After-hours action planning audit tool

To assess your RACHs preparedness for the after-hours period as it relates to residents, systems and documentation, doing this audit every 12 months is recommended.

phn
NORTH WESTERN MELBOURNE
An Australian Government Initiative

Organisation name:

Completed by:

Date completed:

Checklist for after-hours preparation	YES	NO	Helpful resources	Action	
Person-centred					
Do you have advance care plans for each resident? If so, where can they be found?	☐	☐	**How to create a Care Plan in Victoria** **How to prepare for Planned Palliative Care** **Advance care planning forms**		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Helpful resources	Action	
Do you have a medical goals of care plan for each resident? If so, where can they be found?	☐	☐	**How to identify goals of care**		Date to be actioned: Date to be completed:
Do you have a medical treatment decision-maker in place for residents who do not have decision-making capacity?	☐	☐	**Appointing a Medical Treatment Decision Maker**		Date to be actioned: Date to be completed:
Do you have deterioration plans for each resident? If so, where are they stored? Can they be easily accessed by staff?	☐	☐	**Early recognition of clinical deterioration in aged care | Safer Care Victoria** **ELDAC Supportive and Palliative Care Indicators tool** **ELDAC Toolkit Educational Videos for RACH staff** **The dying patient | CareSearch**		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Helpful resources	Action	
Do you have each resident's GP contact details? If so, where can these be found? 	☐	☐	**Person-centred after-hours action plan**		Date to be actioned: Date to be completed:
Does the patient's GP offer after-hours support, including locum service, and do staff know how to contact it?	☐	☐	**After-hours service directory**		Date to be actioned: Date to be completed:
Do you have access to a locum service not provided by the patient's GP? If so, are all staff aware of how to contact it? 	☐	☐	**After-hours service directory**		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Helpful resources	Action	
Documentation					
Do you use a structured handover tool, such as ISBAR?	☐	☐	**The ISBAR model** – How to effectively communicate clinical information in a RACH **ISBAR template** **Medical support checklist**		Date to be actioned: Date to be completed:
Is there an RN available on site or via phone? This might be a facility nurse, NURSE-ON-CALL, or Residential In-Reach (RiR).	☐	☐	**NURSE-ON-CALL** **After-hours service directory**		Date to be actioned: Date to be completed:
Do you know how and when to access RiR? *(Metropolitan areas only)*	☐	☐	To identify which RiR provides services to your RACH, you can call a central telephone number for all metropolitan RiR services: 1300 65 75 85. **Medical referral options for residents in aged care homes**		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Helpful resources	Action	
Do you know how and when to contact Victorian Virtual Emergency Department (VVED)?	☐	☐	**VVED contact details** **Medical referral options for residents in aged care homes**		Date to be actioned: Date to be completed:
Systems					
Is there telehealth technology available for you to use?	☐	☐	**telehealthvictoria.org.au**		Date to be actioned: Date to be completed:
Is there a procedure for sharing patient information with other services or hospitals if transfer is required?	☐	☐	**Person-centred after-hours action plan**		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Helpful resources	Action	
Is there a list of information that should be included in the event of a transfer?	☐	☐	**Comprehensive Health Assessment for the Older Person**		Date to be actioned: Date to be completed:
Does your RACH update a resident's medical records with the discharge summary provided after an episode of care? For example to Clinical Software or My Health Record.	☐	☐	**My Health Record for Victorian Health Services** Review the link attached, specifically the 'what does this mean for Victorian Health Services?' for information about how My Health Record can facilitate improved clinical decision making and more effective health management.		Date to be actioned: Date to be completed:
Does your facility have the means to stock medications after-hours, such as an IMPREST system?	☐	☐	**Vic DOH guidelines** – provides guidance on how to appropriately store and record medicines in a RACH.		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Helpful resources	Action	
Does your RACH have a medication advisory committee?	☐	☐	**DoHAC audit tool and checklist for a medication advisory committee** – aims to assist RACHs implement a Medical Advisory Committee or optimise an existing MAC.		Date to be actioned: Date to be completed:
Does your RACH know who its local community palliative care provider is and how to make a referral?	☐	☐	**Community palliative care providers in the NWMPHN region** **After-hours service directory**		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Helpful resources	Action	
Education and further assistance					
Do you require extra support for educating your clinical staff on after-hours services and preparation? If so, contact your PHN at agedcaresupport@nwmphn.org.au List the services for which you would like support. E.g. Locum, RiR, VVED.	☐	☐			Date to be actioned: Date to be completed:

Results of this audit tool can be used by your clinical team or medication advisory committee to guide best practice procedures such as use of an after-hours services action plan and ongoing education of permanent and agency staff.