

Standard 13

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 13: Staff and volunteers reflect on practice and initiate and maintain effective **self care** strategies.

National Palliative Care Standard		Relevant Evidence (to read)	
Standard 13		CareSearch Review Collection : eg Professional & Service Issues Palliative Care PubMed Searches : eg, Professional Burnout	
NSAP Quality Element	Location of health professional resources (to read)	Location of consumer resources (to recommend)	Things that you can do
13.1	There are procedures in place to identify and respond to critical incidents. Critical incident procedures focus on system enhancements, not on blame for individuals.		
13.2	Employee assistance programs and/or counselling services are available to staff and volunteers to meet their identified needs.		
13.3	There are education programs in place to enable staff and volunteers to develop effective coping strategies.	Clinical Evidence / Service Delivery Evidence / Self Care GP Home/ Professional Development / Self Care Nurses Hub/ Clinical / Self Care section	
13.4	The service encourages staff and volunteers to make use of available supports, whether formal or informal.		

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