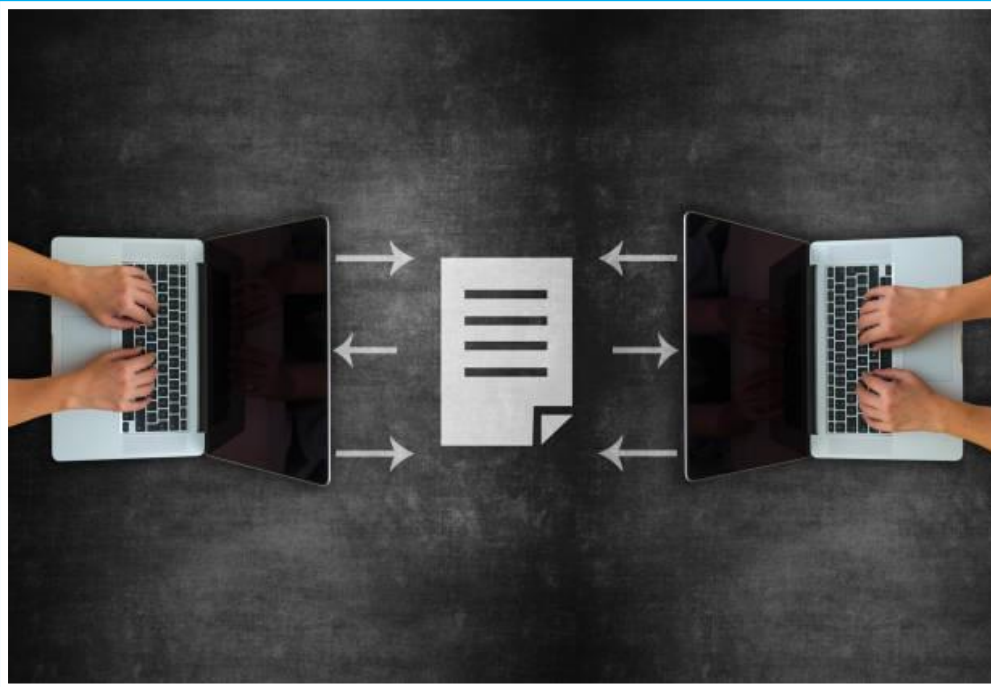


Stories of Change

Palcare Software Implementation

HEALTH services across Gippsland are preparing for the rollout of the palliative care software that allows organisations to record and access client information in real-time, from multiple locations and by multiple disciplines involved in the care of the patient.



The software, PalCare, is designed to give organisations real-time access to patient information and allow patient care plan management and monitoring through the compilation and consolidation of all data.

PalCare, which is widely used across Australia and New Zealand, is set to go live in Gippsland on October 20.

Gippsland Region Palliative Care Consortium Manger Anny Byrne said the new software had the capacity to “improve the flow and communication between providers of palliative care” across the region, with the benefits to be reaped by patients, their families, and carers.

“From a Gippsland point of view, it will be fantastic.”

- GRPCC Manager Anny Byrne

“From a Gippsland point of view, it will be fantastic,” Ms Byrne said.

“It’s a patient management system that is really about coordinated care and having one point of entry for palliative care patients across Gippsland.

“Gippsland has taken a different approach to the implementation of PalCare, and in other regions all palliative care patients are uploaded onto the software, which is a huge body of work.

“It’s a referral system the rest of the region will use to refer complex patients to the Gippsland Regional Palliative Care Consultancy Service, which will be brilliant. ”

Gippsland Health Alliance (GHA) Project Officer Laurajean Thomas has been at the forefront of implementing PalCare in the region across all GHA’s 11 sites including Latrobe Regional Hospital (LRH).

“This software was actually installed a few years ago but hasn’t been implemented or utilised to-date,” Ms Thomas said.

“We are working quickly to set up GRPCC members (who have agreed to installation) shortly, with a view to finalising training/testing in the coming

weeks. After completion, PalCare system will then go live in October 2021, which is brilliant news.

“There is also a steering committee which will be sustaining the software long-term, and once the project is handed over then it’s their obligation to sustain system quality assurance and improvements, long-term.”



As part of Stage 2, there will be one-hundred PalCare licences for GRPCCS complex care referral patients.

Nadine Soutar is the Palliative Care Coordinator/Project Officer for Gippsland Regional Palliative Care Consultancy Service and has worked on implementation of the project at Latrobe Regional Hospital.

“At the Consultancy, all our patients are complex in some way, shape or form, whether it’s psychosocial or physical, and at the moment we have very ad-hoc referral processes into our system, and communication is also very ad-hoc depending on what service we’re dealing with.

“We’ll be utilising PalCare to streamline palliative care process across Gippsland, to help the region have equitable access to us as a consultancy service.”

- GRPCCS Palliative Care Coordinator Nadine Soutar

“We’ll be utilising PalCare to streamline palliative care process across Gippsland, to help the region have equitable access to us as a consultancy service.

