

Guidelines for Medical Equipment Loan Program



WEST MORETON REGION

CARE AT THE END OF LIFE

COLLABORATIVE

www.westmoretoncareconnect.com.au

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The Palliative Care Medical Equipment Loan Program is a project of the West Moreton Care at the End of Life Collaborative which is funded by the Darling Downs & West Moreton Primary Health Network and administered by Ipswich Hospice Care Ltd.

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1. Introduction

The West Moreton Care at the End of Life Collaborative identified the need for a pool of medical equipment that would assist individuals living in the West Moreton Region to have access to equipment required to maintain quality of life during their end of life care. Existing services were frequently called upon to loan equipment including syringe drivers. The Primary Health Network (PHN) is dedicated to funding models of care that support the provision of healthcare in the community setting and promote appropriate and effective use of hospital services. This medical equipment loan program is funded by the Darling Downs and West Moreton PHN.

This program provides syringe drivers, oxygen concentrators and nebulisers on a loan basis. It is available to anyone living / residing in the West Moreton Hospital and Health Service (HHS) geographical region (see Appendix 1) with a serious or life limiting condition and is approaching their end stage of life.

1.1 Primary Aim and Objectives

The Medical Equipment Loan Program aims to support the provision of palliative care services within the home, Residential Aged Care Facility, Hospital or other settings in order to improve access to healthcare and reduce the overall demand on existing services by:

- Assisting to alleviate the financial and logistical challenges experienced when choosing to remain at home for end of life.
- Providing timely access to a range of equipment to support end of life care
- Providing a coordinated and centralised store with a single point of contact
- Providing effective, efficient and equitable delivery of services including our rural areas

The purpose of the program is to support persons at their end stages of life regardless of location by:

- Providing access to syringe drivers, oxygen concentrators and nebulisers to help maintain quality of life in the individuals place of choice
- Reducing the need for existing services to loan equipment to other organisations

1.2 Scope of Services

The purpose of the Medical Equipment Loan Program is to provide access to equipment to support individuals approaching end of life.

The program will provide on a temporary loan the following equipment:

- T34 Niki Syringe Drivers
- Portable Oxygen Concentrators
- Nebulisers

1.3 Equipment Location & Contact List

The Medical Equipment Loan Program will be administered and coordinated by the Ipswich Hospice Care Ltd. Access to equipment will be seven days per week 0800 – 1630 and after hours in emergent situations. Completion of an application and a loan agreement is required

General Enquiries - Ipswich Hospice Care (07) 3812 0063

2. Eligibility Criteria

2.1 Organisation Eligibility Criteria

Access to the Medical Equipment Loan Program is through any organisation in the West Moreton Region providing end of life care for an individual (applicant) with a life limiting illness. Individual patients are unable to access this service directly. It is assumed that appropriate clinical governance is in place within the Requesting Organisation. The Medical Equipment Loan Program does not provide clinical advice.

2.2 Clinical Eligibility Criteria

Eligibility is determined by the following clinical criteria. The individual must:

- Reside in the West Moreton HHS region
- Continue to reside in the West Moreton HHS region throughout the period of the loan
- Have a life limiting condition

2.3 Category Specific – Clinical Eligibility Criteria

2.3.1 Oxygen Clinical Eligibility

Oxygen concentrator loan is on a short-term basis only – maximum two months. Eligibility is determined by the following criteria:

- Applicant is a non-smoker
- Applicant is in the last stages of life and required oxygen for symptom management where quick access to a concentrator will facilitate sooner discharge to preferred place of care.
- Applicant requires oxygen to avoid hospitalisation whilst applications are being made through Medical Aids Subsidy Scheme Palliative Care Equipment Program.
- If the applicant is not currently awaiting approval through the Medical Aids Subsidy Scheme, approval must be made by the applicant's medical practitioner.

2.3.2 Syringe Driver Clinical Eligibility

Eligibility is determined by the following criteria

- Applicant must have a life limiting illness
- Must be under the care of a medical officer that provides medical governance for the individual using the syringe driver

2.3.3 Nebuliser Clinical Eligibility

Eligibility is determined by the following criteria:

- Applicant must have a life limiting illness

- Must be under the care of a medical officer that provides medical governance for the individual using the nebuliser

2.4 Individuals not eligible for Medical Equipment Loan Program

Individuals not eligible for assistance:

- Those who live outside the West Moreton HHS region
- Individuals who smoke are not eligible to loan an Oxygen Concentrator
- Individuals who are not receiving care from a healthcare organisation

3. Cost of Program

In order to maintain the quality and condition of the loan equipment a once off per loan payment is required to cover repair and maintenance of the equipment. The cost per term of the loan for each item is listed as below. An invoice to the Requesting Organisation will be generated when equipment is collected from Ipswich Hospice Care with payment required within 7 days. It is at the discretion of the Requesting Organisation if this cost is passed on to the applicant.

Item	Cost
Syringe Driver	\$50 per loan
Oxygen Concentrator	\$50 per loan
Nebuliser	\$15 per loan

4. Requesting Organisation

The Medical Equipment Loan Program is accessed by the organisation involved in the care of the individual with a life limiting illness.

4.1 Requesting Organisation Responsibilities

The following outlines the roles and responsibilities of the requesting organisation:

- Responsible for the safe and appropriate use of the medical device
- Must ensure that current organisational work instructions/procedures relating to the use of the equipment being requested are in place.
- Practice within scope of practice, ensuring appropriate clinical knowledge, skill and competency to assess the patient, clinical situation and environment when using the equipment.
- Understand the guidelines, responsibilities and functions of the loan agreement

- Ensure the individual using the equipment is aware of the loan program and their responsibility in the care and management of the equipment.
- Ensure that the loan equipment is returned promptly if it requires repair or is no longer required
- Responsible to ensure that equipment is able to be accommodated in the home or facility and is suitable for the applicant's needs and family/carers are competent and safe in its use.
- Ensure the applicant and carers are suitably trained on how to use the equipment provided through the Medical Equipment Loan Program.
- Notify the Medical Equipment Loan Program if the applicant moves from the care of the requesting organisation to another organisation within the West Moreton HHS region or arrange for alternative supply if the applicant is moving out of the region.
- Responsible for the payment of invoice for the administration of the loan
- The replacement cost of any equipment lost or not returned by the agreed time will be the responsibility of the requesting organisation.

5. Program Administration

The administrating organisation (Ipswich Hospice Care Ltd.) are the funding recipients and administrators of the program.

5.1 Ipswich Hospice Care Ltd. Responsibilities

The following outlines the roles and responsibilities of Ipswich Hospice Care as the Program Administrators:

- Responsible for the purchase and maintenance of the loan equipment
- Responsible for the maintenance of the equipment register
- Responsible for the administration of Equipment Loan Agreement and Application
- Responsible for accurate record keeping
- Equitable access to loan equipment
- Generation of the invoice for equipment loan
- Responsible for all reporting to the funding body

6. Equipment Application Process

Activity	Required Task Summary
Assessment and Application	<p>Requesting Organisation completes:</p> <ul style="list-style-type: none"> • Assessment to determine equipment need • Home assessment for suitability • Check patient's smoking status • Due to the high risk of oxygen, the applicant must acknowledge if they are a smoker, or if others will be smoking near this equipment • Oxygen concentrators will not be loaned to current smokers • Completes Application/Loan agreement form
Review Eligibility Criteria and contact Ipswich Hospice Care to check availability of equipment	<p>Requesting organisation:</p> <ul style="list-style-type: none"> • Determines if the applicant meets the administrative and clinical criteria for equipment loan • Contact Ipswich Hospice Care Ltd. to ensure availability of equipment required.
Discuss with Applicant/family (For applicants in the home setting)	<p>Requesting organisation:</p> <ul style="list-style-type: none"> • Discuss Medical Equipment Loan Program • Provide applicant/carer with written information where required • Clearly explain the loan is time limited and that the equipment is not to be donated or disposed of • Clearly explain that the applicant must notify the requesting organisation if they move from the West Moreton HHS region
Complete and Submit Application/Loan Form	<p>Complete the Application/Loan form</p> <ul style="list-style-type: none"> • Ensure applicant (patient) and requesting organisation details are complete • Submit Application/Loan form at time of equipment collection from Ipswich Hospice Care Ltd. <p>Ipswich Hospice Care</p> <ul style="list-style-type: none"> • Assess the application • Provide equipment and supporting documentation • Provide a copy of the Application/Loan agreement to the requesting organisation

Activity	Required Task Summary
	<ul style="list-style-type: none"> • Generate invoice and send to requesting organisation
Facilitate Handover/Training for equipment use	<p>Requesting Organisation:</p> <ul style="list-style-type: none"> • Follow up is completed to check the suitability of the equipment loaned to the patient and contact Ipswich Hospice Care Ltd. if any issues • Ensure that the users of the equipment have the knowledge and competency to use the equipment • Ensure that the patient and carers in the community setting are aware of the safety issues relating to oxygen use
Repairs/Returns	<p>Requesting Organisation:</p> <ul style="list-style-type: none"> • Return equipment to Ipswich Hospice Care Ltd. at end of term of loan. • Ensure equipment is clean and in working order • Notify Ipswich Hospice Care Ltd of any faulty or damaged equipment as soon as possible and return for repair.

6.1 Patient Education – Oxygen Concentrator

The Requesting Organisation must advise the applicant/carer as follows:

- To follow the prescription (flow rate and duration of use).
- To observe safety precautions when using oxygen and equipment, including the tubing and nasal cannula, not to smoke or allow others to smoke near the oxygen equipment.
- Not to be used within 10 meters of any heat source or flames (eg matches, open fires, gas stoves, vacuum cleaners).
- Not to use oil or grease on or near the oxygen equipment
- Not to attempt to repair or modify or use any sealants on the oxygen equipment.
- To promptly report any problems with the oxygen equipment to Ipswich Hospice Care Ltd.
- Ensure the oxygen concentrator is used only in the applicant's home / primary residence (it must not be transported by the applicant or family)
- To develop emergency plans for use in the event of an electricity power failure

A 'Handbook for Home Oxygen Therapy' is supplied to the applicant and their carer.

7. Prescriber Handover

If the requesting organisation ceases to provide care for the applicant (eg the patient moves from community care to hospital care) the requesting organisation must ensure they have clearly communicated to the team providing ongoing care the equipment loan arrangement. The requesting organisation must notify the Medical Equipment Loan Program that the patient is no longer in their care. Non-notification of change of requesting organisation and subsequent loss of equipment will remain the responsibility of the requesting organisation. Hand over should include:

- Contact information for the Medical Equipment Loan Program
- List of equipment provided, the date of provision, and how to return equipment

8. Repairs and Maintenance

Repairs and maintenance arising from reasonable 'wear and tear' is included within the scope of the Medical Equipment Loan Program and is covered by the administration fee charged to requesting organisations.

Any equipment requiring repair or maintenance is to be returned to Ipswich Hospice Care Ltd. A replacement loan item will be arranged where possible.

9. Equipment Return

Loan equipment is to be returned to Ipswich Hospice Care Ltd. by the requesting organisation Ipswich Hospice Care will finalise the loan agreement. Equipment must be cleaned thoroughly prior to its return.

10. Feedback and Complaints

Consumer feedback both positive and negative is essential in order to provide a quality service that meets the needs of our consumers. Compliments and complaints can be made both verbally and in writing and can be forwarded to Ipswich Hospice Care Ltd. Requesting organisations and applicants and their advocates are encouraged to provide feedback regarding the service they have received.

All complainants will be treated with respect, sensitivity and remain confidential. Complainants will not be subjected to any prejudicial treatment as a result of making a complaint about the standards of service received.

The consumer's privacy is protected in accordance with the Information Privacy Act 2009.

The Medical Equipment Loan Program will endeavour to provide feedback to the complainant on the progress of their complaint at regular intervals throughout the complaint management process.

The monitoring of incidents plays an important role in ensuring that the Medical Equipment Loan Program improves service delivery to its consumers by minimising potential risks. An accident and incident monitoring process supports a preventative approach by monitoring events that have, or may lead to, unintended harm, complaint, loss or damage.

Appendix 1 – West Moreton HHS Geographical Region



West Moreton Health covers all of Ipswich City Council area and parts of the Scenic Rim, Lockyer Valley and Somerset local council areas. The region covers an area of 9,521 square kilometres from Esk in the north, Gatton in the west, Ipswich in the east and Boonah