

# HELP App & Brief Intervention Checklist

## WHAT?

This checklist is for health care and other service providers to confidently **'prescribe' social support** through the HELP App for people with life-limiting illness and their families and friends.

## HOW?

We know that people are more likely to ask for and accept support from their family and friends when a trusted professional like *YOU* can:

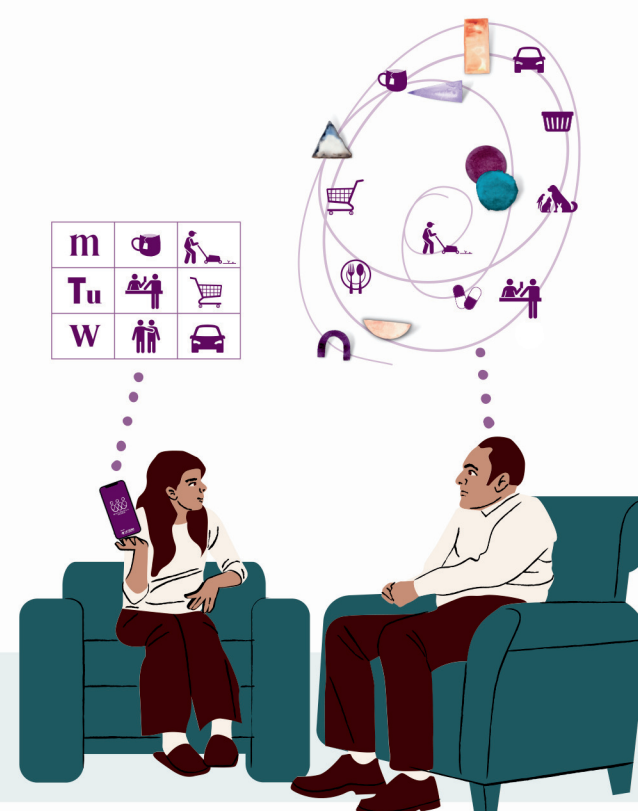
- 1 Tell patients and carers that social and practical care is as important as medical care.
- 2 Encourage asking for and accepting help, ask them if anyone has said *"let me know if I can help?"*. Ask them who they would help out if needed!
- 3 Tell them about the HELP App, and help them get started if you can;
  - download the app
  - sign up
  - add tasks
  - invite people



## The <sup>free</sup>HELP App makes it easier to:

- Ask for and accept help
- Coordinate help (don't get 6 lasagna's at once!)
- Set up support on behalf of someone else
- Provide updates
- See what help is needed and select what you can do
- Have conversations in any language
- Plan activities
- Do end-of-life planning
- Schedule appointments
- Share what you learn with each other
- Learn about end-of-life issues from professional in-app tips

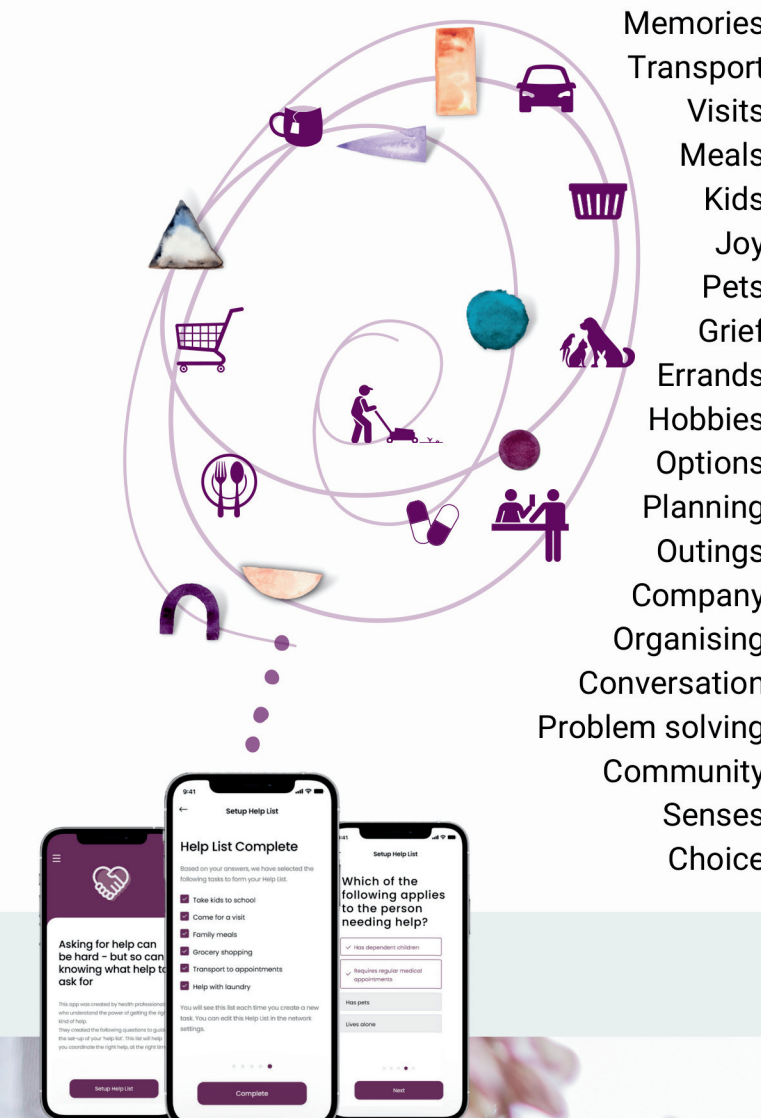
**SAFE | SECURE | TRUSTED Technology**



# Healthy End of Life Planning | HELP App

An evidence-based **brief intervention** to improve (and measure) the social dimensions of end-of-life care.

## An introduction for organisations



Healthy End of Life Planning  
Search:





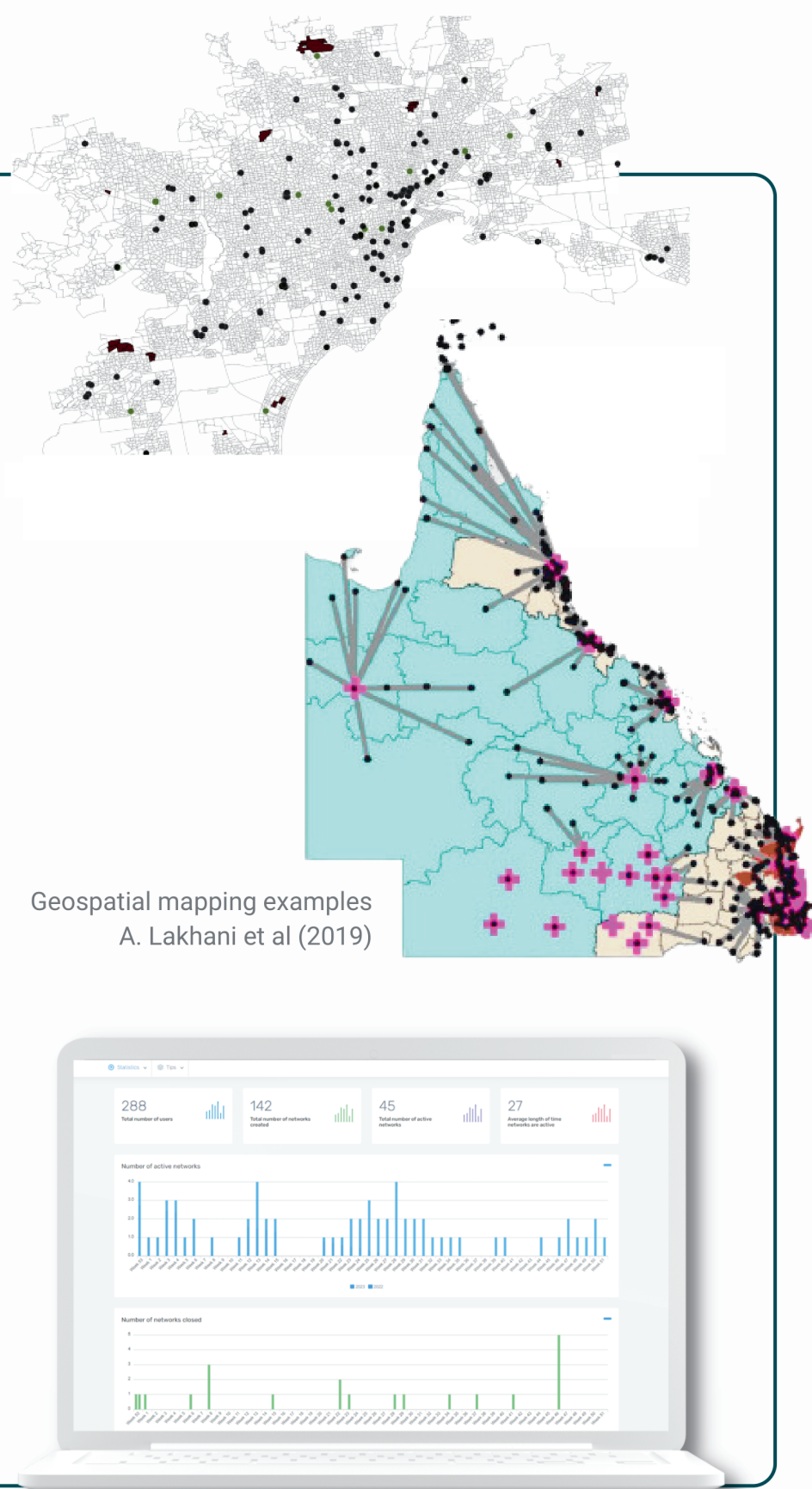
HELP Digital: **Systematic Data Collection and Reporting**

**Data to measure and demonstrate the social dimensions of end-of-life care and the impact of the HELP Brief Intervention**

As a HELP partner, data will be systematically collected on your behalf via the HELP App. La Trobe University has ethics approval (HEC22173) to collect and report on de-identified data from community use of the HELP App. Data can be analysed and reported on at varying levels from snapshot data to more comprehensive reports, depending on partnership arrangements.

**Data reporting can include:**

- Networks by postcode (municipal, region, town, catchment area, state, national)
- Purpose of the network (carer support, dementia, terminal illness, age- or disability-related issues, cancer, chronic illness, grief and bereavement)
- By age, gender, referral source
- Descriptive data of the networks (i.e. number and type of tasks listed/accepted)
- Geospatial analysis and mapping
- Network interaction with in-app education



Evidence-based **Network-Centred Care** provides ongoing social support across multiple settings.

The National **Healthy End of Life Planning Brief Intervention (HELP BI)** improves social and practical outcomes for people at the end of life and their families and carers. Wrapping network-centred care around person- and family-centred approaches, HELP BI systematically integrates expert health care with the informal needs and wishes of patients and carers.

This evidence-based brief intervention, which includes the HELP App for families and HELP Digital Systematic Data Collection for organisations, is a health promotion approach to palliative care built on decades of research and practice at La Trobe University. Research shows there are people in our communities willing to contribute at the end of life; that they are capable and essential, but offering, asking for and accepting help can be challenging.

**The HELP Brief Intervention:**

- is easily delivered within the day-to-day context of service delivery
- requires as little as 5 minutes of thoughtful interaction
- can be delivered within any setting and by all practitioners
- produces sustainable impact within families and communities



By integrating HELP BI as a routine part of service delivery, network-centred care is 'prescribed', or advocated for by trusted professionals providing care for people, giving families the 'permission', or nudge often needed to activate and mobilise their social networks.

Professional development, co-branded resources and implementation support can be provided to organisations that choose to integrate HELP into their programs, along with data that measures and demonstrates the impact of the social intervention.

*"We provide expert health care and essential service delivery, but we cannot, for example, walk the dog, contribute to a meal roster or keep you company at appointments or to watch a movie. We can, however, help you activate this support from your friends and family for these essential needs."*

**Patient and Carer Journey**

