

CLINICAL PROCESS

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](#)
- [PalliPHARM Core Palliative Care Medicines for Queensland Community Patients Factsheet](#)
- [PalliPHARM Factsheet](#)

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](#)

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 ACP \(Dementia Australia\)](#)
- [Aged Care Implementation Guide \(ACP Australia\)](#)
- ADH & EPOA documents - what has changed [Information Sheet](#)

RACFS

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 \(ELDAC\)](#)
- [NIKI T34™ syringe pump learning package \(PallConsult\)](#)
- [NIKI T34™ Subcutaneous Medication Infusion Chart \(PallConsult\)](#)

Standards and guidelines

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

Apps

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

		END-OF-LIFE CARE FRAMEWORK	ADVANCE CARE PLANNING	TRANSITION OF GOALS OF CARE	TERMINAL CARE
RACFS					<ul style="list-style-type: none"> caring@home <p>Videos</p> <ul style="list-style-type: none"> Management of pain (palliAGED) Management of delirium (palliAGED) Management of breathlessness (palliAGED)
	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 EN toolkit & Care Worker Toolkit 	<p>eLearning modules for nurses</p> <ul style="list-style-type: none"> Introducing advance care planning for 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 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) 	<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) NIKI T34™ syringe pump learning package (PallConsult) <p>Tip sheets</p> <ul style="list-style-type: none"> Tips for nurses: Continuity of care (palliAGED) Tips for careworkers: Continuity of care (palliAGED)
RACFS	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) 			

Brochures

- [What is palliative care?](#)

Brochures

- [My Care My Choices](#)
- [My Care My Choices](#) (other languages)

Forms

- [Statement of Choices Form \(A and B\)](#)
- [Advance Health Directive \(AHD\)](#)
- [Enduring Power of Attorney \(EPOA\)](#)
- [Revocation of an EPOA or AHD](#)

Tip sheets

- [Tips for completing Form A](#)
- [Tips for completing a Statement of Choices Form B](#)

Factsheets

- [Enduring Power of Attorney](#)
- [Advance Health Directive](#)
- [Statutory Health Attorney](#)

For Aboriginal and Torres Strait Islander people

- [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

Factsheets

- [Family/carer information regarding medications in the last days of life \(CEC NSW\)](#)
- [The dying process \(PCA\)](#)
- [Understanding Dying Factsheet \(PalAssist\)](#)
- [Caring For Someone Who is Dying Factsheet \(PalAssist\)](#)
- [They've Stopped Eating and Drinking Factsheet \(PalAssist\)](#)

Brochures

- [A Guide to Palliative Care In Queensland \(PalAssist\)](#)
- [About Morphine Factsheet \(PalAssist\)](#)
- [Breathlessness Factsheet \(PalAssist\)](#)
- [Restlessness Factsheet \(PalAssist\)](#)
- [Why am I so tired? \(PalAssist\)](#)
- [Bowel Care And Constipation Near The End Of Life \(PalAssist\)](#)
- [Difficulty Sleeping Factsheet \(PalAssist\)](#)
- [Navigating Palliative Care in Queensland - Residential Aged Care Facility \(PalAssist\)](#)
- [Navigating Palliative Care in Queensland- Under 65 Years Old \(PalAssist\)](#)
- [Navigating Palliative Care in Queensland - 65 years and older \(PalAssist\)](#)

Audit tools

- [ELDAC Palliative Care and Advance Care Planning Organisational audit](#)
- [After Death audit \(ELDAC\)](#)
- [Quality improvement tools for GP practices \(ELDAC\)](#)

Audit tools

- [Advance care planning \(ACP\) continuous quality improvement audit tool](#) for patients with dementia

Standards and guidelines

- [Aged Care Quality Standards](#)
- [Charter of Aged Care Rights](#)
- National Palliative Care Standards (5th Ed)
- [National Safety and Quality Health Service Standards](#)

Frameworks and models

- [End-of-life care framework – last 12 months of life](#)

Guides/ tip sheets

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

Guides/ tip sheets

- [MBS items to support delivery of palliative care](#)
- [PalliPHARM Core Palliative Care Medicines for Queensland Community Patients Factsheet](#)
- [PalliPHARM Factsheet](#)

Tools

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

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](#)

Guides/ tip sheets

- [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)

Policies and procedures

- [Example policy and procedures: Supporting carers to help manage breakthrough symptoms safely using subcutaneous medicines in the home](#)

Guidelines and standards

- [Guidelines for the handling of palliative care medicines in community services](#)

Tools

- [Palliative care needs assessment tool](#)
- [NIKI T34TM syringe pump learning package](#) (PallConsult)
- [Niki T34TM Subcutaneous Medication Infusion Chart](#) (PallConsult)

Standards and guidelines

- [Therapeutic guidelines for palliative care](#) (available for purchase)
- [PalliPHARM Core Palliative Care Medicines for Queensland Community Patients Factsheet](#)

Apps

- [palliMEDS](#)
- [palliAGEDgp](#)
- [palliAGEDnurse](#)
- [caring@home](#)

Videos

- [Management of pain](#)
- [Management of delirium](#)
- [Management of breathlessness](#)
- [Management of nausea and vomiting](#)

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 \(Silver book\)](#)
- [Monitored medicines \(Qscript\), Queensland Health](#)

Frameworks and models

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

Videos

- [The end-of-life care framework](#)

eLearning modules for nurses

- [PCC4U Module: Communication](#)
- [EN toolkit & Care Worker Toolkit](#)

eLearning modules for doctors, nurses and allied health in acute hospitals

- [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)

eLearning module

- [Clinical Frailty Scale \(CFS\) training module](#)

eLearning modules for nurses

- [Introducing ACP for the people in your care \(module 1\)](#)
- [Understanding ACP documents commonly used in QLD \(module 2\)](#)
- [Supporting conversations to complete the SOC document \(module 3\)](#)
- [Using the PREPARED framework to support advance care planning discussions \(Module 5\)](#)

Guides/tip sheets

- [Guide for health professionals using the SOC](#)
- [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](#)

eLearning modules for nurses

- [Introducing the *caring@home* resources and their benefits](#) (Module 1)
- [Conducting the one-on-one training session](#) (Modules 2A & 2B)
- [NIKI T34™ syringe pump learning package](#) (PallConsult)

eLearning modules for doctors, nurses and allied health in acute hospitals

- [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)

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GP/COMMUNITY/INPATIENT	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				<ul style="list-style-type: none"> • PowerPoint presentation: Conducting education for a carer about giving subcutaneous medicines
GP/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 <p>Factsheets</p> <ul style="list-style-type: none"> • Enduring Power of Attorney • Advance Health Directive • Statutory Health Attorney 		<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) • Understanding Dying Factsheet – PalAssist • Caring For Someone Who is Dying Factsheet – PalAssist • They've Stopped Eating and Drinking Factsheet – PalAssist • Palliative Care Medicines Factsheet • Storing your palliative care medicines safely Factsheet • Disposing of your palliative care medicines safely Factsheet

		<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>eLearning modules</p> <ul style="list-style-type: none"> • carerhelp Preparing for dying <p>Brochures</p> <ul style="list-style-type: none"> • A Guide to Palliative Care In Queensland – PalAssist • About Morphine Factsheet – PalAssist • Breathlessness Factsheet – PalAssist • Restlessness Factsheet – PalAssist • Why am I so tired? – PalAssist • Bowel Care And Constipation Near The End Of Life – PalAssist • Difficulty Sleeping Factsheet – PalAssist • Navigating Palliative Care in Queensland - Residential Aged Care Facil – PalAssist • Navigating Palliative Care in Queensland- Under 65 Years Old – PalAssist • Navigating Palliative Care in Queensland - 65 years and older – PalAssist
<p>Quality</p>	<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 		

- [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 \(QUT\)](#)
- [Gwandalan Palliative Care: National Palliative Care – Supporting Palliative Care for Aboriginal and Torres Strait Islander Communities](#)
- [PallAssist](#)
- [Palliative Care Australia](#)
- [PallConsult](#)
- [palliAGED](#)
- [PCC4U](#)
- [SPACE – Specialist Palliative Care in Aged Care Project \(RACF only\)](#)
- [PACE app - Palliative Care Education Directory](#)