

CLINICAL PROCESS

RACFS

END-OF-LIFE CARE FRAMEWORK

ADVANCE CARE PLANNING

TRANSITION OF GOALS OF CARE

TERMINAL CARE

Organisational support

Standards and guidelines

- [Aged Care Quality Standards](#)
- [Charter of Aged Care Rights](#)
- [National Palliative Care Standards \(5th Ed\)](#)
- [Australian Commission on Safety and Quality National Consensus Statement: Essential elements for recognising and responding to acute physiological deterioration](#)

Frameworks and models

- [End-of-life care framework – last 12 months of life](#)
- [Palliative care symptom management medicines for Australians living in the community and in residential aged care facilities \(RACFs\)](#)

Guides/ tip sheets

- [MBS items to support delivery of palliative care](#)

Queensland legislation

- [Guardianship and Administration Act 2000](#)
- [Powers of Attorney Act 1998](#)
- [Public Guardian Act 2014](#)
- [Public Guardian](#)
- [Queensland Civil and Administrative Tribunal Act 2009](#)

Accessing ACP documents

- [Office of Advance Care Planning \(Qld\)](#)
- [My Health Record](#)
- [The Viewer](#)

Policies and procedures

- Policy and procedure template: Implementation of advance care planning in residential aged care facilities **COMING SOON**

Guides/ tip sheets

- [Advance care planning in general practice: guidance on the use of MBS items](#) (ACP Australia)
- [Develop a plan for your organisation on how to systematically implement advance care planning](#) (Dementia Australia)

Clinical care

Tools

- [Surprise question](#)
- [SPICT™](#)
- [Frailty scale](#)
- [SBAR handover and communication](#)
- [Dying to talk discussion starter](#)

Standards and guidelines

- [Clinical practice guidelines for communicating prognosis and end-of-life issues with adults in the advanced stages of a life-limiting illness, and their caregivers](#)
- [RACGP aged care clinical guide \(Silver book\)](#)

Frameworks and models

- [PREPARED model – A guide for clinicians for conversations about the last days of life](#)

Templates

- [Palliative care case conference – checklist and summary](#) (palliAGED)
- [GP invitation](#) (palliAGED)
- [Family invitation](#) (palliAGED)

Tools

- [Residential aged care end of life care pathway \(RAC EoLCP\)](#)
- [Palliative care needs assessment tool \(ELDAC\)](#)

Standards and guidelines

- [Therapeutic guidelines for palliative care](#) (available for purchase)

Apps

- [palliMEDS](#)
- [palliAGEDgp](#)
- [palliAGEDnurse](#)

Videos

- [Management of pain](#) (palliAGED)
- [Management of delirium](#) (palliAGED)
- [Management of breathlessness](#) (palliAGED)

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	END-OF-LIFE CARE FRAMEWORK	ADVANCE CARE PLANNING	TRANSITION OF GOALS OF CARE	TERMINAL CARE	
RACFS	Education	<p>Videos</p> <ul style="list-style-type: none"> The end-of-life care framework <p>eLearning modules for nurses</p> <ul style="list-style-type: none"> PCC4U Module: Communication <p>eLearning module</p> <ul style="list-style-type: none"> Clinical Frailty Scale (CFS) training module 	<p>eLearning modules for nurses</p> <ul style="list-style-type: none"> Introducing advance care planning for the people in your care (Module 1) Understanding ACP documents commonly used in Queensland (Module 2) Supporting conversations to complete the Statement of Choices document (Module 3) Using the PREPARED framework to support advance care planning discussions (Module 5) <p>Guides/tip sheets</p> <ul style="list-style-type: none"> Guide for health professionals using the Statement of Choices Steps for a completed Statement of Choices to be uploaded to the Viewer Best practice standards for advance care planning Auditing of Statement of Choices documents 	<p>eLearning modules for nurses</p> <ul style="list-style-type: none"> Palliative care case conferences in residential aged care (Module 2) 	<ul style="list-style-type: none"> Management of nausea and vomiting (palliAGED) <p>eLearning modules for nurses</p> <ul style="list-style-type: none"> Principles of quality terminal care (Module 3) End-of-life care in RACFs: pharmacological symptom management (Module 4) <p>Tip sheets</p> <ul style="list-style-type: none"> Tips for nurses: Continuity of care (palliAGED) Tips for careworkers: Continuity of care (palliAGED)
	Self-care	<p>Tip sheets</p> <ul style="list-style-type: none"> Tips for nurses: self-care (palliAGED) Tips for careworkers: self care (palliAGED) <p>eLearning modules for nurses</p> <ul style="list-style-type: none"> Nurturing resilience and fostering self-care as an aged care nurse (Module 1) <p>Apps</p> <ul style="list-style-type: none"> MyGrief 			
	Teaching others	<p>eLearning module for nurses</p> <ul style="list-style-type: none"> Cultural considerations for end-of-life care (Module 4) 			

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END-OF-LIFE CARE FRAMEWORK

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RACFS	Supporting families and residents	<p>Brochures</p> <ul style="list-style-type: none"> What is palliative care? 	<p>Brochures</p> <ul style="list-style-type: none"> My Care My Choices My Care My Choices (other languages) <p>Forms</p> <ul style="list-style-type: none"> Statement of Choices Form (A and B) Advance Health Directive (AHD) Enduring Power of Attorney (EPOA) Revocation of an EPOA or AHD <p>Tip sheets</p> <ul style="list-style-type: none"> Tips for completing Form A Tips for completing a Statement of Choices Form B <p>Factsheets</p> <ul style="list-style-type: none"> Enduring Power of Attorney Advance Health Directive Statutory Health Attorney <p>For Aboriginal and Torres Strait Islander people</p> <ul style="list-style-type: none"> My Statement of Choices Form A My Statement of Choices Form B Caring for your mob at the end of their life brochure The Aboriginal and Torres Strait Islander Discussion Starter Aboriginal and Torres Strait Islander Card Game Pop Arthur Comic Book Taking care of dying Time – Step 1 – Advance Care Planning – video 		<p>Factsheets</p> <ul style="list-style-type: none"> Family/carer information regarding medications in the last days of life (CEC NSW) The dying process (PCA)
	Quality improvement	<p>Audit tools</p> <ul style="list-style-type: none"> ELDAC Palliative Care and Advance Care Planning Organisational audit After Death audit (ELDAC) Quality improvement tools for GP practices (ELDAC) 	<p>Audit tools</p> <ul style="list-style-type: none"> Advance care planning (ACP) continuous quality improvement audit tool for patients with dementia 		

CLINICAL PROCESS

COMMUNITY/INPATIENT

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Organisation support	<p>Standards and guidelines</p> <ul style="list-style-type: none"> Aged Care Quality Standards Charter of Aged Care Rights National Palliative Care Standards (5th Ed) National Safety and Quality Health Service Standards <p>Frameworks and models</p> <ul style="list-style-type: none"> End-of-life care framework – last 12 months of life <p>Guides/ tip sheets</p> <ul style="list-style-type: none"> MBS items to support delivery of palliative care <p>Guides/ tip sheets</p> <ul style="list-style-type: none"> MBS items to support delivery of palliative care 	<p>Queensland legislation</p> <ul style="list-style-type: none"> Guardianship and Administration Act 2000 Powers of Attorney Act 1998 Public Guardian Act 2014 Public Guardian Queensland Civil and Administrative Tribunal Act 2009 <p>Accessing ACP documents</p> <ul style="list-style-type: none"> Office of Advance Care Planning (Qld) My Health Record The Viewer <p>Guides/ tip sheets</p> <ul style="list-style-type: none"> Advance care planning in general practice: guidance on the use of MBS items (ACP Australia) Implementation Guidelines Part 1: Legal framework, clinical considerations and decision-making framework (Patients under 18) Implementation Guidelines Part 2: Ethical considerations and communication (Patients under 18) 		<p>Policies and procedures</p> <ul style="list-style-type: none"> Example policy and procedures: Supporting carers to help manage breakthrough symptoms safely using subcutaneous medicines in the home <p>Guidelines and standards</p> <ul style="list-style-type: none"> Guidelines for the handling of palliative care medicines in community services
Clinical Care	<p>Tools</p> <ul style="list-style-type: none"> Surprise question SPICT™ Frailty scale SBAR handover and communication Dying to talk discussion starter <p>Standards and guidelines</p> <ul style="list-style-type: none"> Clinical practice guidelines for communicating prognosis and end-of-life issues with adults in the advanced stages of a life-limiting illness, and their caregivers RACGP aged care clinical guide (Silver book) <p>Frameworks and models</p> <ul style="list-style-type: none"> PREPARED model – A guide for clinicians for conversations about the last days of life 			<p>Tools</p> <ul style="list-style-type: none"> Palliative care needs assessment tool <p>Standards and guidelines</p> <ul style="list-style-type: none"> Therapeutic guidelines for palliative care (available for purchase) <p>Apps</p> <ul style="list-style-type: none"> palliMEDS palliAGEDgp palliAGEDnurse <p>Videos</p> <ul style="list-style-type: none"> Management of pain Management of delirium Management of breathlessness Management of nausea and vomiting

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COMMUNITY/INPATIENT	Education	<p>Videos</p> <ul style="list-style-type: none"> The end-of-life care framework <p>eLearning modules for nurses</p> <ul style="list-style-type: none"> PCC4U Module: Communication <p>eLearning modules for doctors, nurses and allied health in acute hospitals</p> <ul style="list-style-type: none"> Dying a normal part of life (End of Life Essentials) Chronic complex illness end-of-life care (End of Life Essentials) Teams and continuity for the patient (End of Life Essentials) Patient-centred communication and shared decision-making (End of Life Essentials) <p>eLearning module</p> <ul style="list-style-type: none"> Clinical Frailty Scale (CFS) training module 	<p>eLearning modules for nurses</p> <ul style="list-style-type: none"> Introducing advance care planning for the people in your care (Module 1) Understanding ACP documents commonly used in Queensland (Module 2) Supporting conversations to complete the Statement of Choices document (Module 3) Using the PREPARED framework to support advance care planning discussions (Module 5) <p>Guides/tip sheets</p> <ul style="list-style-type: none"> Guide for health professionals using the Statement of Choices Steps for a completed Statement of Choices to be uploaded to the Viewer Best practice standards for advance care planning Auditing of Statement of Choices documents 		<p>eLearning modules for nurses</p> <ul style="list-style-type: none"> Introducing the <i>caring@home</i> resources and their benefits (Module 1) Conducting the one-on-one training session (Modules 2A & 2B) <p>eLearning modules for doctors, nurses and allied health in acute hospitals</p> <ul style="list-style-type: none"> Recognising the end of life (End of Life Essentials) Planning end-of-life care – goals of care (End of Life Essentials) Imminent death – how to respond (End of Life Essentials) Emergency department end-of-life care (End of Life Essentials)
	Self-care	<p>Tip sheets</p> <ul style="list-style-type: none"> Tips for nurses: self-care (palliAGED) Tips for careworkers: self-care (palliAGED) <p>eLearning modules for doctors, nurses and allied health in acute hospitals</p> <ul style="list-style-type: none"> Responding to concerns (End of Life Essentials) <p>Apps</p> <ul style="list-style-type: none"> MyGrief 			
	Teaching others	<p>eLearning module for nurses</p> <ul style="list-style-type: none"> Cultural considerations for end-of-life care (Module 4) 			<ul style="list-style-type: none"> PowerPoint presentation: Conducting education for a carer about giving subcutaneous medicines

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COMMUNITY/INPATIENT Supporting carers and patients	<p>Brochures</p> <ul style="list-style-type: none"> What is palliative care? (PCA) 	<p>Brochures</p> <ul style="list-style-type: none"> My Care My Choices My Care My Choices (other languages) <p>Forms</p> <ul style="list-style-type: none"> Statement of Choices Form (A and B) Advance Health Directive (AHD) Enduring Power of Attorney (EPOA) Revocation of an EPOA or AHD <p>Tip sheets</p> <ul style="list-style-type: none"> Tips for completing Form A Tips for completing a Statement of Choices Form B Office of ACP information postcard <p>Factsheets</p> <ul style="list-style-type: none"> Enduring Power of Attorney Advance Health Directive Statutory Health Attorney <p>For Aboriginal and Torres Strait Islander people</p> <ul style="list-style-type: none"> My Statement of Choices Form A My Statement of Choices Form B Caring for your mob at the end of their life brochure The Aboriginal and Torres Strait Islander Discussion Starter Aboriginal and Torres Strait Islander Card Game Pop Arthur Comic Book Taking care of dying Time – Step 1 – Advance Care Planning - video 		<p>Factsheets</p> <ul style="list-style-type: none"> carerhelp When the person is dying carerhelp Preparing for dying Family/carer information regarding medications in the last days of life (CEC NSW) The dying process (PCA) <p>eLearning modules</p> <ul style="list-style-type: none"> carerhelp Preparing for dying
	<p>Audit tools</p> <ul style="list-style-type: none"> ELDAC palliative care and advance care planning organisational audit Quality improvement tools for GP practices (ELDAC) 	<p>Audit tools</p> <ul style="list-style-type: none"> Advance care planning (ACP) continuous quality improvement audit tool for patients with dementia 		



USEFUL WEBSITES FOR PALLIATIVE CARE RESOURCES

- [Australian Centre for Grief and Bereavement](#)
- [Care at the end of life \(Queensland Health\)](#)
- [CareSearch](#)
- [ELDAC](#)
- [End-of-life essentials](#)
- [End of life law in Australia \(QUT\)](#)
- [Palliative Care Australia](#)
- [PallConsult](#)
- [palliAGED](#)