

Standard 4

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 4: Care is coordinated to minimise the burden on patient, their caregiver/s and family.

National Palliative Care Standard		Relevant Evidence (to read)	
Standard 4		<p>CareSearch Review Collection: eg Care pathways, Communication, Policy, Referral, Teams</p> <p>Palliative Care PubMed Searches: eg, Multidisciplinary Teams, care pathways, models of service delivery, respite</p>	
NSAP Quality Element	Location of health professional resources (to read)	Location of consumer resources (to recommend)	Things that you can do
4.1	The assessment process and care plan reflect a coordinated approach to care delivery that will ensure continuity of care across all required care settings.	For Patients, Carers and Families / About Palliative Care / Who Provides Palliative Care / Coordinating Palliative Care	Look up information on case conferences or family conferences (in the working with families pages in the nurses hub)
4.2	There are formal agreements in place with other Service providers which clearly set out the protocols, policies, procedures and guidelines that will support quality care at the end of life.	Finding Services / State Resources (for each State and Territory)	

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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
4.3	Referrals are made to appropriate services to meet the identified social needs of the patient and family. These may include access to Services that provide for example: <ul style="list-style-type: none"> • help in the home, • help at school or work • assistance with transportation • rehabilitation, • counselling, and/or • equipment 	Finding Services / State Resources (for each State and Territory)	For Patients, Carers and Families / How to Care / Getting Practical Help	Recommend Finding Services webpages to families for possible future needs
4.4	There is an identified care coordinator (e.g. lead agency or clinician) who takes responsibility for the overall plan of care.			
4.5	Discharge plans and/or plans for referral to another organisation are discussed with the patient and family to ensure they accommodate their needs and wishes.		For Patients, Carers and Families / Living With Illness/ Why is Communication Important/ Communicating with Health Professionals	

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