

Title	Liaison Nurse - a new role achieving sustainable outcomes for community-based palliative care
Number	1
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Abstract	<p>Community palliative care needs negotiation and advocacy between people and services required to support a person at home. It is essential but time-consuming, and much can be achieved by phone. In 2014 Melbourne City Mission introduced a liaison nurse to expedite phone-facilitated work. As an expert clinical resource, the role aims to assist clinical staff with tasks of follow-up, review and coordination, particularly those working alone in clients' homes. The role also supports the client and carers with crisis management, education in managing symptoms, listening to and alleviating concerns, and scheduling visits. The role requires a senior specialist palliative care nurse, expert at using an holistic and anticipatory approach to assessment and review. This nurse needs to be comfortable and confident working over the phone with a gentle, questioning communication style to elicit maximum information. The nurse may be involved in conversations about end-of-life care, the site of care, or complaints about aspects of care. Callers may be agitated, angry or distressed. The liaison nurse works in tandem with an administrative assistant, who performs tasks like ordering equipment, making referrals to inpatient units and communicating with general practitioners. This role is a creative example of responding to the needs of increasing client numbers. With its administrative partner, it relieves clinicians of phone activities and has been instrumental in maximising the effectiveness of clinicians in the home.</p>