

Supplementary material

Case conferencing for palliative care patients – a survey of South Australian general practitioners

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 General Practitioners' Attitudes Towards the Use of Case Conferences for Palliative Patients

Dear Doctor

General Practitioners, because of our privileged knowledge of our patients and their families, are in a unique position to coordinate the palliative care of our patients in the community.

Beyond the provision of care within usual consultations, case conferences offer an opportunity for us to come together with our patients, their families and carers, and their wider health care team to discuss what lies ahead, to plan, and to 'get on the same page' in regard to the provision of future care.

This survey aims to find out more about your attitudes to case conferences, whether you utilise them in your work, and what you believe to be the barriers to their use. Hopefully, this will assist in the development of models to improve the use of this important tool in supporting the care of our patients who are approaching the end of their lives.

Please help us in this endeavour.

Regards

Dr Chris Moy – GP, member of the State-wide Palliative Care Clinical Network Steering Committee
Dr Andrew Kellie, GP, Chair, GP partners Australia Board

Invitation to participate:

In collaboration with GP partners Australia, the State-wide Palliative Care Clinical Network's Research Collaborative is conducting a project to seek your view on the appropriateness and value of case conferencing in the palliative setting.

For the purpose of this survey, the term 'palliative patient' refers to those with a life limiting illness e.g. end stage heart failure, incurable cancer.

The survey will take approximately 10 minutes to complete and there are a maximum of 45 questions depending on your responses.

Surveys must be submitted by the 12th of November 2014.

Commitments:

Participation in this project is voluntary and completion of this survey will imply consent as a participant.

Confidentiality:

GP partners Australia survey tool is protected from unauthorised access. The responses are de-identified and transferred as raw data for analysis by the Research Collaborative. The task of down loading the raw de-identified data would be performed by GP partners Australia in house Information Technology personnel.

The data collected via the survey will not be used by GP partners Australia and will not be provided to any other party for any purpose.

Payments:

Participation in this project is voluntary and there will be no payment or incentives offered.

Outcomes:

The State-wide Palliative Care Clinical Network Research Collaborative welcomes your perspective and will use this

information to inform future projects to support the involvement of general practitioners in case conferences for palliative patients.

Publication:

The results of this survey are the property of the Statewide Palliative Care Clinical Network Research Collaborative and may be published in scientific journals at a later date.

Contact:

If you have any questions related to this project please feel free to contact Alex Michelmore, Network Development Manager on 8226 6603.

Complaints:

This project has been reviewed by the Southern Adelaide Clinical Human Research Ethics Committee. If you wish to discuss the project with someone not directly involved, in particular in relation to policies, your rights as a participant, or should you wish to make a confidential complaint, you may contact the Executive Officer, SAC HREC at the Flinders Medical Centre (8204 7433) or email research.ethics@health.sa.gov.au

There are 45 questions in this survey

Medicare Benefits Schedule

For the following questions please consider the Medicare Benefits Schedule (MBS) definition of a case conference:

Attendance by a medical practitioner (including a general practitioner but not including a specialist or consultant physician), as a member of a case conference team. To organise and co-ordinate or to participate in a case conference in a residential aged care facility or a community case conference or a discharge case conference.

For the purposes of Items 735-758, a Multidisciplinary Case Conference is a process by which a multidisciplinary case conference team:

- (a) discusses a patient's history
- (b) identifies the patient's multidisciplinary care needs
- (c) identifies outcomes to be achieved by members of the case conference team giving care to the patient.
- (d) identifies tasks that need to be undertaken to achieve these outcomes, and allocates those tasks to members of the case conference team
- (e) assesses whether previously identified outcomes (if any) have been achieved.

1 [A001]Are you aware of the Medicare Benefits Scheme (MBS) items associated with organising, coordinating or participating in case conferences?

*

Please choose **only one** of the following:

- Yes
- No

2 [A002] In the last 2 years, have you organised, coordinated or participated in a MBS case conference for a patient for any reason (i.e. not just for palliative care) in which you have billed a MBS case conferencing item number? *

Please choose **only one** of the following:

- Yes
 No

3 [A003] Do you see value in case conferencing, as per MBS criteria, for palliative patients? *

Please choose **only one** of the following:

- Yes
 No
 Unsure

4 [A004] Who do you believe should be involved in a MBS case conference for a palliative patient?

Please choose **all** that apply:

- Patient
 Carer
 General Practitioner
 Specialist Palliative Care Doctor
 Pharmacist

 Social Worker
 Nursing
 Unsure
 Other:

5 [A005]What do you see as key barriers to engaging in an MBS case conference for a palliative patient?

Please choose **all** that apply:

- Too difficult to initiate
- Too much follow-up required
- Too time consuming to arrange
- Lack of adequate remuneration

- Too restrictive with who can attend
- Too much time to claim reimbursement
- Too much paperwork
- Other:

6 [A006]What would encourage you to participate in MBS case conferences for palliative patients?

Please write your answer here:

7 [A007]Have you been approached by a Specialist Palliative Care team member to participate in a MBS case conference? *

Please choose **only one** of the following:

- Yes
- No

8 [A008] Does your practice have access to video conferencing facilities? *

Please choose **only one** of the following:

- Yes
 No

9 [A009] If your practice does (or did) have access to video conferencing, would you be willing to utilise it to facilitate a MBS case conference for a palliative patient? *

Please choose **only one** of the following:

- Yes
 No

Case Conferences for MBS

There are specific criteria that need to be met to submit a MBS claim for a case conference. Not all GPs may have participated or organised a case conference that meets the strict MBS criteria.

For the following questions please consider these broader descriptions of a case conference, including:

- Case conferences as per MBS criteria
- Case conferences in which other MBS items were billed (e.g. using usual consultation item numbers, home visits, visits to residential aged care facilities, GP management plans with team care arrangements)
- Medication review, involving a pharmacist
- Family / carer meeting
- Work cover and third party
- Informal (face to face or telephone) conversation involving a minimum of three people involved in the patient's care (may include patient)

10 [A010] In the last two years, have you ever organised, coordinated or participated in a case conference of ANY type? *

Please choose **only one** of the following:

- Yes
- No

11 [A011] For the following question, please reflect on the LAST case conference that you have participated in (any type). What description best describes the nature of this conference? *

Only answer this question if the following conditions are met:

° ((A010.NAOK == "Y"))

Please choose **only one** of the following:

- Case conference as per MBS criteria
- Medication review, involving a pharmacist
- Family / carer meeting
- Work cover and third party
- Informal multidisciplinary discussion
- Case conference in which other MBS items were billed

12 [A012] In the last two years, have you ever organised, coordinated or participated in a case conference for a PALLIATIVE patient? *

Only answer this question if the following conditions are met:

° ((A010.NAOK == "Y"))

Please choose **only one** of the following:

- Yes
- No

13 [A013] For the following question, please reflect on the LAST case conference that you have participated in for a PALLIATIVE patient. What description best describes the nature of this conference? *

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **all** that apply:

- Case conference as per MBS criteria
- Work cover and third party
- Medication review, involving a pharmacist
- Informal multidisciplinary discussion
- Family / carer meeting
- Case conferences in which other MBS items were billed

14 [A014] When did your last case conference with a palliative patient take place? *

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **only one** of the following:

- Within the past week
- Within the past month
- Within the past 3 months
- Within the past 6 months
- Within the past 12 months
- More than 12 months ago

15 [A015]What was the approximate age of the PALLIATIVE patient at the time of the case conference? *

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **only one** of the following:

- 0-9
- 10-19
- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-79
- 80-89
- 90+

16 [A016]What was the patient's gender? *

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **only one** of the following:

- Female
- Male

17 [A017]Did the patient identify as Aboriginal or Torres Strait Islander? *

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **only one** of the following:

- Aboriginal
- Torres Strait Islander
- Both
- Unknown
- No

18 [A018]Which country was the patient born in?

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please write your answer here:

19 [A019]Did the patient require an interpreter? *

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **only one** of the following:

- Yes
 No

20 [A020]Where did the patient live? *

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **only one** of the following:

- Private Residence
 Residential Aged Care Facility
 Other

21 [A021]If known, the postcode where the patient lived at time of case conference?

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please write your answer here:

22 [A022] Did the patient have access to a family member or carer for home support? *

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **only one** of the following:

- Yes
 No
 Unsure

23 [A023] Did the family member or carer live with the patient? *

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **only one** of the following:

- Yes
 No
 Unsure

24 [A024] What was the patient's primary diagnosis?

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please write your answer here:

25 [A025] At the time of the case conference, was the patient known to a Specialist Palliative Care Service? *

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **only one** of the following:

- Yes
 No
 Unsure

26 [A026]What triggered the case conference?

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **all** that apply:

- Information Sharing
- Physical Symptoms
- Dispute Resolution
- Spiritual Issue
- Goal Setting
- Change or Deterioration in Patient Health

- Change in the Care Setting
- Recent Hospitalisation
- Identified Carer Need
- Psychosocial Issue
- Other:

27 [A027]Who initiated the case conference?

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **all** that apply:

- General Practitioner
- Family Member or Carer
- Palliative Care Team member

- Community Nursing Service
- Patient
- Other:

28 [A028] Apart from yourself, who else was involved in the case conference?

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **all** that apply:

- Patient
- Community Nurse
- Patient's Nominated Family Member
- Specialist Palliative Care Clinician
- Carer Domiciliary

- Care Team Member
- Allied Health Professional
- Practice Nurse
- Other:

29 [A029] If the patient was absent, were they aware of the case conference?

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **only one** of the following:

- Yes
- No
- Unsure

30 [A030] Where were you located when the case conference took place? *

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **only one** of the following:

- Hospital
- Hospice
- Patient's Own Home
- GP Practice
- Residential Aged Care Facility

31 [A031]Did anyone participate in the case conference via teleconference? *

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **only one** of the following:

- Yes
- No

32 [A032]Estimate how long the care conference lasted. *

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **only one** of the following:

- 0-15 mins
- 16-30 mins
- 31-45 mins
- 46-60 mins
- 60 mins +

33 [A033]What were the key outcomes of the case conference?

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **all** that apply:

- Information Sharing
- Discharge to Home / Residential Aged Care Facility
- Dispute Resolution
- Remained at Home / Residential Aged Care Facility
- Goal Setting
- Home visit by Palliative Care Team
- New Care Plan
- Home visit by General Practitioner
- New Medication Plan

- Home visit by Community Nursing
- New Advanced Care Directive*
- Home visit by Domiciliary Care
- Admission to an Aged Care Facility
- Home visit by Allied Health
- Admission to a Hospice
- Home Medication Review
- Admission to Acute Setting
- Other:

* An Advanced Care Directive is a document that sets out the person's wishes for management of their condition using their own words. This is only activated once the person is in the terminal phase of an illness or in a persistent vegetative state.

34 [A034]Who documented the case conference?

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **only one** of the following:

- General Practitioner
- Palliative Care Team Member
- Other:

35 [A035] Who were the key outcomes conveyed to following the case conference?

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **all** that apply:

- Patient
- Community Nurse
- Patient's Nominated Family Member
- Domiciliary Care
- Carer
- General Practitioner

- Allied Health Professional
- Unsure
- Palliative Care Team Member
- Medical Specialist
- Other:

36 [A036] How were the key outcomes conveyed after the case conference?

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **all** that apply:

- Mail
- Fax
- Telephone

- In person
- Email
- Other:

37 [A037] In your opinion, how did the case conference impact on patient care? *

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please choose **only one** of the following:

- Positively
- Negatively
- Unsure

38 [A038] In your opinion what were the enablers to organising, coordinating or participating in the case conference?

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please write your answer here:

39 [A039] In your opinion, were there any barriers to organising, coordinating or participating in the case conference?

Only answer this question if the following conditions are met:

° ((A012.NAOK == "Y"))

Please write your answer here:

About You

40 [A040]How many years have you been working as a general practitioner?

Please choose **only one** of the following:

- 0-4
- 5-9
- 10-14
- 15-19
- 20-24
- 25-29
- 30-34
- 35-39
- 40-44
- 45-49
- 50+

41 [A041]What is your year of birth?

Please write your answer here:

42 [A042]What is your gender? *

Please choose **only one** of the following:

- Female
- Male

43 [A043] On average, how many sessions do you work each week?

Please choose **only one** of the following:

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10+

44 [A044] What is the postcode for where your main practice is located?

Please write your answer here:

45 [A045] Australia's demography is changing. For what proportion of your patients would it not be a surprise if they died in the next twelve months? *

Please choose **only one** of the following:

- 0%-4%
- 5%-9%
- 10%-14%
- 15% or more

Thank you for taking the time to fill out our survey. The Network relies on your feedback to help improve services. Your input is greatly appreciated.

Submit your survey.

Thank you for completing this survey.