

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 it's 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](#).

The image shows a stack of three 'After-hours Action Planning Audit Tool' forms. The top form is a checklist with sections for 'Person-centred', 'Helpful resources', and 'Action'. It includes questions about care plans, decision-making, and deterioration, with checkboxes for 'Yes', 'No', and 'Helpful resources'. The 'Action' section has a table with columns for 'Date to be actioned', 'Date to be completed', and 'Action'. The bottom two forms show the continuation of the 'Action' table.





# 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](#).

**Facility After-hours Plan**  
Editable template

**Our aged care home's contacts**

RACH contact number: \_\_\_\_\_ Phone: \_\_\_\_\_

RACH address: \_\_\_\_\_ Phone: \_\_\_\_\_

Email address: \_\_\_\_\_

Facility manager's name: \_\_\_\_\_ Phone: \_\_\_\_\_

Clinical manager's name: \_\_\_\_\_ Phone: \_\_\_\_\_

**After-hours medical care contacts**

After-hours RN/Clinical manager (internal) Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Facility's preferred GP (after hours) Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Hours available: \_\_\_\_\_ Email address: \_\_\_\_\_

Video telehealth: ☐ Yes ☐ No

Please continue on next page >

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RACH After-hours Toolkit Facility After-hours Plan | 1



# 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 Service Directories**

Healthdirect ([healthdirect.gov.au](http://healthdirect.gov.au)), Australia's National Health Services Directory, is regularly maintained and lists health services, businesses, and resources available throughout Australia. The directories listed within this document can be used to formulate your residential aged care home's (RACH) after-hours plans. The following provide a snapshot in time of what is available as drawn from the National Health Service Directory. Each facility is encouraged to prepare similar information that can be used in their facility's plans.

Using the [After-hours action planning audit tool](#), collate your local services in line with your facility's Resident After-hours Action Plan.

When gathering contacts undertaking your self-assessment, you can collate them here into one document as a complete reference for after-hours contacts."

The Pharmacy Guild of Australia's [Find a Pharmacy service \(findapharmacy.com.au\)](#) enables you to search for pharmacies near you.

To complete this Service Directory Template, you should consider collating a list of the following localised after-hours services:

- medical care
- locum/medical deputising services
- mental health care
- pharmacy
- infrastructure.

After-hours medical care		
Clinic/service name	Purpose and open hours	Phone number

After-hours locum/deputising services		
Clinic/service name and type (e. doctor)	GP's name and hours of availability <small>Please note that resident GPs will be noted in resident plans</small>	Contact/referral process

After-hours pharmacy		
Name	Purpose and open hours	Phone number

After-hours mental health care		
Purpose and open hours	Phone number	

Infrastructure		
Purpose and open hours	Phone number	

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ISO 9001 QUALITY

After-hours Service Directories

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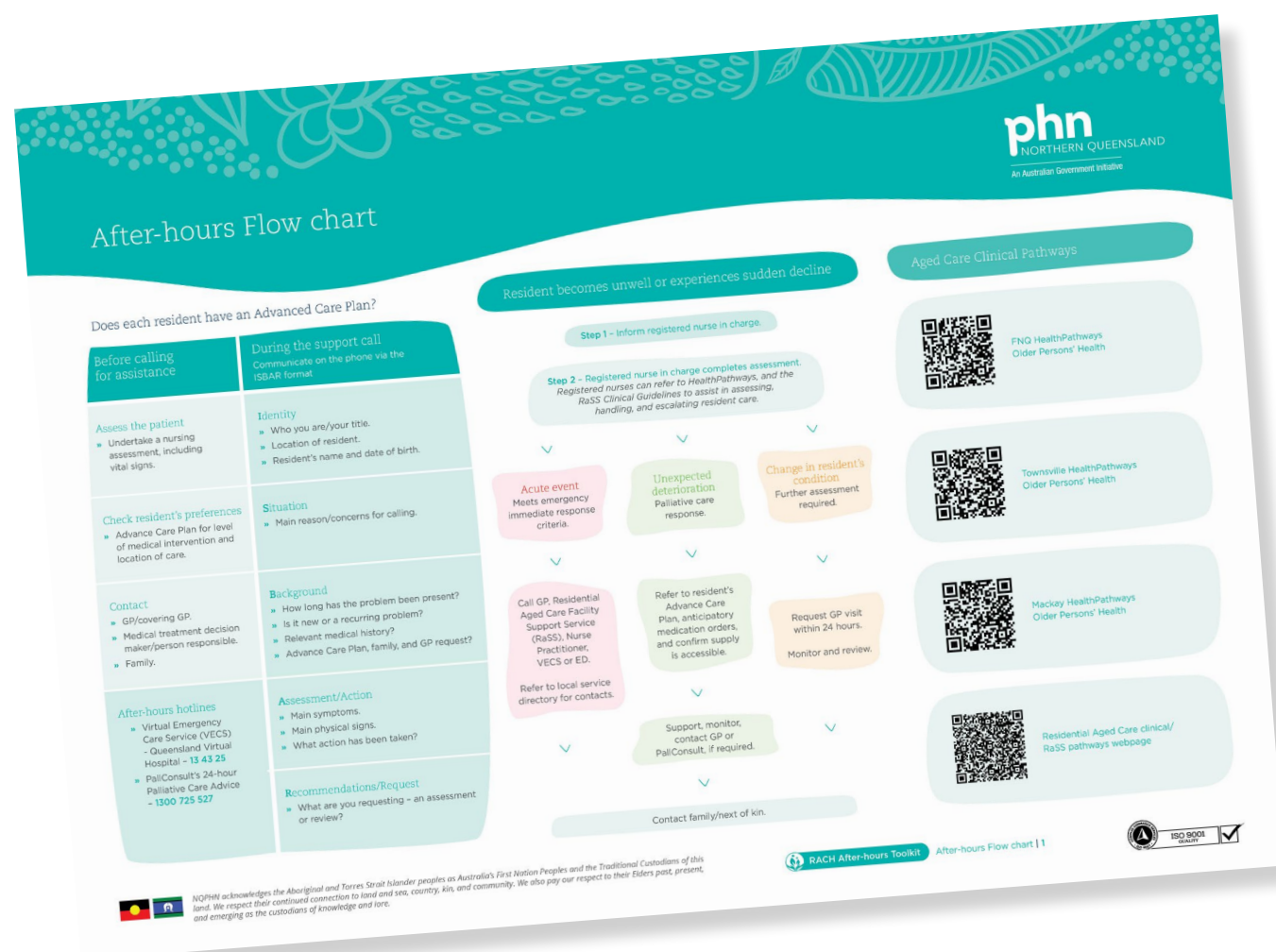
# After-hours Response Flow Chart

## 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 form is titled "Individual RACH Resident After-hours Action Plan Form" and features the "phn" logo for Northern Queensland. It is divided into several sections: "Resident details" (including full name, preferred first name, date of birth, gender, and identification as Aboriginal, Torres Strait Islander, or South Sea Islander), "Emergency information" (including emergency contact, next of kin, and medical information), and "Medical information" (including medical treatment decision maker, general practitioner and practice, and supply pharmacy). The form also includes checkboxes for "Does this resident have the cognitive capacity to make their own health care decisions?", "Does this resident have an Advance Care Plan in place?", and "Does this resident have a Do Not Resuscitate (DNR) order in place?". The form is designed to be a template for individual residents, with fields for name, phone, email, and other contact information.



# 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](http://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](#).

**Medical Support Checklist**  
When a resident is unwell, complete this before you call for assistance

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**Introduction**

Resident name: \_\_\_\_\_ Date: \_\_\_\_\_  
Time: \_\_\_\_\_ ☐ am ☐ pm

Resident date of birth: \_\_\_\_\_ Gender: ☐ Male ☐ Female ☐ Other: (Specify) \_\_\_\_\_

**Situation**

Main presenting problem: \_\_\_\_\_

**Background**

☐ Check resident's advanced care plan for medical treatment preferences including location of care (at home versus hospital).

Have access to the following information:

- ☐ list of current medical conditions
- ☐ up to date family, GP, and Medical Treatment Decision Maker contact details
- ☐ up to date medication chart including allergies
- ☐ the resident's baseline vital signs and functional status (e.g. mobility, transfers).

**Assessment**

Record the resident's vital signs:

- temperature: \_\_\_\_\_
- blood pressure: \_\_\_\_\_
- heart rate: \_\_\_\_\_
- usual Glasgow Coma Score (GCS): \_\_\_\_\_
- oxygen saturation: \_\_\_\_\_
- respiratory rate: \_\_\_\_\_
- current GCS: \_\_\_\_\_
- pain score (1-10): \_\_\_\_\_
- add other signs and symptoms of concern to notes on the next page.

Please continue on next page >

**Score**

Score	Total score
4	
3	
2	
1	
Score	E =
6	
5	
4	
3	
2	
1	
Score	V =
6	
5	
4	
3	
2	
1	
Score	M =

Required pathways escalate to local services, as appropriate, or Virtual Emergency Care Service ([qvh-virtual-emergency-care-service.health.qld.gov.au](http://qvh-virtual-emergency-care-service.health.qld.gov.au))

allied health, and Aboriginal and Torres Strait Islander

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# Clinical Pathways QR Code Resources

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

The Clinical Pathways QR Code Resources conveniently provide information that directs to Queensland Health's Residential Aged Care Facility Support Service (RaSS) Clinical Guidelines for 31 different conditions. Clinical staff can use it to assist with managing acute care on-site, where appropriate, and as a guide for the escalation of care and handovers, as necessary.

HealthPathways QR resources are available for each northern Queensland region, providing localised and relevant information and resources to guide management on a broad range of conditions and situations. Your nursing team can use the resource to access team-based perspectives and support, as well as locum or telehealth general practice service referral information within local HealthPathways platforms.

The resource is available in several formats, including a print-ready A4 handbook, A3 poster, or A5 document.

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

To download the A5 document, [click here](#).

To download the A4 handbook, [click here](#).





## RACH After-hours Toolkit

