After-hours Action Planning Audit Tool

phn NORTHERN QUEENSLAND
An Australian Government Initiative

To be used in conjunction with existing processes to support residential aged care home (RACH) preparedness for the after-hours period.

Organisation name:

Completed by: (Your name)

Date completed:

Checklist for after-hours preparation	Yes	No	Helpful resources	Action	
Person-centred					
Does each resident have an advanced care plan? **If so, where can they be found and are they up to date?**	☐	☐	How to create a Care Plan in Queensland		Date to be actioned: Date to be completed:
Does your RACH offer advanced care plans for each resident?	☐	☐	How to identify goals of care Advance care planning forms		Date to be actioned: Date to be completed:
Does each resident have a medical treatment decision maker in place for residents who do not have decision making capacity?	☐	☐	Appointing a substitute decision-maker		Date to be actioned: Date to be completed:
Are residents who are at risk of deterioration identified? **If so, is this information updated within the advanced care plan and easily accessible to staff?** **ELDAC – (End of life Direction for aged care) Resources** ▷	☐	☐	Recognition of the deteriorating resident ELDAC Supportive and Palliative Care Indicators tool ELDAC Toolkit Educational Videos for RACH staff The dying patient | CareSearch ELDAC Digital Dashboard bundle		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	Yes	No	Helpful resources	Action	
Does your RACH have access to an after-hours GP/locum service or suitable alternatives in the after-hours time frame?	☐	☐	After-hours service directories template for GPs/Locum.		Date to be actioned: Date to be completed:
If so, are staff aware of how to access this information?	☐	☐			

Documentation					
Does your RACH have a structured handover tool, when communicating with other health professionals such as ISBAR? ISBAR (Identify, Situation, Background, Assessment, and Recommendation)	☐	☐			Date to be actioned: Date to be completed:
Does your RACH have processes for escalation to your local Residential Aged Care Support Service (RaSS) Team for escalation of care?	☐	☐	Residential Aged Care clinical pathways RaSS telephone triage		Date to be actioned: Date to be completed:
Does your RACH have processes for escalation of cases to PallConsult for palliative care advice after hours?	☐	☐	PallConsult		Date to be actioned: Date to be completed:

Checklist for after-hours preparation	Yes	No	Helpful resources	Action	
Systems					
Is telehealth technology easily accessible to staff after-hours?	☐	☐	[Australian College of Rural and Remote Medicine (ACRRM) Telehealth resources](#)		Date to be actioned:
Are staff confident in using telehealth technology?	☐	☐	[Australian Digital Health Agency (ADHA) Telehealth initiatives and programs](#)		Date to be completed:
Does your RACH have a procedure for sharing resident information with other services or hospitals if transfer is required?	☐	☐	[For information on how to view and upload resident information including discharge summaries in My Health Record](#)		Date to be actioned:
Does your RACH use My Health Record?	☐	☐			Date to be completed:
Does your RACH upload or view resident information to My Health Record?	☐	☐			
Does your RACH include resident information in the event of a transfer?	☐	☐	[Country to Coast Queensland PHN Yellow envelope](#)		Date to be actioned: Date to be completed:
Does your RACH update a resident's medical records with the discharge summary provided after an episode of care?	☐	☐			Date to be actioned: Date to be completed:
Does your home have access to stock medications after-hours, such as an IMPREST system?	☐	☐			Date to be actioned: Date to be completed:

Checklist for after-hours preparation	Yes	No	Helpful resources	Action	
Does your RACH have a medication advisory committee?	☐	☐	[DoHAC audit tool and checklist for a medication advisory committee](#)		Date to be actioned: Date to be completed:
Documentation					
Does your RACH require extra support for educating your clinical staff on after-hours services and preparation? **If so, contact Northern Queensland PHN at ophapc@nqphn.com.au**	☐	☐			Date to be actioned: Date to be completed:
List the services for which you would like support. List the topics for which you would like support. 					

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.