

Model of Care

Information for
Health Professionals

melanoma.
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Introducing Melanoma Patients Australia Model of Care

MPA's model of care provides an evidence-informed framework for delivering high-quality, patient-centred, specialist melanoma telehealth nursing and community support programs.

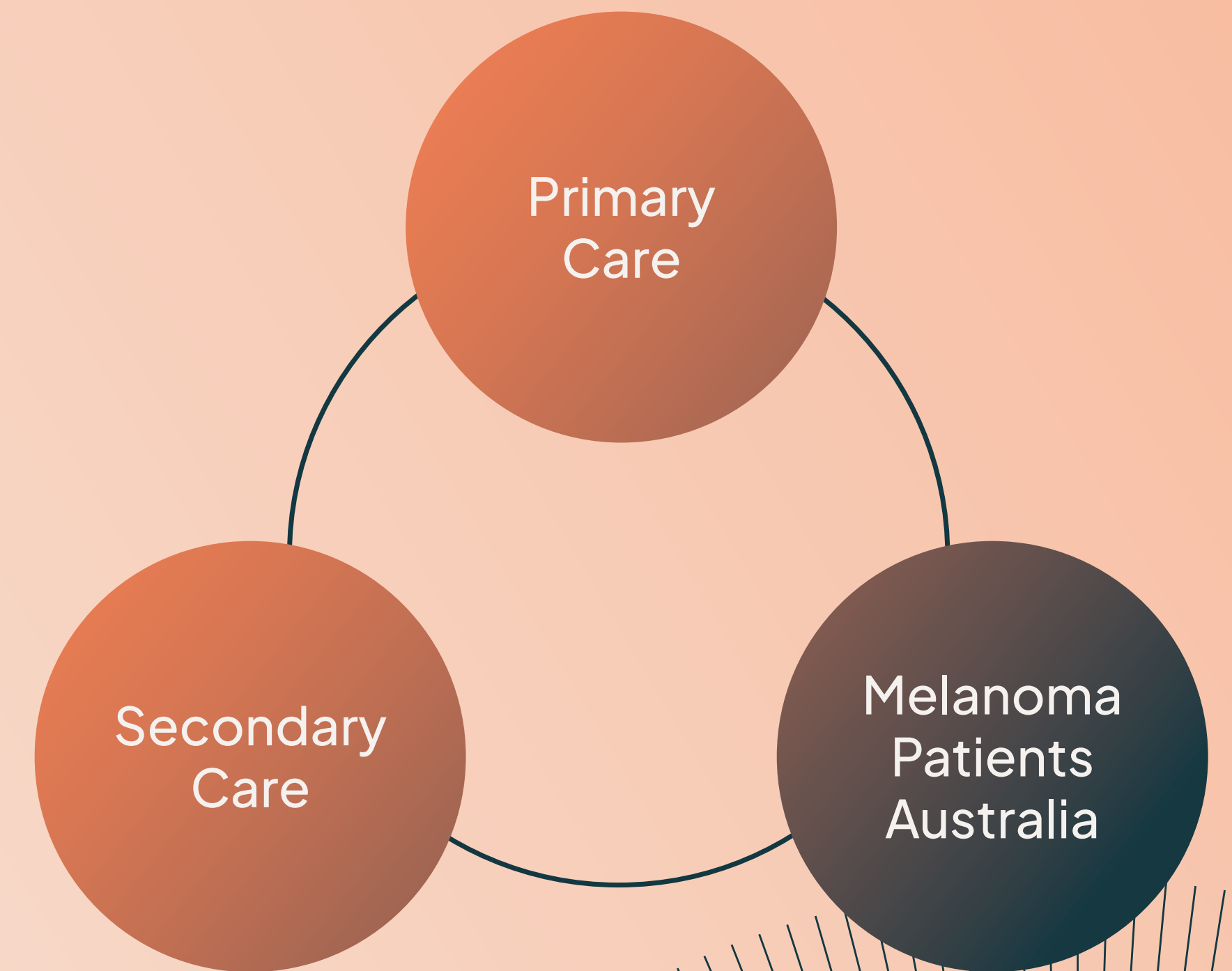
Grounded in theory, informed by evidence and centred on the needs of people affected by melanoma, MPA's model of care provides a clear, evidence-informed framework for delivering high-quality, person-centred support. It defines the scope and contribution of MPA's services, ensuring care is consistent, coordinated and connected with other parts of the health system.

The model is designed to complement care provided in hospital and health care services and strengthen referral pathways between MPA and our partners in primary and secondary care. It aligns with the Australian Cancer Plan* and national health service priorities, supporting collaboration across the health care system,

promoting equitable access to specialist support and building capacity to respond to the evolving needs of people affected by melanoma, across the care pathway.

Internally, the model of care provides a structured approach to consistent, high quality service delivery, innovation and evaluation, ensuring MPA can continue to deliver accessible, equitable and sustainable support to all Australians.

Overall the model positions MPA as a key provider of integrated, melanoma specialist support across the patient pathway, ensuring people affected by melanoma can connect to the support they need, when they need it.



Melanoma Patients Australia's role in supporting your patients



MPA is a provider of melanoma specialist support services, a partner organisation of the Australian Cancer Nursing Navigation Program and an Implementation Partner of the Australian Cancer Plan*, with Cancer Australia.

MPA complements direct clinical care delivered by health professional colleagues in primary and secondary care, by providing virtual nurse-led, evidence based specialist support and peer support through community support programs. Our services extend support beyond the clinical environment, improving access, continuity and coordination for patients and families. Navigation support and specialist nursing interventions are delivered nationally via our Support Line and Melanoma Telehealth Nursing Service, and are complemented by peer support volunteers, support groups and community education programs.

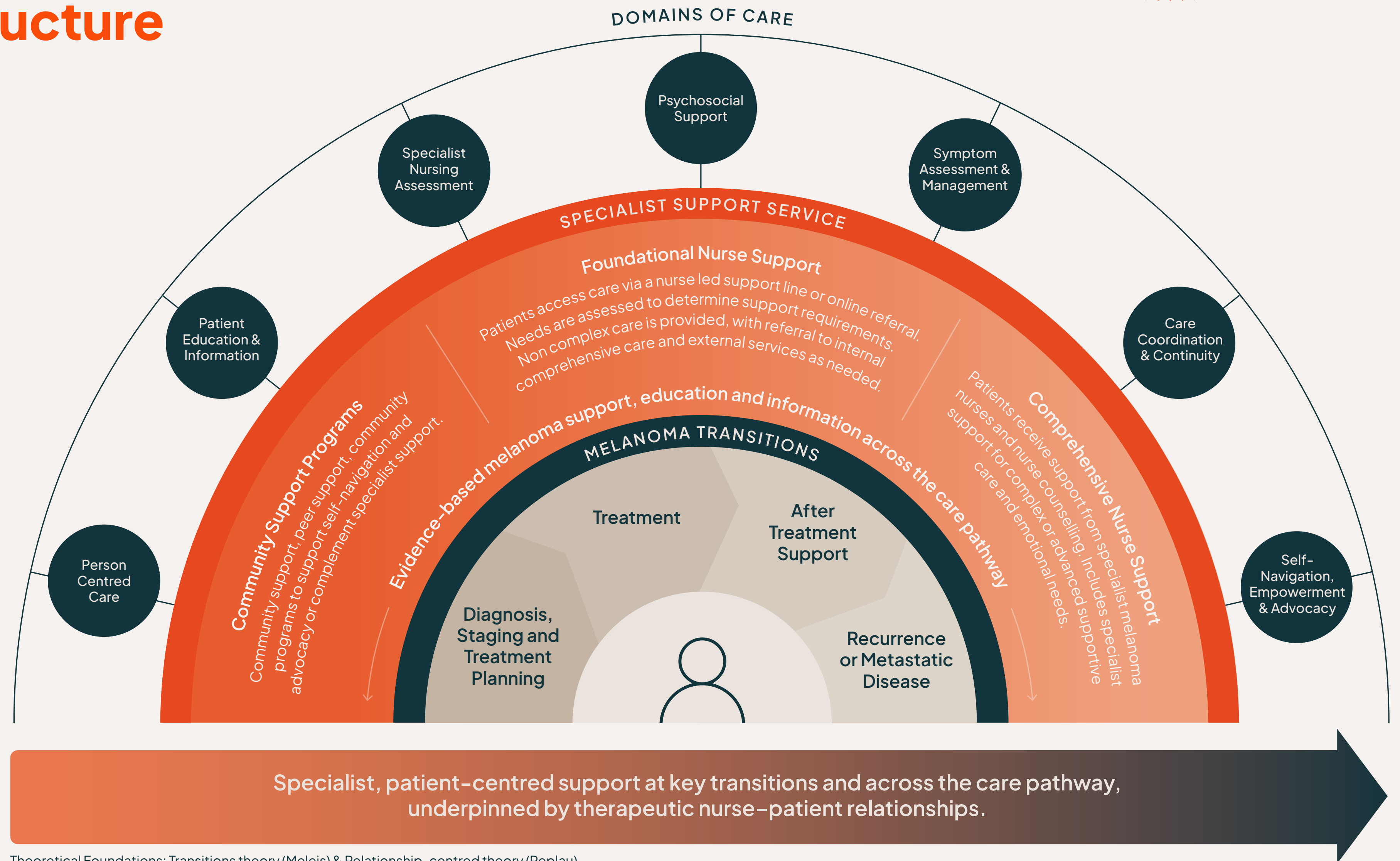
The MPA model of care helps to:

- ✓ Describe and define MPA's core services and scope of specialist support
- ✓ Ensure care is evidence-based and aligned with best practice in supportive care, quality and safety and cancer nursing practice
- ✓ Support a consistent, high-quality approach to service delivery
- ✓ Promote access to support at any point across the melanoma patient pathway
- ✓ Clarify referrals pathways and timely access to specialist melanoma support
- ✓ Articulate MPA's role in complementing care provided in primary and secondary care settings.
- ✓ Strengthen collaboration and continuity between patients, referrers and care teams
- ✓ Provide a structured foundation for service delivery, evaluation and ongoing development

* Australian Cancer Nursing and Navigation Program | Australian Government Department of Health, Disability and Ageing

Melanoma Patients Australia's model of care and service structure

The illustration on the right represents MPA's integrated model and service framework. It depicts the melanoma pathway from the point of diagnosis and highlights key transitions when support needs may increase. It briefly outlines MPA's Melanoma Specialist Support Services and the domains of care describe the types of supportive care provided by MPA to Australians affected by melanoma.



Theoretical Foundations: Transitions theory (Meleis) & Relationship-centred theory (Peplau)
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Melanoma Patients Australia's model of care and service structure

The model of care is underpinned by established theoretical concepts, drawing on Meleis's Transitions Theory¹ and Peplau's Interpersonal Relations Theory².

The theoretical foundations

- acknowledge the significant health and organisational transitions patients may encounter across the care pathway
- support a consistent approach to the assessment, planning, implementation and evaluation of holistic, person-centred supportive care
- acknowledge and reinforce the role of the nurse-patient relationship in education, empowerment, advocacy and counselling, building capacity for self-navigation
- acknowledge and value the contribution of peer supporters and people with lived experience in fostering connection, empowerment, hope, self-advocacy and engagement across the care pathway

The model of care service structure above outlines MPA's Melanoma Specialist Support Services at a high level. A core component of MPA's Melanoma Specialist Support Services is the Melanoma Telehealth Nursing Service, this comprehensive service comprises both the Foundational Nursing Support and Comprehensive Nursing Support.

¹ Meleis (2010) Meleis, Afaf I. Transitions theory: Middle range and situation specific theories in nursing research and practice. Springer Publishing Company.

² Peplau (1988) Interpersonal Relations in Nursing. Springer Publishing Company.

Melanoma Telehealth Nursing Service

Supported by and extended through the Australian Cancer Nursing and Navigation Program, MPA's melanoma telehealth nursing service aims to ensure all people with melanoma are able to navigate their care smoothly and have access to high quality specialist nursing support when needed.

- Primary/ Secondary Care
- Melanoma Patients Australia





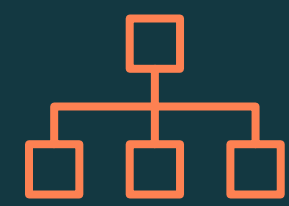
Melanoma Telehealth Nursing Service

MPA's model of care and specifically the melanoma telehealth nursing service maximises the contribution of nurse-led care in reducing gaps in evidence-based support and information and complementing the support provided by other members of the health care team.

Melanoma Patients Australia model of care features a tiered nursing framework, ensuring patients receive the care they need when they need it and can move between services based on their needs at different times.

The Telehealth Nursing Navigation Framework outlines MPA's tiered approach to service delivery, comprising Foundational Nursing Support and Comprehensive Nursing Support. The Comprehensive Nursing Support tier includes our extended specialist nursing programs which offer nurse-led support from highly experienced specialist melanoma nurses and a melanoma nurse counsellor. The navigation framework demonstrates how patients can move between the tiers based on their individual needs, ensuring timely access to appropriate care across the care pathway. Patients may enter the service at any point and transition between foundational support, comprehensive melanoma nursing support, nurse counselling and community-based programs as their needs change and evolve.

The Navigation Framework describes:



The tiered structure of the telehealth nursing service



The interface between MPA's foundational and comprehensive nursing support and community support programs.



Integration of the service in the wider melanoma care system



Referral pathways across primary and secondary care and external cancer support and navigation programs (e.g., Cancer Council)



Key service outputs associated with specialist nursing care (e.g. care plans, discharge summaries)

The tiered navigation framework ensures that patients receive the right level of care at the right time, while maintaining flexibility to adapt as needs change along the melanoma pathway.

When Melanoma Patients Australia can support your patients

MPAs model of care and telehealth nursing navigation framework is designed to provide flexible, nurse-led support across the melanoma pathway, particularly where there are gaps in access, timing or continuity of care. Referral can be made at any time, and may be especially useful in the following situations:

- When a patient has been diagnosed with melanoma and is unduly anxious whilst waiting for a specialist review
- When additional support is needed alongside hospital-based care
- When a patient is struggling to manage the fear of recurrence relating to melanoma
- When a patient has finished treatment and would value ongoing support from a specialist melanoma nurse as they transition into survivorship
- When a patient needs extra support or specialist information but does not have access to a local specialist melanoma nurse
- When there is a need for reinforcement of information about a procedure, further explanation and support relating to treatment
- When a patient requires care coordination and navigation support across a range of services
- When a patient has a less common melanoma subtype (e.g. ocular or mucosal melanoma) and requires specialist nursing support, information and guidance
- When a patient or family member would benefit from connection to peer support or a melanoma support group

MPA can be accessed at any point in the pathway and works to ensure patients or family members are connected to the right support at the right time.



Scope of Service

MPA provides melanoma specialist support services to complement, not duplicate or replace the care of hospital and primary care services. Our services do not deliver clinical care and do not substitute for care provided by treating teams.

MPA focuses on the supportive care needs that sit alongside clinical melanoma treatment, providing timely access to information, support and psychosocial support. Where clinical issues arise, patients are directed back to their treating team or appropriate specialist services through our escalation processes.

Safety and quality

MPA is a health service delivered by registered professionals, including specialist melanoma nurses and a nurse counsellor. Our model of care is underpinned by evidence-based practice, professional standards and a formal safety and quality framework.

We maintain clear clinical governance processes and our services align with the National Safety and Quality Health Service (NSQHS) Standards and relevant professional and regulatory requirements. This approach ensures that care is safe, coordinated and appropriately integrated within the broader health care system.





For more information or to refer your patients contact:

Melanoma Support Line:

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