

AFTER HOURS ACTION PLANNING AUDIT TOOL

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

Organisation name:

Completed by:

Date:

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? <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	How to create a Care Plan in Victoria How to prepare for Planned Palliative Care Advanced care planning forms	<input type="text"/> Date to be actioned: <input type="text"/> Date to be completed: <input type="text"/>

Checklist for after hours preparation	YES	NO	Helpful resources	Action
<p>Do you have a medical goals of care plan for each resident?</p> <p>If so, where can they be found?</p> <div data-bbox="174 416 580 571" style="border: 1px solid black; height: 97px; width: 181px;"></div>	<input type="checkbox"/>	<input type="checkbox"/>	<p><u>Advance care planning forms</u></p> <p><u>How to identify goals of care</u></p>	<div data-bbox="1227 248 1720 576" style="border: 1px solid gray; height: 205px; width: 220px;"></div> <p>Date to be actioned:</p> <div data-bbox="1749 292 2065 379" style="border: 1px solid gray; height: 55px; width: 141px;"></div> <p>Date to be completed:</p> <div data-bbox="1749 480 2065 568" style="border: 1px solid gray; height: 55px; width: 141px;"></div>
<p>Do you have a medical treatment decision-maker in place for residents who do not have decision-making capacity?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><u>Appointing a Medical Treatment Decision Maker</u></p>	<div data-bbox="1227 616 1720 943" style="border: 1px solid gray; height: 205px; width: 220px;"></div> <p>Date to be actioned:</p> <div data-bbox="1749 659 2065 746" style="border: 1px solid gray; height: 55px; width: 141px;"></div> <p>Date to be completed:</p> <div data-bbox="1749 847 2065 935" style="border: 1px solid gray; height: 55px; width: 141px;"></div>
<p>Do you have deterioration plans for each resident?</p> <p>If so, where are they stored? Can they be easily accessed by staff?</p> <div data-bbox="174 1222 580 1425" style="border: 1px solid black; height: 127px; width: 181px;"></div>	<input type="checkbox"/>	<input type="checkbox"/>	<p><u>Early recognition of clinical deterioration in aged care Safer Care Victoria</u></p> <p><u>ELDAC Supportive and Palliative Care Indicators tool</u></p> <p><u>ELDAC Toolkit Educational Videos for RACH staff</u></p> <p><u>The dying patient CareSearch</u></p>	<div data-bbox="1227 983 1720 1390" style="border: 1px solid gray; height: 255px; width: 220px;"></div> <p>Date to be actioned:</p> <div data-bbox="1749 1026 2065 1114" style="border: 1px solid gray; height: 55px; width: 141px;"></div> <p>Date to be completed:</p> <div data-bbox="1749 1214 2065 1302" style="border: 1px solid gray; height: 55px; width: 141px;"></div>

Checklist for after hours preparation	YES	NO	Helpful resources	Action
<p>Do you have each resident's GP contact details?</p> <p>If so, where can these be found?</p> <div data-bbox="174 459 577 619" style="border: 1px solid black; height: 100px; width: 100%;"></div>	<input type="checkbox"/>	<input type="checkbox"/>	<p><u>Person-centred after hours action plan</u></p>	<div data-bbox="1227 256 1720 587" style="border: 1px solid gray; height: 200px; width: 100%;"></div> <div data-bbox="1742 256 2069 395" style="border: 1px solid gray; padding: 5px;">Date to be actioned:</div> <div data-bbox="1742 448 2069 587" style="border: 1px solid gray; padding: 5px;">Date to be completed:</div>
<p>Does the patient's GP offer after hours support, including locum service, and do staff know how to access it?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><u>After hours service directory</u></p>	<div data-bbox="1227 651 1720 981" style="border: 1px solid gray; height: 200px; width: 100%;"></div> <div data-bbox="1742 651 2069 790" style="border: 1px solid gray; padding: 5px;">Date to be actioned:</div> <div data-bbox="1742 842 2069 981" style="border: 1px solid gray; padding: 5px;">Date to be completed:</div>
<p>Do you have access to a locum service not provided by the patient's GP?</p> <p>If so, are all staff aware of how to access it?</p> <div data-bbox="174 1257 577 1417" style="border: 1px solid black; height: 100px; width: 100%;"></div>	<input type="checkbox"/>	<input type="checkbox"/>	<p><u>After hours service directory</u></p>	<div data-bbox="1227 1018 1720 1417" style="border: 1px solid gray; height: 250px; width: 100%;"></div> <div data-bbox="1742 1018 2069 1157" style="border: 1px solid gray; padding: 5px;">Date to be actioned:</div> <div data-bbox="1742 1209 2069 1348" style="border: 1px solid gray; padding: 5px;">Date to be completed:</div>

Checklist for after hours preparation	YES	NO	Helpful resources	Action	
Documentation					
Do you use a structured handover tool, such as ISBAR?	<input type="checkbox"/>	<input type="checkbox"/>	<p><u>The ISBAR model</u> – How to effectively communicate clinical information in a RACH</p> <p><u>ISBAR template</u></p> <p><u>Medical support checklist</u></p>		<p>Date to be actioned: <input type="text"/></p> <p>Date to be completed: <input type="text"/></p>
Is there an RN available on site or via phone? This might be a facility nurse, NURSE-ON-CALL, or Residential In-Reach (RiR).	<input type="checkbox"/>	<input type="checkbox"/>	<p><u>NURSE-ON-CALL</u></p> <p><u>After hours service directory</u></p>		<p>Date to be actioned: <input type="text"/></p> <p>Date to be completed: <input type="text"/></p>
Do you know how and when to access RiR? (<i>metropolitan areas only</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<p>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.</p> <p><u>Medical referral options for residents in aged care homes</u></p>		<p>Date to be actioned: <input type="text"/></p> <p>Date to be completed: <input type="text"/></p>

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Do you know how and when to contact the Victorian Virtual Emergency Department (VVED)?	<input type="checkbox"/>	<input type="checkbox"/>	<u>VVED contact details</u> <u>Medical referral options for residents in aged care homes</u>		Date to be actioned: <input type="text"/> Date to be completed: <input type="text"/>
Systems					
Is there telehealth technology available for you to use?	<input type="checkbox"/>	<input type="checkbox"/>	<u>telehealthvictoria.org.au</u>		Date to be actioned: <input type="text"/> Date to be completed: <input type="text"/>
Is there a procedure for sharing patient information with other services or hospitals if transfer is required?	<input type="checkbox"/>	<input type="checkbox"/>	<u>Person-centred after hours action plan</u>		Date to be actioned: <input type="text"/> Date to be completed: <input type="text"/>

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<p>Is there a list of information that should be included in the event of a transfer?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><u>Comprehensive Health Assessment for the Older Person</u></p>		<p>Date to be actioned: <input type="text"/></p> <p>Date to be completed: <input type="text"/></p>
<p>Does your RACH update a resident's medical records with the discharge summary provided after an episode of care?</p> <p>For example, to clinical software or My Health Record.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><u>My Health Record for Victorian Health Services</u></p> <p>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.</p>		
<p>Does your facility have the means to stock medications after hours, such as an IMPREST system?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><u>Vic DOH guidelines</u> – provides guidance on how to appropriately store and record medicines in a RACH.</p>		

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Does your RACH have a medication advisory committee?	<input type="checkbox"/>	<input type="checkbox"/>	<u>DoHAC audit tool and checklist for a medication advisory committee</u> – aims to assist RACHs implement a Medical Advisory Committee or optimise an existing MAC.		Date to be actioned: <input type="text"/> Date to be completed: <input type="text"/>
Does your RACH know who its local Palliative Care Service Provider is and how to make a referral?	<input type="checkbox"/>	<input type="checkbox"/>	Find your local <u>Palliative Care Service Provider</u> and contact them for referral processes.		Date to be actioned: <input type="text"/> Date to be completed: <input type="text"/>
Education and further assistance					
<p>Do you require extra support for educating your clinical staff on after hours services and preparation?</p> <p>If so, contact Murray PHN at agedcare@murrayphn.org.au List the services for which you would like support, e.g. Locum, RiR, VVED.</p> <div data-bbox="174 1182 577 1310" style="border: 1px solid black; height: 80px; width: 100%;"></div>	<input type="checkbox"/>	<input type="checkbox"/>			Date to be actioned: <input type="text"/> Date to be completed: <input type="text"/>

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.