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Impact of Change Management on Peri-Urban Palliative Care Access

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Abstract

To ensure effective access to community health services, it is crucial to understand the existing challenges faced by those directly involved. The aim was to explore the perspectives and experiences of clinicians, family caregivers, and patients in accessing community palliative care services in peri-urban locations in Australia. Among the 172 survey responses, many expressed dissatisfaction, disappointment, and anger due to inadequate or limited access to required services. Unmet needs were a common theme, especially when access barriers impacted decisions regarding treatment and care locations. The analysis of responses reveals the intricate relationships between peri-urban locations, systemic and organizational policies, procedures, guidelines, funding, leadership, models of care, and cultural factors, alongside community needs and expectations. These insights underscore the necessity for health systems and organizations providing community palliative care to thoroughly understand and address access barriers specific to peri-urban areas, which are experiencing rapid and unanticipated growth that outpaces existing infrastructure. Furthermore, the challenges of effective change management highlight broader systemic issues across all community health services in peri-urban locations.

Keywords: Change Management, Peri-Urban, Client-Centred, Health, Palliative Care