

## Standard 9

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 9: Community capacity to respond to the needs of people who have a life limiting illness, their caregiver/s and family is built through effective collaboration and partnerships.

National Palliative Care Standard		Relevant Evidence (to read)		
Standard 9		<a href="#">CareSearch Review Collection</a> : eg Ethics, Needs Assessment, Research  <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>9.1</b>	The organisation participates in the development and delivery of community capacity building initiatives.			
<b>9.2</b>	The organisation participates in the promotion and support of local and national palliative care awareness initiatives.	Education / <a href="#">Community Education Activities</a>		
<b>9.3</b>	The organisation has established links with other service providers and relevant community and government organisations.	Finding Services / <a href="#">State Resources</a> (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
<b>9.4</b>	The organisation has in place mechanisms to assess the needs of the community they serve.	What is Palliative Care / Supporting Palliative Care in Australia / <a href="#">Palliative Care Needs Assessment Framework</a>		
<b>9.5</b>	Patients, families and the community are provided with opportunities to provide input into the evaluation of the Service.	Clinical Evidence /Service Delivery Evidence/ <a href="#">Audit</a>  Research Resources / Getting Started in Palliative Care Research / <a href="#">Ethics</a> / <a href="#">Participant Considerations</a>	For Patients, Carers and Families / Finding Out More / <a href="#">How Research Contributes</a>  For Patients, Carers and Families / Living With Illness / Why is Communication Important / <a href="#">Communicating With Health Professionals</a>	
<b>9.6</b>	Supplementary element for <b>Level 2 and 3</b> services: Community involvement in education programs, Service development and evaluation is planned and formalized.			

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