

I01: Manual

on Palliative Care Competences Framework in Europe by using the tuning method (EXECUTIVE SUMMARY)

Intellectual output	1
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For further information related to the PTCare project please visit:

The project website (www.ptcare.eu ;

Facebook page (www.facebook.com/PT-Care-368574660250397).

The intellectual output 1 Manual on Palliative Care Competences Framework in Europe reflects our efforts in collecting and analysing as exhaustive information as possible in the field of palliative and end-life care provision in EU countries and Turkey and more specifically the one concerning professional education and training of care givers, social workers, health care professionals, personal assistants and all other relevant professionals who provide care and services to patients who are suffering from terminal illness. PTCare project consortium has putted efforts to create specially targeted manual in a favour of the professionals who directly work and servicing terminally ill patients. By using the “tuning method” we have compared the palliative care competences’ frameworks applied around Europe and in Turkey and the outcomes of this research results in the present Manual on Palliative Care Competences Framework in Europe.

The Manual development was executed at three stages:

1. Research: the research was conducted by PhoenixKM with contribution by all other PT Care partners in the period between January and May 2018 on the territory of eight countries – 5 EU members and two countries outside the EU. Each partners’ organisation was responsible for collecting and presenting the information relevant for the country of residence. Methods used were:

- **Desk research** – getting and analysing data regarding the existing and provided professional trainings in the field of palliative care on national level
- **Interviews** with professionals providing services to terminally ill patients, medical professionals and professional trainers and training providers.

2. Comparative analysis: comparative summary about Palliative Care Competencies Frameworks applied in the EU and associated countries for the PT Care Project (Activity code O1-A3) which generally aims to develop a Manual on Palliative Care Competences Framework in Europe. This analysis seeks to connect VET education structures in Europe, to identify what the EU countries and Turkey have been providing and have in common so far about Palliative Care and also to exchange existing information.

3. Country specific information: in the manual you will find a country specific information with regards to 57 completed matrixes – 1 from Albania, 16 from Belgium, 6 from Bulgaria, 12 from Cyprus, 5 from Hungary, 12 from Lithuania, 2 from Romania and 3 from Turkey.

By comparing these training programs we were able to:

- capture the competences' mismatch between existing training courses due to the lack of state educational and service provision standards in partners countries – Bulgaria, Belgium Turkey, Hungary, Cyprus, Lithuania
- capture and compare the competences' gaps of palliative and end-life professionals among partners' countries and on EU level.
- collect, systemize, categorise good and applicable practices (training materials) into a separate project's outcome which will be named PT Care repository (IO3).

In terms to reach reasonable and high quality training programmes in VET in Europe we concluded that the training provision should enable the acquisition of the following knowledge, skills and competences:

Knowledge:

- Knowledge on reflective practice
- Knowledge about the need for continuous professional development
- Understanding of how the appraisal system, professional development planning and clinical supervision can be used to enhance both professional and personal development
- Understanding own boundaries and learning needs
- Knowledge about ethical principles and their application to palliative care
- Knowledge about issues such as informed choice, mental capacity/incapacity legislation, consent , confidentiality and patient autonomy
- Knowledge about ethical and legal management issues that impact on symptom management
- Knowledge about audit and research processes and their uses to improve practice
- Knowledge about support systems available and how to access services
- Understanding how one's own personal beliefs and philosophy of life impact on the ways we act and interact with others
- Knowledge about the principles of palliative care
- Knowledge about local, regional and national policies and guidelines in relation to palliative care
- Knowledge about the components of open and sensitive communication

- Knowledge about the importance and impact of non-verbal and verbal communication within all aspects of care
- Knowledge about the range of grief responses;
- Knowledge about the use of risk assessment tools in managing grief
- Knowledge about the referral mechanisms to appropriate support services
- Describe the physical, psychological, social, and spiritual domains of palliative care
- Knowledge about the difference in spiritual and religious needs within palliative care
- Knowledge about the needs of individual family members, and the family as a unit
- Knowledge about the importance of clinical information to inform patient management
- Knowledge about data and tools used in planning care
- Knowledge about timely review in order to evaluate patient care
- Knowledge about interpreting clinical data and information and explain how this informs diagnosis, patient management and decision making
- Knowledge about the holistic management of patients requiring palliative care
- Knowledge about the factors that influence the dynamics of the patient/families/carer relationship
- Knowledge about available guidelines which can inform the decision to refer to specialist palliative care team or other disciplines
- Knowledge about the need for timely management and/or referral to the specialist team in suspected cases of palliative care emergency
- Knowledge about the importance of a holistic approach to symptom assessment and management
- Describe the principles of palliative symptom management for patients with advanced progressive disease
- Knowledge about how deterioration of the patient's condition can be identified within advanced disease
- Knowledge about the causes and presentation of palliative care emergencies

- Knowledge about the practical issues surrounding the death of a patient, for example, death certification and registration, coroner's cases and post-mortems
- Demonstrate knowledge of issues and policies relating to any legal, cultural, religious or health and safety requirements when caring for the patient's body

Skills:

- Undertake reflective practice and evaluates the impact
- Identify gaps in knowledge and accesses appropriate educational and development opportunities in palliative care
- Collaborate with others in the use of an ethical framework which guides decision making in the context of palliative and end of life care
- Demonstrate the application of ethical principles in palliative and end of life care
- Implement and monitor outcomes of ethical decisions
- Share and document information sensitively and while respecting confidentiality
- Contribute to, and assist with, palliative care research, practice development and audit
- Contribute to the evaluation of audit and research in order to improve practice in palliative and end-of-life care
- Be able to apply research findings to improve outcomes
- Demonstrate an appreciation of how losses in own life may impact on practice
- Ability to care for own health, including recognising and managing stressors
- Recognise the need for support for self and others in palliative and end-of-life care and utilise appropriate support systems
- Use sensitive communication skills and self-awareness to understand support
- Demonstrate sensitively respect for individual beliefs and cultural requirements
- Demonstrate appropriate leadership skills to influence the provision of quality palliative and end-of-life care
- Show understanding of the change process and how you could enable change in your practice

- Influence others through effective communication and dissemination of knowledge and information to promote positive outcomes for patients/families/ carers
- Discuss how you would apply effective leadership skills to empower patient choice
- Demonstrate that you can manage your time effectively within your role
- Demonstrate appropriate leadership skills to influence the provision of quality palliative and end-of-life care
- Demonstrate sensitive and effective verbal and non-verbal communication skills with patients/families and carers
- Interact with patients and those who matter to them in an open and empathic manner, recognising the importance of giving time where receptive or expressive communication is more difficult
- Use the four core skills of communication to develop a relationship with patients/family/carers
- Use open and sensitive communication with patients/families/carers, taking cognisance of those with diverse cultural, religious and special needs
- Prepare effectively to communicate sensitive information to patients/carers by, for example, gathering all relevant information
- Use effective communication with all appropriate members of the interdisciplinary team to determine appropriate care outcomes
- Effectively work in partnership with other specialist teams
- Ability to complete relevant documentation in a timely and responsive way
- Effectively deliver a presentation/report to a person, or group of people, using good information, interpersonal and clarification skills
- Ability to assess grief reactions and help identify beneficial support mechanisms
- Enable referral of patient, family and carer to appropriate support mechanism when necessary.
- Ability to provide support according to individual circumstances
- Demonstrate self-awareness of own limitations in supporting those who grieve
- Utilise appropriate, validated tools to inform a holistic patient assessment

- Identify from patient assessment when to refer to specialist palliative care or other agencies, taking account of available guidelines
- Identify the care needs of people from different cultural and religious backgrounds
- Ability to develop and implement operational policies and clinical care pathways in relation to the holistic needs of patients and those who matter to them
- Assess clinical situations and interpret information appropriately
- Set realistic goals in partnership with patient/carer
- Utilise current evidence to guide practice
- Ability to take into account health and safety, legal, cultural spiritual and religious requirements in palliative and end of life care
- Show sensitivity and respect to individual beliefs and cultural requirements
- Regularly review and evaluate care management plans and update appropriately
- Recognise and report gaps in care in order to improve outcomes
- Use and complete relevant documentation to record and enable evaluation of management plans
- Develop, implement and evaluate a management plan to meet identified needs in palliative and end-of-life care
- Communicate with family/carers, as appropriate, to determine anticipated care outcomes
- Recognise own limitations to manage difficult issues, and refer to faith representatives, other members of the inter-disciplinary team and/or other support, as appropriate
- Refer to other members of the inter-disciplinary team for assessment and intervention, as appropriate
- Refer in a timely and appropriate way to other agencies and services
- Refer in an appropriate and timely manner to specialist palliative care team, or other disciplines and agencies, as necessary
- Utilise appropriate skills to assess and manage symptoms
- Use professional judgment within palliative care emergency situations to inform clinical decisions
- Recognise the limitations of own expertise in palliative and end-of-life care.

- Recognise and report common and serious adverse effects and manage appropriately
- Apply appropriate judgment to inform symptom management, in meeting the palliative and end-of-life care needs of the patient
- Be able to implement and monitor outcomes of both pharmacological and non-pharmacological management plans
- Work sensitively with families and those who matter to the patient, to support them as the individual decides upon his/her preferences and wishes
- Work sensitively with families and those who matter to the patient, to support them as the individual decides upon his/her preferences and wishes
- Ability to provide information/advice to families relating to the practical issues that surround death
- Care for the patient's body after death, respecting any wishes expressed by the family and any particular religious rites
- Ensures appropriate identification/verification/ certification of death, and care of the patient's body throughout duration of care
- Complete relevant documentation relating to death
- Ensure effective communication with all relevant individuals concerned

Competences:

- Value the need for professional development
- Value the need for ethical decision making in palliative and end of life care
- Value the contribution of audit to standards of care
- Value the contribution of Research & Development to the evidence base for palliative and end-of-life care
- Respect the need for professionals to acknowledge their own stresses and limitations, when delivering palliative and end-of-life care
- Value the need for clinical supervision
- Value the need for direction and guidance in the management and delivery of palliative and end-of- life care
- Value the importance of establishing a rapport with the patient/carer based on openness, honesty and trust
- Show respect for cultural and religious diversity

- when communicating with the family unit
- Respect the roles, responsibilities and boundaries in multi-professional working
- Value the opinions and views of others
- Value the collaborative approach to working with other services across various sectors
- Respect the individual nature of the grief response
- Show respect for the individuality of each patient and family
- Respect the cultural diversity among patients, families, and professional
- Respect the patient's right to self-determination in decision making
- Value the input from the patient, family and carers to the overall plan of care
- Value the need for specialist referral in patient care
- Value the need for patient-centred holistic assessment
- Treat everyone with whom you come into contact with dignity, respect, humanity and compassion
- Value autonomy and the right to self-determination
- Value the ethical principles involved when planning care
- Respect the need for dignity of the patient and family at all times
- Value the need for dignity and respect towards the patient and others at and around the time of death

The above mentioned knowledge, skills and competences will be assessed via development of the self-assessment competence tool as part of PTCARE project under Intellectual output 2.