Methods Outcome Mapping is being used as a change management tool and a developmental evaluation methodology to assist Southern Cross Care to successfully implement the Living Well Dying Well project. It ensures a logical, participatory and reflective set of steps so as to address the complexity of the project in the context of RAC.

Results The project is currently in development stage therefore this presentation will focus on the change management process, the ‘End of Life’ model of service delivery that is underpinning the workforce reform and challenges along the way.

Discussion The project is possible due to funding by Health Workforce Australia. It is ensuring positive and open attitudes towards death and dying to enable all residents and their families the choice and dignity that is integral to living well and dying well in RAC.

Conclusion At Southern Cross Care we are thinking more systematically and pragmatically about how our workforce provide advance care planning and end of life care. We are already translating our thinking about how to do it, to bring about the desired outcomes, into action.