Appendix 14: Palliative Care Service Self-Assessment (Evaluation Tool 3.1)

Item	P=Present; NP=Not present *Pre*	*Post*
Vision and Management Standards		
We have a vision for excellence in end of life care	9/9 P	8/8P
Our service objectives include a focus on end of life care	9/9 P	8/8P
Administrative executive staff support implementation of initiatives to improve care at end of life	8/9 P; 1/9 NA	7/8P; 1/8NP
Medical staff support implementation of initiatives to improve care at end of life	9/9 P	8/8P
Management objectives include a focus on end of life care	8/9 P; 1/9 NP	8/8P
Education resources are designated to support development of competencies and practices in end of life care	7/9 P; 2/9 NP	8/8P
Excellent caregivers (both formal and informal) and caregiving examples are honoured and their stories made visible	8/9 P; 1/9 NP	4/8P; 4/8NP
Practice Standards (procedures, policies, care protocol)		
The population we served is defined and communicated	9/9 P	8/8P
Confidentiality standards are clearly communicated	9/9 P	8/8P
Cultural / Religious guidelines are integrated	9/9 P	8/8P
Organ / tissue donation guidelines are implemented	4/9 P; 4/9 NP; 1/9 NA	4/8P; 4/8NP
Comfort, care and palliative care standards are implemented. Includes guidelines for pain and symptom management, and hydration/ nutrition	8/9 P; 1/9 NP	8/8P
Complementary or integrative therapies are supported	8/9 P; 1/9 NP	8/8P
Space Standards		
Resident room is comfortable, homelike, supports family visiting, and confidentiality	7/9 P; 2/9 NP	7/8P; 1/8NP
Family homelike or living room type space is available	8/9 P; 1/9 NP	6/8P; 2/8NP
Visiting Standards		
Welcoming for Families	9/9 P	8/8P
Support for family ADL's available (eg shower, changing facilities)	8/9 P; 1/9 NP	7/8P; 1/8NP
24 hour visiting for close friends / family as defined by ill person/family with respect of other patient care needs	9/9 P	8/8P
Families participate in care as desired	8/9 P; 1/9 Missing	8/8P
Children are welcomed with supervision	9/9 P	8/8P
Pet visiting with supervision and respect of other patient care needs is welcomed	9/9 P	8/8P

Item	P=Present; NP=Not present	
	Pre	*Post*
Spiritual, Religious and Cultural Standards		
Support is available 24 hours a day	8/9 P; 1/9 NP	6/8P; 1/8NP; 1/8 Missing
Links/communication with community established	9/9 P	8/8P
Prayer and other spiritual / religious practices overtly available	9/9 P	8/8P
All staff are expected to integrate spiritual / cultural care within practice	8/9 P; 1/9 NP	7/8P; 1/8NP
Support for aged care staff readily available	9/9 P	8/8P
Bereavement Support Standards		
Bereavement support groups offered	5/9 P; 4/9 NP	3/8P; 5/8NP
Follow-up is available for 100% who have died	4/9 P; 4/9 NP; 1/9 Missing	4/4P; 4/4NP
Follow-up contact to address clinical questions initiated by doctors/ RNs within 2-4 weeks of death	6/9 P; 3/9 NP	5/8P; 3/8NP
Memorial services conducted for staff and families	7/9 P; 2/9 NP	4/8P; 4/8NP
Bereavement support 1:1 for families is available	7/9 P; 2/9 NP	5/8P; 3/8NP
Bereavement support 1:1 for professionals is available	8/9 P; 1/9 Missing	7/8P; 1/8NP
Psychosocial and Emotional Standards		
Referral and support is available 24 hours	6/9 P; 3/9 NP	6/8P; 2/8NP
Support available for professional caregivers	9/9 P	8/8P
Support groups for patient / families easily accessible	4/9 P; 5/9 NP	5/8P; 3/8NP
Virtual support groups available (eg chat groups, telephone conference groups)	2/9 P; 6/9 NP; 1/9 NA	3/8P; 5/8NP
Communication Standards		
Care preference, values, spiritual, emotional, and relationship needs as well as decisions routinely and accurately communicated and honoured	9/9 P	8/8P
Communication with doctor during the dying process occurs frequently	9/9 P	8/8P
Transfer of care occurs with communication of preferences, values, spiritual / emotional, and relationship needs and patient/ family care decisions	9/9 P	8/8P
Standards and expectations about excellent end-of-life care routinely communicated to community	9/9 P	7/8P; 1/8NP
Communication with community spiritual care providers routine as well as specific	9/9 P	7/8P; 1/8 Missing