

Standard 8

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 8: Formal mechanisms are in place to ensure that the patient, their caregiver/s and family have access to **bereavement care**, information and support services.

National Palliative Care Standard		Relevant Evidence (to read)		
Standard 8		CareSearch Review Collection : eg Bereavement, Grief & Loss Bereavement PubMed Searches		
NSAP Quality Element	Location of health professional resources (to read)	Location of consumer resources (to recommend)	Things that you can do	
8.1	The organisation has policies and procedures that guide its bereavement support program.			
8.2	The interdisciplinary team includes professionals with culturally appropriate education and skills to meet the needs of the Service's patients and their families when they experience loss, grief and bereavement.	A page on Bereavement Counsellors is available		Bereavement Grief and Loss DVD is available in Greek, Italian and Cantonese.
8.3	Families are clinically assessed to identify those at risk of complicated grief and bereavement.	Clinical Evidence / Bereavement and Grief / Complicated Grief		

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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
8.4	Clinical assessment is undertaken to identify those family members suffering depression, anxiety and sadness associated with loss, grief or bereavement.	Clinical Evidence/ Patient Management includes psychological symptoms		
8.5	The family's need for support is reassessed on an ongoing basis, including after the death of the patient.			
8.6	Culturally appropriate information and resources about loss, grief and the availability of bereavement support services is routinely available to families before and after the death of the patient.		For Patients, Carers and Families / Bereavement, Grief and Loss section	Provide families with the CareSearch leaflets on bereavement. Recommend the web pages to the family
8.7	The staff and volunteers involved in bereavement support undergo a formal education program and are provided with support in their role.			There are online forums (communities of practice) on CareSearch. Does your Social Worker belong to one?
8.8	Referrals to specialist mental health and counselling professionals are made when clinically indicated.			

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NSAP Quality Element		Location of health professional resources <i>(to read)</i>	Location of consumer resources <i>(to recommend)</i>	Things that you can do
8.9	Supplementary element for Level 2 Services: The service provides education to primary care and Level 1 specialist palliative care Services and the community about loss, grief and bereavement.			
8.10	Supplementary element for Level 3 Services: The Service provides support to primary care, Level 1 and 2 specialist palliative care Services and their patients who are at risk of complicated bereavement.			

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