



Healthy End of Life Planning

Palliative Care Social Prescribing
HELP Brief Intervention

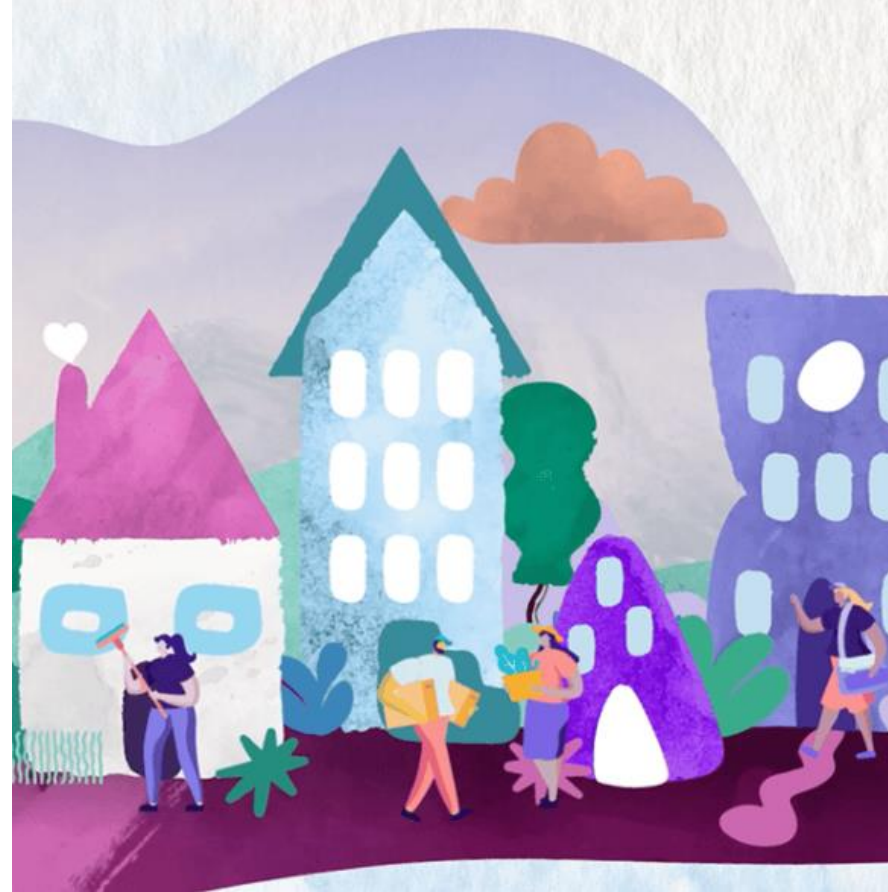
Sal Brown
Partnership Coordinator
La Trobe University



Why HELP?

- Ageing population
- Health system stretched
- Increased carer burden
- Only 10% of last year of life spent with medical professionals – 90% with friends and family
- Social well-being is as vital as medical care

Everyone has a role to play...



Why HELP?



Australians are good at helping when it comes to natural disasters and sudden, unexpected deaths. But something shifts when it comes to an expected death (70%).

People need support but they don't often ask for it or accept it when it is offered.

Community Research

Barriers:

1. People don't tend to ask for or accept help
2. People WANT to help but often don't know how, what or when

Solution: **The HELP Brief Intervention**

1. Shifting social norms around helping each other
2. Palliative care services and community support working together

Social connectedness is prescribed to improve patient and carer quality of life.

The HELP App



The HELP App:

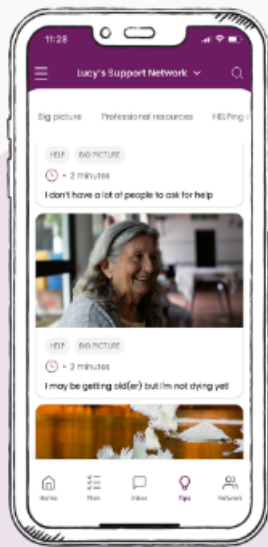
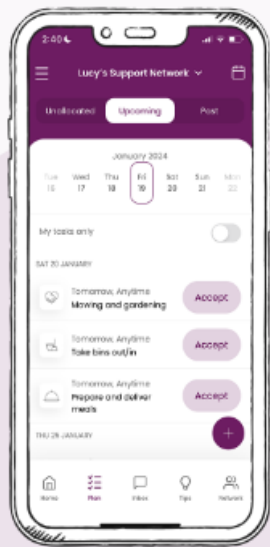
- Removes barriers to asking for and offering help
- Mobilises social connections to support people at end of life how, when and where they want it
- Offers additional palliative care specific information



HELP App functions overview

- ✓ A single 'coordinator' or multiple administrators
- ✓ Add and invite contacts to join the network
- ✓ Create personalised care needs
- ✓ Add appointments and events to the calendar
- ✓ Chat function in any language (whole network or 'inner circle')
- ✓ Share documents and photos
- ✓ Professional in-app tips and education
- ✓ Help desk for technical use
- ✓ Proven technology | Onshore data security | Ethics (HEC22173)





STEP 1

Download App from Apple or Google Play store by searching “Healthy end of life”.

STEP 2

Invite contacts to join your support network. Then create your ‘care needs list’ and add tasks.

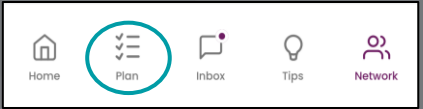
STEP 3

Start getting the right help.

STEP 4

Check out the ‘helpful tips from experts in end of life’ inside the HELP App.

HELP Categories



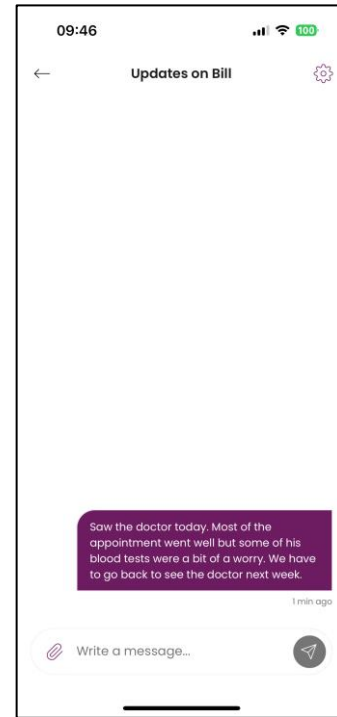
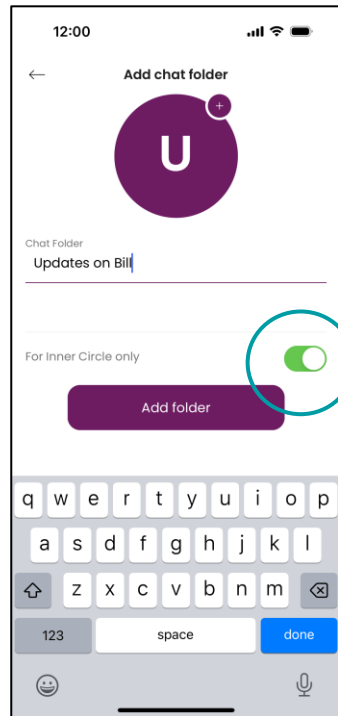
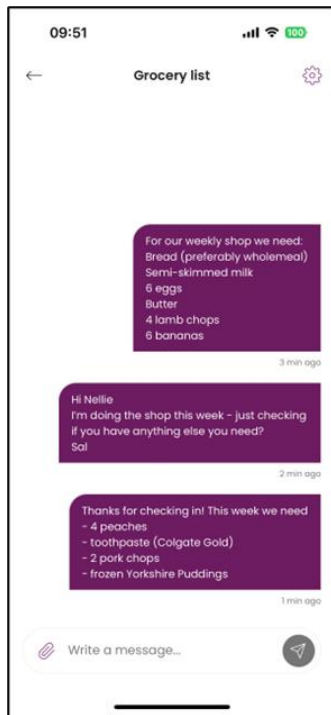
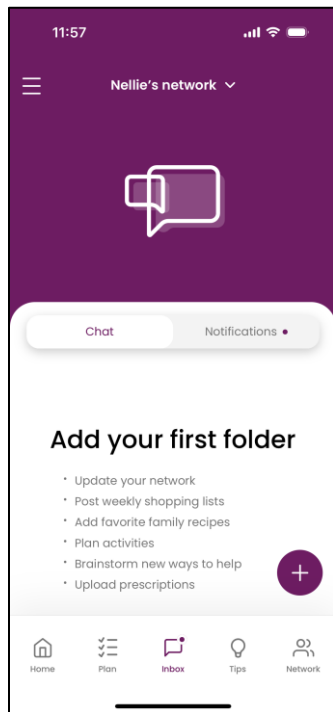
The following care needs are pre-populated based on answers to the set up questions, however you can add your own customised tasks.

- Food and Home** (shopping, meal preparation, housework, washing, gardening)
- Family and Friendships** (transport, sport, sleepovers, company, hobbies, distraction)
- Pets** (feeding, walking, vet appointments)
- Healthcare and Personal Care** (attending appointments, collecting scripts, bedding)
- End-of-Life planning and Wishes** (advance care planning, legal, financial, legacy)
- Grief and Funeral Support** (help with funeral, visit, messages, practical support)

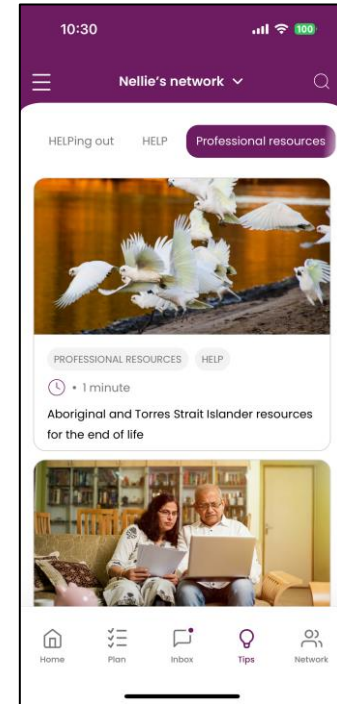
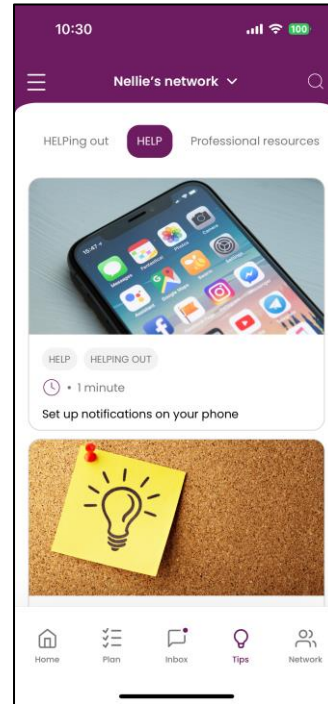
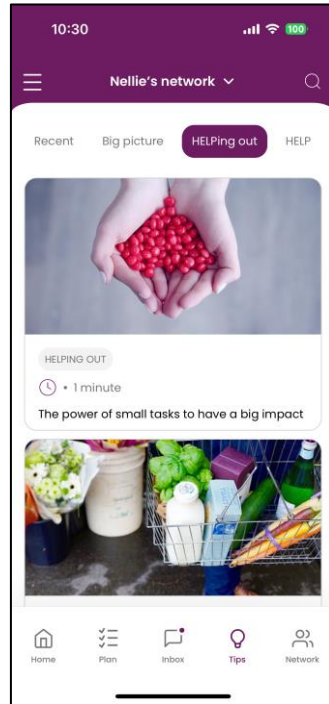
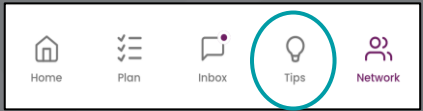
Add customised tasks... one person added 'bring coffee'.



Chat function



Tips on end-of-life issues



HELP Brief Intervention in practice



- Can be delivered in as little as 5 minutes in any care setting
- Any health care professional or other service provider can ‘prescribe’ it
- Safe and time-limited with lasting results

5 minutes of intervention can bring about 12 months of cascading benefits.



Families and carers have *both* optimal medical care *integrated* with social and practical support.

HELP Brief Intervention | Implementation

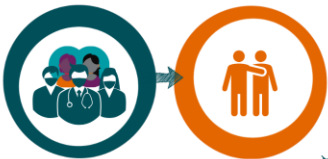
Health professionals and service providers speak with families and carers to prescribe network-centred care:

"Your community is AS important as your medical care..."

"We provide expert healthcare but can't help you with day to day stuff like contributing to a meal roster..."

"Friends, family members, colleagues, neighbours, people from school + gym etc want to help but don't know how..."

"The HELP App makes it easier to ask for and accept help, let me show you how..."



HELP works best when:

- ✓ it comes from a trusted source of referral
- ✓ it is prescribed as routine treatment
- ✓ health professionals value the role of family and friends
- ✓ some support is provided to get started
- ✓ clear expectation of what formal services provide and don't provide i.e. walking the dog

Prescribing the HELP App / *checklist*

Checklist

HELP App & Brief Intervention



WHAT?

This checklist is for health care and other service providers to confidently '**prescribe**' **social support** through the HELP App for people with life-limiting illness and their families and friends.

HOW?

We know that people are more likely to ask for and accept support from their family and friends when a trusted professional like *YOU* can:

1

Tell patients and carers that social and practical care is as important as medical care.

2

Encourage asking for and accepting help, ask them if anyone has said "*let me know if I can help?*". Ask them who they would help out if needed!

3

Tell them about the HELP App, and help them get started if you can;

- download the HELP App
- sign up
- add tasks
- invite people

4

Give patients, clients and carers these resources:

The HELP App User Guide, QR code Conversation Starter and Research Information sheet.

Evidence-based Network-Centred Care




HELP App + Service Providers = Integrated Care



Families and carers have *both* optimal medical care *integrated* with social and practical support.

Resources to support families, carers, friends, etc




HELP APP COMMUNITY OF PRACTICE

An informal monthly session to meet, share and learn. From other people using and referring the HELP App.

FREE Webinar: HELP Community of Practice

An informal monthly session to meet, share and learn from other people using and referring...

[LEARN MORE](#)




Free Webinar USING THE HELP APP

A step-by-step guide to downloading and using the HELP App.

FREE Webinar: How to use the HELP App

A step-by-step guide to downloading and using the HELP App.

[LEARN MORE](#)




Free Webinar HELP BRIEF INTERVENTION

How to introduce the HELP App to patients, clients & carers.

FREE Webinar: HELP Brief Intervention

How to introduce the HELP App to patients, clients and carers.


[LEARN MORE](#)



The HELP App User Guide

Download our easy guide to using the HELP App to ask for, offer and accept support...


[LEARN MORE](#)



The HELP App Conversation Starter for Aged Care

Download and print this simple flyer to start a conversation with someone...

[LEARN MORE](#)



The HELP App Conversation Starter for Families, Friends, etc

Download and print this simple flyer to start a conversation with someone...

[LEARN MORE](#)



The HELP App USER GUIDE

The right help at the right time, *YOUR* way

"Let me know if I can help..."

- An easier way to ask for, offer and accept help
- One central place to plan, share and connect
- Family, friends, community - your choice

Available on the App Store and Google Play


Healthy End of Life Planning Search

LA TROBE UNIVERSITY HEALTHY END OF LIFE PROGRAM

Working in partnership with LA TROBE UNIVERSITY and GEELONG REGIONAL HEALTH SERVICES

- ✓ Videos
- ✓ Free webinars
- ✓ User Guide
- ✓ Research information
- ✓ Conversation starter


Resources to support you




Service Providers + Families + Carers + Social Prescription + the HELP App

National Palliative Care Social Prescribing Service Model and Network-Centred Care

Healthy End of Life Planning Brief Intervention
Snapshot HELP App Data Report
Cumulative Data | DATE




Social Networks providing greater support at end of life



LA TROBE UNIVERSITY HEALTHY END OF LIFE PLANNING LOGO

Checklist HELP App & Brief Intervention



WHAT?
This checklist is for health care and other service providers to confidently **'prescribe' social support** through the HELP App for people with life-limiting illness and their families and friends.

HOW?
We know that people are more likely to ask for and accept support from their family and friends when a trusted professional like **YOU** can:

- 1 Tell patients and carers that social and practical care is as important as medical care.
- 2 Encourage asking for and accepting help, ask them if anyone has said "let me know if I can help?". Ask them who they would help out if needed!
- 3 Tell them about the HELP App, and help them get started if you can,
 - download the HELP App
 - sign up
 - add tasks
 - invite people
- 4 Give patients, clients and carers these resources:
The HELP App User Guide, QR code Conversation Starter and Research Information sheet.

- ✓ Videos
- ✓ Free webinars
- ✓ Training
- ✓ Print resources
- ✓ Checklist
- ✓ Data (for partners)



Data to demonstrate community impact and inform service delivery

- ✓ Postcode, municipality, region, catchment area, state and Australia wide
- ✓ Geo-spatial mapping of networks
- ✓ Demographic data (age, gender, postcode)
- ✓ Relationship to person needing help (self, parent, sibling)
- ✓ Life-limiting illness (dementia, end of life carer, cancer etc)
- ✓ Surveys, research studies
- ✓ Network data
 - Number of tasks
 - Type of help
 - Number or people in the network
 - Chats topics
 - Appointments



HELP App Network Data

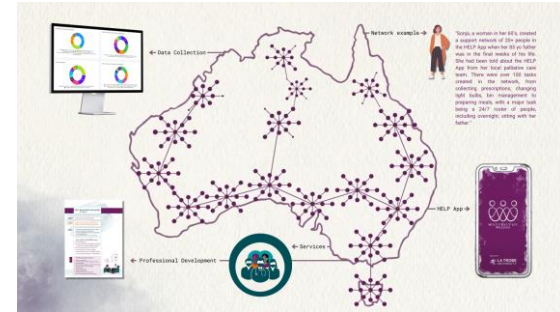
In 2024 (May) **133** networks across Australia, with over **300** network participants

- Most frequently referred from palliative care (n30)

Most people are setting up networks for parent, followed by self, friend, partner, other family member, sibling, then child.

Most networks identify 'Family and Friendships' as a priority (with 'social' being the highest category n583 tasks), followed by food and home, EOL planning and wishes, health and personal care, grief and funeral support, then pets

- **3125** messages have been exchanged between network participants
- **182** documents have been uploaded and shared with networks
- **63** appointments and key dates (birthdays, anniversaries, and social occasions) have been created to inform network activities



HELP Website and Support

HELP Website

<https://healthyendoflifeprogram.org/>

Facebook

[Facebook.com/healthyendoflifeprogram](https://www.facebook.com/healthyendoflifeprogram)

LinkedIn

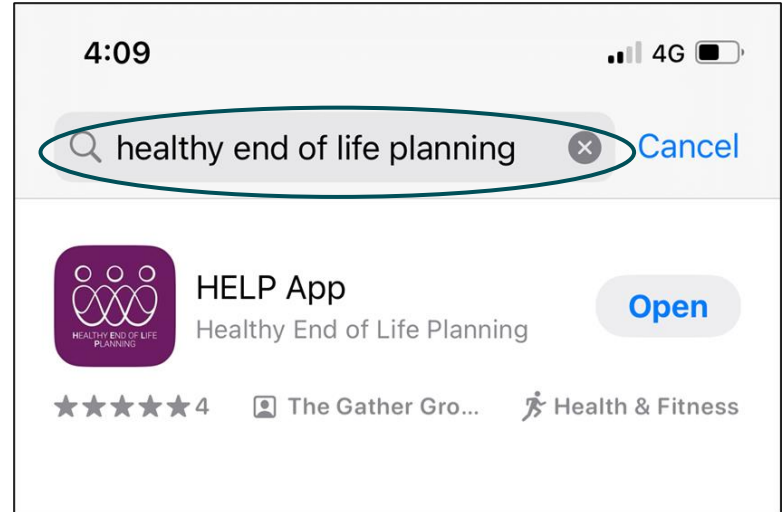
[Healthy End of Life Program | HELP App](#)

YouTube

[@healthyendoflifeprogram](#)

Download the HELP App

[Google Play](#) | [App Store](#) | [HELP Website](#)



Ongoing support

Monthly Webinars

1-hour sessions:

- The Brief Intervention
- Community of Practice

Email us directly for any questions and clarifications:

- sal.brown@latrobe.edu.au
- Tamlyn.Carr@latrobe.edu.au

Call Us

Sal Brown: Mob 0422 500 669

Tam Carr: Mob 0408 055 877





info@healthyendoflifeprogram.org.au
www.healthyendoflifeprogram.org