

# Standard 11

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 11: The service is committed to **quality improvement and research** in clinical and management practices.

National Palliative Care Standard		Relevant Evidence (to read)	
Standard 11		<a href="#">CareSearch Review Collection</a> : eg Quality Process, Outcome Measures  <a href="#">Palliative Care PubMed Searches</a> : eg, Audit	
NSAP Quality Element	Location of health professional resources (to read)	Location of consumer resources (to recommend)	Things that you can do
<b>11.1</b>	There is regular and systematic measurement, analysis, review, evaluation, goal setting and revision of the processes and outcomes of care provided by the program.	Clinical Evidence / <a href="#">Models of Service Delivery</a>	
<b>11.2</b>	Quality improvement activities are routine, regular, reported and are shown to influence patient and family outcomes.	Nurses hub / <a href="#">Policy, Quality, Standards</a>	You can use the RDMS to undertake audits and surveys
<b>11.3</b>	The clinical practices of the Service reflect the integration and dissemination of research and evidence of quality improvement.	<a href="#">Finding and Using Evidence</a>  <a href="#">Research Resources</a>	

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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
<b>11.4</b>	The views of patients and carers are incorporated into quality improvement activities.		For Patients, Carers and Families / Finding out More / <a href="#">How Research Contributes</a>	
<b>11.5</b>	There is robust and rigorous clinical audit review.	Clinical Evidence /Service Delivery Evidence/ <a href="#">Audit</a>		You can use the Research Data Management System (RDMS) to undertake audits and surveys
<b>11.6</b>	The Service participates in benchmarking processes that support sustainable quality improvement within the organization.	Commonly Sought Information / <a href="#">Involved in Quality Improvement?</a>		
<b>11.7</b>	Supplementary element for <b>Level 2 and 3 Services</b> : The Service participates in external benchmarking processes.			

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