

Model of Care

Information for
Patients and Families

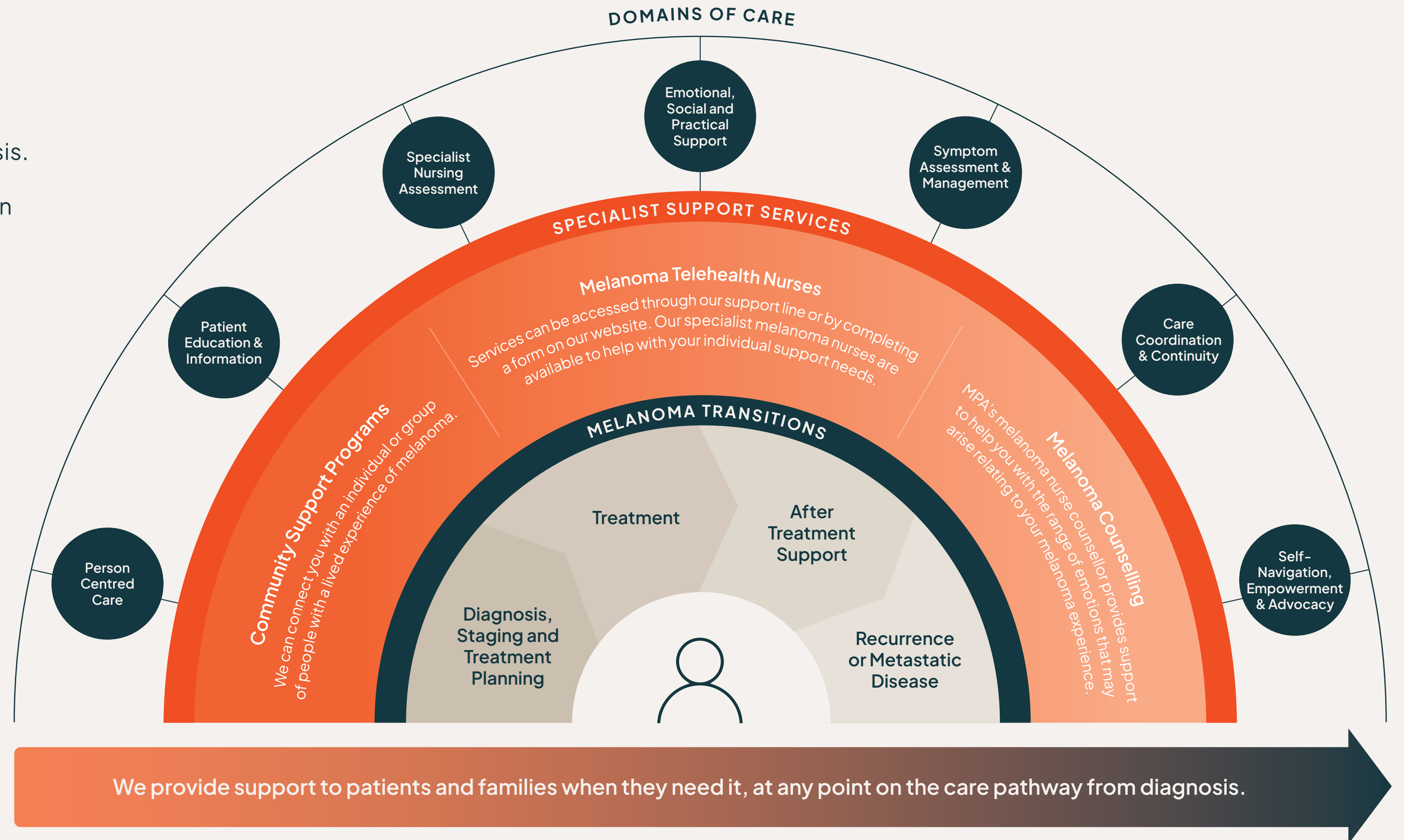
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Melanoma Patients Australia's model of care and service structure

This diagram represents the Model of Care. From the bottom, it shows the following:

- The arrow at the bottom shows that melanoma support is provided to patients and families at any point on the melanoma care pathway from diagnosis.
- Moving up, the central image represents the person needing support. This illustrates that support is patient centred and focused around the persons individual needs.
- Moving from left to right, the melanoma transitions highlight some of the key milestones patients encounter when support needs may increase
- The orange section shows the three primary specialist support services and programs provided by Melanoma Patients Australia.
- The circles around the edge are MPA's Domains of Care which describe the different kinds of support patients and families may receive from MPA's specialist support services and programs.



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Explaining Melanoma Patients Australia's Model of Care – the way we deliver care

The MPA model of care is a framework that helps us plan and deliver optimal support to people affected by melanoma.

It defines and describes the building blocks, services and the key areas of support we provide. Our model of care is designed to ensure we consistently provide high-quality, accessible and equitable support to people affected by melanoma, including patients and their families.

At its heart, our model of care is person-centred. We listen carefully to your concerns and work with you to focus on what matters most in your situation. The way we deliver care acknowledges that everyone has a different experience, we work to understand your situation and provide individualised support based on your uniquely personal needs.

We understand that living with melanoma involves more than medical treatment and that the experience involves many moving parts and adaptations over a prolonged period. Having melanoma can cause many changes; physical, emotional and practical and often involves seeing a range of professionals across different organisations. We focus on supporting you through these transitions, providing you with the support service that best meets your preferences and needs and helping you feel informed and supported.

A key part of the support we provide, and the care offered is the relationship we build with you. Our nurses and support team take the time to understand your needs, provide guidance, and if needed, be a consistent point of contact throughout your journey.

Supportive Care

Supportive care is a term used often in cancer care. Supportive care refers to the broad aspects of care (physical, emotional, practical and spiritual) that are provided alongside the medical treatment to help manage the broad changes that arise from a melanoma diagnosis and treatment. Supportive care is our core business, we are not a provider of medical care but we understand about melanoma, it's treatments and how it impacts individuals and families. We are experts in providing support to people affected by melanoma and are known as Australia's primary Melanoma Specialist Support Service.

Many people involved in the care of people with melanoma provide supportive care, such as nurses, psychologists and social workers. At Melanoma Patients Australia we provide specialist support primarily through our Melanoma Telehealth Nursing Service and also through our other Specialist Support Services and Programs.

Why do we need a model of care?

- To help patients and health professionals understand what we do
- To clearly explain the types of support we provide, and how we can help
- To make it easier for people to know when our service is the right fit for their needs
- To guide health professionals on how and when to refer to us
- To outline what we can and can't provide, so expectations are clear
- To ensure our support is consistent, high-quality and accessible for everyone
- To help people navigate their melanoma experience with the right support at the right time
- To work collaboratively alongside other services involved in a person's care
- To make it easier to connect patients and families with the support they need
- To shape, organise and evaluate our programs so they are effective, relevant and respond to what people need most

A Model of Care is a framework that helps a service describe, plan and deliver the support it provides.



Melanoma Telehealth Nurses

Our team of nurses at Melanoma Patients Australia have a broad range of skills and experience to ensure you get the support and information you need. Our model of care provides a framework that guides our nurses to meet your needs throughout a melanoma diagnosis and beyond. MPA's model of care helps us to ensure we place you at the centre of what we do, and provide you the right support at the right time.

All patients and carers referred to MPA will be connected with our melanoma nurse navigator who will listen to your concerns and briefly assess your needs. Based on your needs and circumstances, they may respond to your immediate needs, link you with one of our specialist melanoma nurses for more comprehensive support, or connect you with an external service that is best placed to meet your individual needs.

Melanoma Support and Information (our domains of care)



When you contact us for support, we will always start by asking what matters most to you. We work with you to address your immediate concerns and priorities.

Our nursing team will take the time to understand your broader needs. This may include having a detailed conversation with you to help us assess your support and information needs and identify how we can best support you through your experience with melanoma.

To ensure we consistently provide high-quality supportive care, our programs take account of key support needs relevant to melanoma, within the model of care we call these the domains of care. These are the building blocks that guide the conversations we have with you and help us ensure we consider and respond to your broad support needs.

Domains of Care

- ✔ **Patient-centred care:** we listen to what's important to you, focus on your main concerns and help you find a way forward
- ✔ **Education and Information:** we provide you with information and education, including resources, to help you to understand what's happening
- ✔ **Care coordination and continuity:** we find out who else is supporting you and provide support that complements care provided elsewhere. With your consent, we may collaborate with your hospital-based nurse or coordinator to improve your care experience
- ✔ **Psychological support:** we support you through the emotional impact of melanoma
- ✔ **Symptom management:** we will provide support and information relating to symptoms, we will guide you to your medical team when clinical support is needed
- ✔ **Patient empowerment:** we will aim to help you feel more informed and confident about your melanoma and managing the transitions and experiences you may encounter
- ✔ **Self-navigation and advocacy:** we will offer information, education and support to help you manage your melanoma related needs
- ✔ **Specialist melanoma nursing:** our specialist melanoma nurses can help you understand your melanoma and melanoma treatment and what to expect

Complementing your health care team

Our model of care is designed to complement the care and support provided by your health care team. We are a separate support service to the support provided by your hospital team or GP, we aim to complement their care and support, not replace or duplicate it. We can be a valuable support option at any time, here are some common times when we can provide an extra layer of support:

- When you have been diagnosed with melanoma, but are waiting to see the specialist and need support and information
- When there is limited support available in your local area, or it is hard to access a specialist melanoma nurse
- When you need support but are unsure which service can help your situation
- When you have questions about melanoma and need support and information
- When you have finished treatment and need additional support and information
- When you have emotional distress related to your melanoma





For more information or for self-referral contact:

Melanoma Support Line:

1300 844 450

support@melanomapatients.org.au



melanomapatients.org.au



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