.

We have 3 new RNs since last year so I welcome Leanne, Sharon and our newest recruit Eleanor. They have now witnessed how our service provides such quality care with true flexibility and full support to the patient and their carers on the choices they make for their care. We still visit our patients at home on an "as required" basis with increasing visits as their needs increase. One of our most helpful aspects is the ready access to a RN after hours from the first day of our care. This feature has kept many a patient at home and helped minimise the stress of being responsible for decision making by the carer. The provision of all sorts of equipment has maximised QOL for many patients and the option to improve their symptoms with ready access to our wonderful array of therapies has helped many people.

During August we admitted 17 patients and assisted 9 to die in the peace, comfort and privacy of their own home and for those who wished to be in hospital, allowed 3 to be admitted and pass away within the day or two. Only 3 people were admitted for over 5 days with one gentleman still seeking active treatment.

Our 3 cars have racked up many kilometers travelling to the outskirts of the region we cover to attend to our patients with 7 of our patients dying beyond Gympie, including a gentleman Bob who had been our mainstay bed and recliner deliverer via Vinnies for many years. He fully understood what it meant once a bed was delivered for his use.

Our respite and CU / Renal volunteers have given much joy and improved QOL to the people required to attend for their disease management. Our respite volunteers remain faithful and supportive to the patient / families they help and this includes our recently retired RN Narelle Hosking who has given so much to the families she has supported, including overnight care. Fran will also make support calls to our respite volunteers each Tuesday. These volunteers have been supported and offered continuing education to help their continued care of our patients and families.

In the line of continual improvement our nurses and especially Christine RN who is responsible for our QA compliance, have been working towards making sure our workplace is safe, we are minimising falls and infections in the home environment whilst making sure we do everything we can to avoid pressure injuries and educate carers / patients on safe medication use.

We are collecting some volunteers and supporters who are able to support our patients and their carers in spiritual matters as that is a strong part of the Palliative Care Standards and keenly needed by some.

All in all what our service has offered instinctively must now be shown to be compliant and we are working very hard on that whilst avoiding losing the special qualities that set LHPC so far ahead of many other services throughout Qld and interstate.

Just before finishing I wish to acknowledge all the years of work both Gen and Narelle have given to LH with their great big hearts and gentle awareness. Both have joined Sally and Fran in the LHOG (old girls) club. Next year I will join them!

In humility and gratitude, I offer this report.

Bronwyn McFarlane.  
Clinical Coordinator  
25/09/2019