

Northern Queensland Primary Health Network

After-hours Toolkit

Residential Aged Care Homes

An instructional after-hours guide to support residential aged care homes with action-planning, locating existing resources, and using and keeping resources and information current and relevant.

*The term "After hours" refers to times outside of standard operating hours, including evenings, nighttime, and weekends.





Acknowledgement

This toolkit has been developed by Northern Queensland Primary Health Network (NQPHN) from common content developed and shared between Primary Health Networks, as part of the Enhanced Out of Hours Support for Residential Aged Care program, funded by the Department of Health and Aged Care.



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.





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Background

Primary Health Networks have been commissioned to support the Australian Government's response to the Royal Commission into Aged Care Quality and Safety.

One of Primary Health Network's key objectives is to increase the awareness of after-hours services provided by general practitioners and other health professionals within residential aged care homes (RACHs).

These after-hours services can reduce hospital presentations for RACH residents, by providing appropriate care in facilities.

Northern Queensland Primary Health Network (NQPHN) has developed this RACH After-hours Toolkit, to provide relevant resources and templates to support RACHs in the after-hours period. These resources are intended to prepare staff to improve their response to acute clinical scenarios after hours, and access clinical support pathways when regular care providers are unavailable.

Purpose of the Toolkit

- » Provide guidance on creating and assessing after-hours plans for the facility and individual residents.
- » Educate staff and family on after-hours healthcare options and processes.
- » Encourage procedures to maintain relevant and current resident digital medical records, particularly following an episode where after-hours care was required.
- » Support engagement between RACHs and their residents GPs' and other relevant health professionals as part of after-hours action plans.

The resources and templates within this toolkit are designed to be dynamic documents, meaning plans should be revised and updated regularly to reflect changes in policies and procedures, available services, and care. These resources may complement your organisation's tools, and can be either used individually, or as a comprehensive toolkit.

This guide explains how to implement, use, and update the toolkit components.

How to use the RACH After-hours Toolkit

NQPHN's RACH After-hours Toolkit has been developed in close consultation with RACHs across northern Queensland providing relevant information and support with after-hours processes for your facilities to reduce emergency department presentations. The Toolkit is informed by evidence-based resources to support RACHs with enhancing their access and approach to after-hours services.

NQPHN's RACH After-hours Toolkit and its resources can all be accessed online by scanning the below QR code or visiting <https://nqphn.com.au/rach-after-hours-toolkit>



Disclaimer

The content and templates provided in this toolkit are for guidance purposes only. The intention of the resources is for facilities to use those that apply when introducing and commencing after-hours services.

Facilities are to consider, tailor, and develop their own unique range of materials based on their needs. The resources in the toolkit are not a substitute for professional care or legal advice.

After-hours Action Planning Audit Tool

Tool purpose, how to use it, and keeping it up to date

The After-hours Action Planning Audit Tool enables RACHs to self-assess their current after-hours preparedness, identify gaps in after-hours capabilities, and discover which resources, processes, and procedures could be adopted to improve residents' access to appropriate medical care.

Use this tool to assess the status of your RACH's after-hours preparedness. It contains links to other helpful after-hours resources.

To download the resource, [click here](#).



Facility After-hours Action Plan

Tool purpose, how to use it, and keeping it up to date

The Facility After-hours Action Plan is a fillable template developed to support RACHs in identifying, recording, and sharing contacts with staff who may need to access this information during an after-hours care scenario.

The completed plan should be available as a printed copy in locations easily accessible to staff working after hours.

To download the resource, [click here](#).



After-hours Service Directories

Tool purpose, how to use it, and keeping it up to date

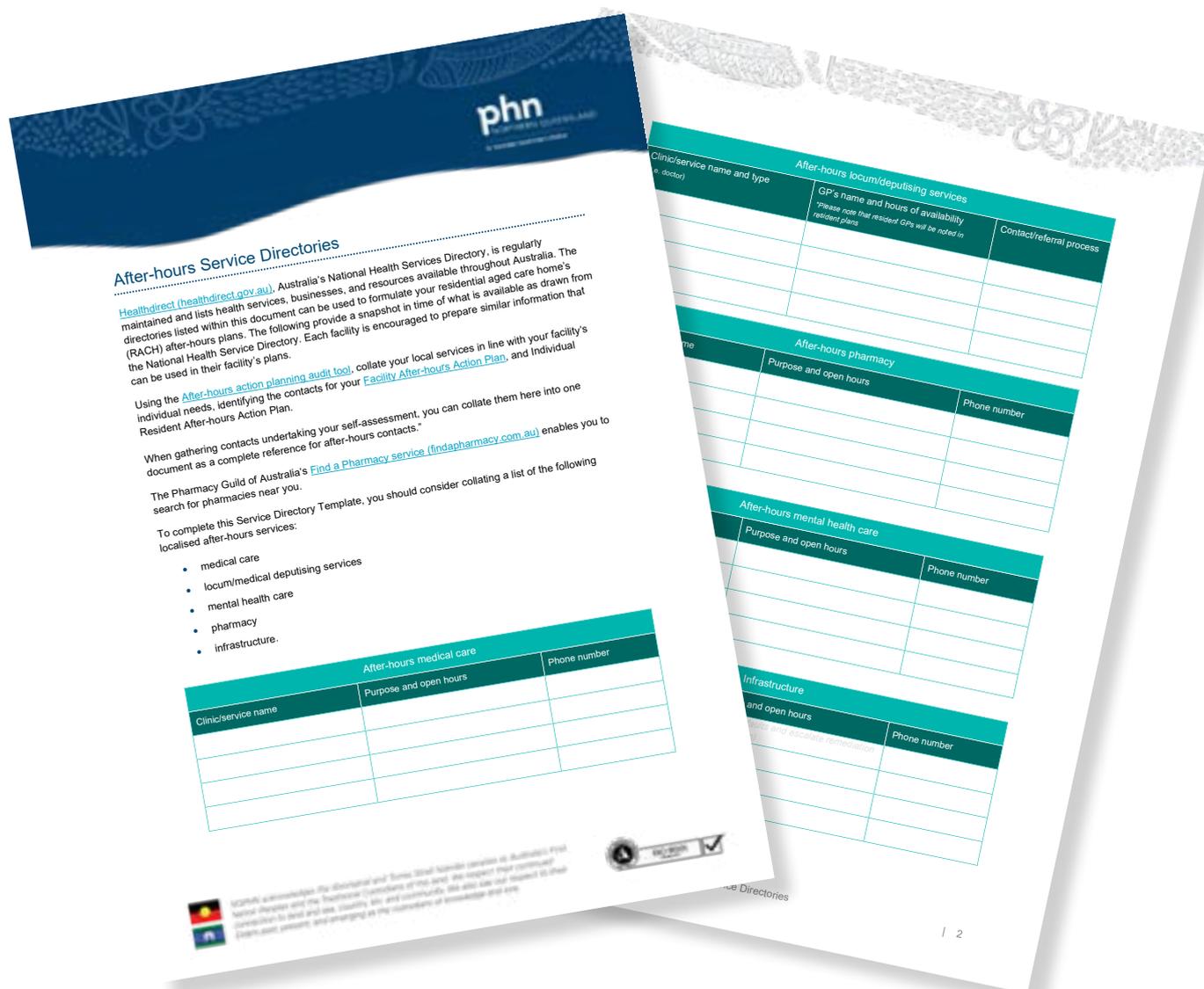
NQPHN recommends that RACHs refer to [Healthdirect's National Health Services Directory](#) to identify key providers before acute after-hours scenarios.

The After-hours Service Directories resource is a template that RACHs can use similarly or alternately to the Facility After-hours Action Plan, as a current contact list to reference in after-hours scenarios.

The Word document format enables easy customisation should you work with multiple general practitioners with different after-hours response preferences for their patients' care.

It is essential to keep these contacts current and easily accessible to all staff at all times.

To download the resource, [click here](#).



After-hours Response Flow Chart

Tool purpose, how to use it, and keeping it up to date

The After-hours Response Flow Chart is a helpful and easy-to-follow flow chart that guides staff in making decisions regarding clinical situations that occur outside of business hours.

It can assist clinical and non-clinical staff in escalating a situation, and follows the ISBAR (Identify, Situation, Background, Assessment, and Recommendation) Communication Tool for handover of care.

To download the A3 resource, [click here](#).



Individual Resident After-hours Action Plan

Tool purpose, how to use it, and keeping it up to date

The Individual Resident After-hours Action Plan provides a detailed summary of a resident's after-hours care plans, enabling staff to quickly access current and key information during an emergency.

Keep the plan secure and easily accessible so staff can always use it, ensuring the privacy of residents' records and information. Regularly review and update each plan to reflect the changing needs of your residents.

To download the resource, [click here](#).



The image shows a form titled "Individual RACH Resident After-hours Action Plan Form" with the "phn" logo. The form is divided into several sections: "Resident details", "Emergency information", and "Medical information". It includes fields for organization name, resident name, date of birth, gender, and language. There are also checkboxes for identifying the resident as Aboriginal, Torres Strait Islander, or South Sea Islander, and for indicating if they require an interpreter. The form also has sections for emergency contacts (Name, Relationship to resident, Address, Phone) and medical information (Medical treatment decision maker, General practitioner and practice, Subsidy pharmacy). At the bottom, there are checkboxes for "Specialist Palliative Care in Aged Care (SPACE)", "Advance Care Plan in place?", and "Do Not Resuscitate (DNR) order in place?". A footer note reads: "RACH After-hours Toolkit Individual RACH resident after-hours action plan form".

After-hours Family fact sheet

Tool purpose, how to use it, and keeping it up to date

The After-hours Family fact sheet is an informative flyer for the family members and carers of RACH residents to help them understand:

- » what happens if someone is unwell after-hours (at night or on the weekend)
- » how families can help.

The After-hours Family fact sheet has been developed by PHNs in a range of languages other than English, including Arabic, Chinese, Greek, Hindi, Italian, Maltese, Punjabi, Turkish, Vietnamese, Croatian, Dutch, German, Macedonian, Sinhalese, Spanish and Tamil. Translated versions can be found [here](#).

To download the resource, [click here](#).



Medical Support Checklist

Tool purpose, how to use it, and keeping it up to date

Based on the ISBAR (Identify, Situation, Background, Assessment, and Recommendation) Communication Tool, the Medical Support Checklist tool is designed to aid staff in responding to residents who are unwell and require medical support.

It is best utilised by completing the form and contacting services to provide information on a resident's condition, such as their general practitioner, locum service, or Virtual Emergency Care Service (VECS) - Queensland Virtual Hospital. To assess which service may be most appropriate to your needs, and whether the Virtual Emergency Care Service is right for you, use the Healthdirect Symptom Checker at www.healthdirect.gov.au/symptom-checker

The checklist can be printed and bound as an A4 notepad or saved as a digital copy distributed to all nursing stations for use on electronic devices.

To download the resource, [click here](#).





RACH After-hours Toolkit

