After-hours action planning audit tool

To assess your RACHs preparedness for the after-hours period, it is recommended that this audit be completed every 12 months.

phn EASTERN MELBOURNE
An Australian Government Initiative

Organisation name:

Completed by:

Date completed:

Clinical Governance *Aged Care standards 1, 2, 6 and 8* · **Key components of Clinical Governance for FACILITY plans**
Resources: Advance care planning forms · Goals of care (Vic DoH) · Professional codes, standards, and guidelines · Aged Care Quality Standards · Help us keep residents safe and well

Checklist for after-hours preparation	YES	NO	Action	
There is a clear process for escalating a resident's care during after-hours, including specific prompts for escalation and assigned responsibilities.	☐	☐		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Action	
There are clear plans, processes, and structures for determining how care is delivered, including how residents cultural and spiritual needs and preferences are addressed.	☐	☐		Date to be actioned: Date to be completed:
There is a clear process for monitoring risks associated with after-hours care, and related mitigation strategies.	☐	☐		Date to be actioned: Date to be completed:
The documents that underpin the way we do things in our organisation are accessible and stored in an accessible location.	☐	☐		Date to be actioned: Date to be completed:
A clear process is in place for reporting after-hours incidents, and all staff are trained on it, including how often training is refreshed.	☐	☐		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Action	
There is a clear process for communicating to staff about after-hours procedures, including escalating resident care needs.	☐	☐		Date to be actioned: Date to be completed:
There are documented principles that guide the provision of person-centred care for residents during the after-hours period.	☐	☐		Date to be actioned: Date to be completed:
There is a list of key people/ documents to consult for resident care needs after hours, such as family, RACH manager, and Advanced Care Plan.	☐	☐		Date to be actioned: Date to be completed:
There is a clear process for documenting facility and individual resident after-hours plans, stored in an accessible location.	☐	☐		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Action	
There is a clear process for updating facility and individual resident after-hours plans.	☐	☐		Date to be actioned: Date to be completed:
Key components of Clinical Governance for RESIDENT plans				
Each resident has a documented after-hours care plan, including their preferences for primary and secondary contacts and culturally appropriate providers.	☐	☐		Date to be actioned: Date to be completed:
The plan is stored in an accessible location for permanent and agency staff in emergencies. Located:	☐	☐		Date to be actioned: Date to be completed:
Principles are documented to ensure that residents have a say in their after-hours care plan.	☐	☐		Date to be actioned: Date to be completed:

Workforce *Aged Care Standard 7 ·* **Key components of Workforce for FACILITY plans**
Resources: Bridge online learning · Aged Care and Community Provider Association · Comprehensive Health Assessment of the Older Person ·
Palliative Aged Care Outcome Program · End of life Directions for Aged Care · Training Resources for improved palliative care ·
Advance Care Planning Australia · Eastern Palliative Care Service · Banksia Palliative Care Service

Checklist for after-hours preparation	YES	NO	Action	
Documented roles and responsibilities for ensuring resident care in the after-hours, including: - nominated staff for completing comprehensive physical assessment of a resident. - responsibilities of non-clinical staff	☐	☐		Date to be actioned: Date to be completed:
Process for training nominated staff in the use of tools, for assessing and communicating resident care needs in the after-hours, e.g.: - Emergency Decision Guidelines - ISOBAR - Comprehensive physical assessment	☐	☐		Date to be actioned: Date to be completed:
Documented GP preferences for individual resident care in the after-hours.	☐	☐		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Action	
List of local services who provide after-hours care, including providers who can support resident's cultural and spiritual needs and preferences.	☐	☐		Date to be actioned: Date to be completed:
If a resident is palliative, are they linked with a specialist or generalist palliative care provider, and where is this information collected and stored?	☐	☐		Date to be actioned: Date to be completed:

Key components of Workforce for RESIDENT plans

	YES	NO	Action	
Documented GP per resident, and preferred emergency contact for after-hours care (if GP unavailable). Located:	☐	☐		Date to be actioned: Date to be completed:
Documented specialist palliative care provider per resident and contact for after-hours care. Located:	☐	☐		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Action	
Documented providers per resident, who can support a resident's cultural and spiritual needs.	☐	☐		Date to be actioned: Date to be completed:
Procedure for communicating outcomes of resident care delivered in the after-hours to GP and nominated others.	☐	☐		Date to be actioned: Date to be completed:

Systems and Processes *Aged Care Standards 3 and 4* · **Key components of Systems and Processes for FACILITY plans**
Resources: My Health Record (MHR) · McGeer's definitions · Pain assessment scales · Standardised care processes ·
Recognising and responding to deterioration · Medical Support Checklist · Yellow Envelope · ISOBAR

	YES	NO	Action	
There is a defined process for recognising and responding to resident deterioration.	☐	☐		Date to be actioned: Date to be completed:
Assessment tools are utilised to assess residents' care needs during the after-hours period.	☐	☐		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Action	
There is a process in place to evaluate the effectiveness of after-hours planning, including how well residents' cultural and spiritual needs and preferences are addressed.	☐	☐		Date to be actioned: Date to be completed:
An electronic record management system is used to capture and share information about resident care during the after-hours period.	☐	☐		Date to be actioned: Date to be completed:
Access to non-electronic resident information is ensured in the after-hours, in case of a blackout or other technological issues that may affect electronic systems. Location where hard copies are stored for quick access for new/agency staff:	☐	☐		Date to be actioned: Date to be completed:

Key components of Systems and Processes for RESIDENT plans

Checklist for after-hours preparation	YES	NO	Action	
A process is in place to evaluate the effectiveness of delivering after-hours care plans for each resident, taking into consideration their cultural and spiritual identity. This evaluation helps ensure that the care provided aligns with their unique needs and preferences.	☐	☐		Date to be actioned: Date to be completed:
There is a process in place to regularly update the after-hours care plan for each resident. This ensures that the plan remains current and reflects any changes in the resident's needs or preferences over time.	☐	☐		Date to be actioned: Date to be completed:

Local Needs and Services *Aged Care Standards 7 and 8* · **Key components of Local Needs and Services for FACILITY plans**
Resources: National Health Services Directory • IMPREST • Systems Safe Lift Aged Care Equipment • Victorian Virtual Emergency Department •
Healthdirect aged care portal • Cultural centre for diversity in ageing

	YES	NO	Action	
There is a clear and accessible list of medical contacts for after-hours care, which includes both preferred and back-up supports. This list provides the necessary information for contacting medical professionals outside of regular business hours when residents require care.	☐	☐		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Action	
There is a clear and accessible documented list of local/ contracted pharmacies available in the after-hours, including their hours of operation. Located:	☐	☐		Date to be actioned: Date to be completed:
There is a clear process for using onsite Imprest medication system for accessing urgent medication in the after-hours.	☐	☐		Date to be actioned: Date to be completed:
There are a clear and accessible documented list of mental health and behavioural supports available in the after-hours. Located:	☐	☐		Date to be actioned: Date to be completed:
Key components of Local Needs and Services for RESIDENT plans				
Residents' after-hours care plans document their preferred pharmacy for where scripts are held.	☐	☐		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Action	
Residents' after-hours care plans include their preferences for mental health support.	☐	☐		Date to be actioned: Date to be completed:
Residents' after-hours care plans include their individual needs, preferences, and cultural/ spiritual considerations (for example Aboriginal and/or Torres Strait Islander, LGBTI, CALD, person with disability). The plans also list service providers who can meet their unique needs during the after-hours period.	☐	☐		Date to be actioned: Date to be completed:
Residents' after-hours care plans document who to contact for translation into their preferred language in the after hours.	☐	☐		Date to be actioned: Date to be completed:
Residents' after-hours care plans document if they are for hospital transfer when a resident is palliative.	☐	☐		Date to be actioned: Date to be completed:

Infrastructure *Aged Care Standards 5 and 8* · **Key components of Infrastructure for FACILITY plans**

Resources There are a variety of person-centered digital clinical care systems available that assist RACHs with administration and management tasks. For digital patient management solutions compatible with My Health Record see here.

Checklist for after-hours preparation	YES	NO	Action	
Reliable internet connection is available to support telehealth services for after-hours resident care.	☐	☐		Date to be actioned: Date to be completed:
There is a documented list of emergency contacts for after-hours support, which includes key contacts for electricity, internet, IT and resident documentation software providers. Located:	☐	☐		Date to be actioned: Date to be completed:
There are designated spaces for providing resident care that respects and accommodates their cultural and spiritual needs and preferences. This includes specific considerations for end-of-life care.	☐	☐		Date to be actioned: Date to be completed:

Key components of Infrastructure for RESIDENT plans

Checklist for after-hours preparation	YES	NO	Action	
Individual preferences for utilising telehealth services are documented for each resident..	☐	☐		Date to be actioned: Date to be completed:
Resident preferences for the location of after-hours care are documented, considering their cultural, spiritual, and personal needs.	☐	☐		Date to be actioned: Date to be completed:
Resident preferences for hospital transfer when palliated are documented and clear.	☐	☐		Date to be actioned: Date to be completed: