

Standard 10

This resource maps CareSearch resources, evidence and knowledge to the National Palliative Care Standards and the NSAP Quality Elements. CareSearch has developed this resource to assist Services to develop their Quality Improvement Action Plan based on their Key Improvement Area priorities identified at the end of their NSAP self assessment snapshot.

When to use this resource:

After you have completed your NSAP self assessment snapshot you will receive your NSAP Self Assessment Interim Report and Results Report. Your next NSAP steps are to create a Quality Improvement Action Plan (QIAP) based on these reports, your strategic plan, latest palliative care evidence and other quality programs you are involved in (eg PCOC). This resource assists your Service to source the latest evidence for the quality improvement initiatives your Service will undertake, the main goal is to prevent Services 'reinventing the wheel'.

How to use this resource:

This resource includes some suggested reading and resources that may assist your Service to develop your Quality Improvement Action Plan. Evidence on relevant Standards is found within the Systematic Review Collection, the PubMed Topic Searches and the Clinical Practice Pages. Always consider the GP hub, Allied Health and Nurses' hub for further relevant or contextual information. Refer patients and families to relevant pages or resources written especially for them.

Instructions for use:

- Electronically go straight to the hyperlinks for the information
- As a hard copy use the words underlined in the search engine in CareSearch

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Standard 10: Access to palliative care is available for all people based on clinical need and is independent of diagnosis, age, cultural background or geography.

National Palliative Care Standard		Relevant Evidence (to read)		
Standard 10		CareSearch Review Collection : eg Referral, Population Issues, Respite, Multicultural, Indigenous Palliative Care PubMed Searches : eg, Indigenous health, Multicultural		
NSAP Quality Element		Location of health professional resources (to read)	Location of consumer resources (to recommend)	Things that you can do
10.1	The service supports and promotes continuity of care across settings and throughout the course of the patient's illness.	GP Hub Home		
10.2	Referral policies are clear, applied consistently and result in non-discriminatory access to Services based on clinical need.		Finding Services	
10.3	Policies for prioritising and responding to referrals in a timely manner are documented.			
10.4	The profile of population accessing the Service is compared with those in the community and inequities of access addressed.	Nurses Hub / Policy, Quality, Standards / Public Health Palliative Care Nurses Hub / Areas of Practice	Patients, Carers and Families / Specific Groups	Refer to the multicultural DVDs.

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NSAP Quality Element		Location of health professional resources (to read)	Location of consumer resources (to recommend)	Things that you can do
10.5	Where demand for palliative care Services exceeds available capacity, there are strategies in place with other organisations to meet consumer needs.	Finding Services		
10.6	The organisation has mechanisms in place to regularly assess unmet need in the community and provide estimates future need.	What is Palliative Care / Supporting Palliative Care in Australia/ Palliative Care needs Assessment Framework		
10.7	Patients and families have access to palliative care expertise and staff 24 hours per day, seven days per week.	Finding Services / Palliative Care Services	For Patients, Carers and Families / About Palliative Care / Referring to Palliative Care	
10.8	Respite care Services are available for the families and caregivers of patients.		For Patients, Carers and Families /How To Care / Looking After Someone / Respite	
10.9	Policies and procedures are in place to ensure respect and responsiveness to community diversity.			
10.10	The Service can accommodate the language, dietary and ritual practices of patients and their families		For Patients, Carers and Families / Specific Groups / Multicultural / Indigenous	
10.11	The team has access to and utilises appropriate interpreter Services as required.			

NSAP would like to acknowledge CareSearch for the work in developing this resource.