

Standard 12

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

Standard 12

Standard 12: Staff and volunteers are appropriately qualified for the level of service offered and demonstrate ongoing participation in continuing professional development.

National Palliative Care Standard		Relevant Evidence (to read)	
Standard 12		CareSearch Review Collection : eg Education & Training	
NSAP Quality Element	Location of health professional resources (to read)	Location of consumer resources (to recommend)	Things that you can do
12.1	The Service employs health professionals with the appropriate qualifications, credentialing and experience to meet the physical, psychological, social, cultural and spiritual needs of both patients and family.	Clinical Evidence / Service Delivery Evidence / Models of Service Delivery	Patients, Carers and Families / Who Provides Palliative Care
12.2	Staff in clinical leadership and management positions have recognised qualifications and experience in relevant fields.	Education Section	
12.3	Formal training needs assessment is undertaken for all members of the multi-disciplinary team to identify education and training needs.		

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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
12.4	Training and professional development are accessible to staff.	Education Section GP Home / Professional Development Nurses Hub / Education / Professional Development		Staff can complete CareSearch My Learning modules
12.5	Continuing professional education incorporating the national palliative care Standards is regularly provided to staff and participation is recorded.			
12.6	Policies and procedures are in place to guide recruitment, screening, training, work practices, support, supervision and performance evaluation of volunteers if they participate in the Service.	There is a section on Volunteers		
12.7	Volunteer services are co-ordinated and supervised by an appropriately educated and experienced professional team member.	There is a section on Volunteers		

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