

# After-hours action planning audit tool



To assess your RACHs preparedness for the after-hours period as it relates to residents, systems and documentation, doing this audit every 12 months is recommended.

Organisation name:

Completed by:

Date completed:

Checklist for after-hours preparation	YES	NO	Helpful resources	Action
<b>Person-centred</b>				
Do you have advance care plans for each resident?  If so, where can they be found? <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">How to create a Care Plan in Victoria</a>  <a href="#">How to prepare for Planned Palliative Care</a>  <a href="#">Advance care planning forms</a>	<input type="text"/>  <input type="text"/>

Checklist for after-hours preparation	YES	NO	Helpful resources	Action	
<p>Do you have a medical goals of care plan for each resident?</p> <p>If so, where can they be found?</p> <div data-bbox="174 421 580 576" style="border: 1px solid black; height: 97px; width: 181px;"></div>	<input type="checkbox"/>	<input type="checkbox"/>	<p><u><a href="#">How to identify goals of care</a></u></p>		<p>Date to be actioned:</p> <div data-bbox="1749 296 2063 384" style="border: 1px solid black; height: 55px; width: 140px;"></div> <p>Date to be completed:</p> <div data-bbox="1749 488 2063 576" style="border: 1px solid black; height: 55px; width: 140px;"></div>
<p>Do you have a medical treatment decision-maker in place for residents who do not have decision-making capacity?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><u><a href="#">Appointing a Medical Treatment Decision Maker</a></u></p>		
<p>Do you have deterioration plans for each resident?</p> <p>If so, where are they stored? Can they be easily accessed by staff?</p> <div data-bbox="174 1224 580 1410" style="border: 1px solid black; height: 117px; width: 181px;"></div>	<input type="checkbox"/>	<input type="checkbox"/>	<p><u><a href="#">Early recognition of clinical deterioration in aged care   Safer Care Victoria</a></u></p> <p><u><a href="#">ELDAC Supportive and Palliative Care Indicators tool</a></u></p> <p><u><a href="#">ELDAC Toolkit Educational Videos for RACH staff</a></u></p> <p><u><a href="#">The dying patient   CareSearch</a></u></p>		

Checklist for after-hours preparation	YES	NO	Helpful resources	Action	
<p>Do you have each resident's GP contact details?</p> <p>If so, where can these be found?</p> <div data-bbox="174 427 577 587" style="border: 1px solid black; height: 100px; width: 100%;"></div>	<input type="checkbox"/>	<input type="checkbox"/>	<p><u>Person-centred after-hours action plan</u></p>		<p>Date to be actioned:</p> <div data-bbox="1749 304 2067 395" style="border: 1px solid black; height: 57px; width: 100%;"></div> <p>Date to be completed:</p> <div data-bbox="1749 491 2067 582" style="border: 1px solid black; height: 57px; width: 100%;"></div>
<p>Does the patient's GP offer after-hours support, including locum service, and do staff know how to contact it?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><u>After-hours service directory</u></p>		
<p>Do you have access to a locum service not provided by the patient's GP?</p> <p>If so, are all staff aware of how to contact it?</p> <div data-bbox="174 1230 577 1390" style="border: 1px solid black; height: 100px; width: 100%;"></div>	<input type="checkbox"/>	<input type="checkbox"/>	<p><u>After-hours service directory</u></p>		

Checklist for after-hours preparation	YES	NO	Helpful resources	Action	
<b>Documentation</b>					
Do you use a structured handover tool, such as ISBAR?	<input type="checkbox"/>	<input type="checkbox"/>	<p><b><u>The ISBAR model</u></b> – How to effectively communicate clinical information in a RACH</p> <p><b><u>ISBAR template</u></b></p> <p><b><u>Medical support checklist</u></b></p>		<p>Date to be actioned: <input type="text"/></p> <p>Date to be completed: <input type="text"/></p>
Is there an RN available on site or via phone? This might be a facility nurse, NURSE-ON-CALL, or Residential In-Reach (RiR).	<input type="checkbox"/>	<input type="checkbox"/>	<p><b><u>NURSE-ON-CALL</u></b></p> <p><b><u>After-hours service directory</u></b></p>		<p>Date to be actioned: <input type="text"/></p> <p>Date to be completed: <input type="text"/></p>
Do you know how and when to access RiR? ( <i>Metropolitan areas only</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<p>To identify which RiR provides services to your RACH, you can call a central telephone number for all metropolitan RiR services: 1300 65 75 85.</p> <p><b><u>Medical referral options for residents in aged care homes</u></b></p>		<p>Date to be actioned: <input type="text"/></p> <p>Date to be completed: <input type="text"/></p>

Checklist for after-hours preparation	YES	NO	Helpful resources	Action	
Do you know how and when to contact Victorian Virtual Emergency Department (VVED)?	<input type="checkbox"/>	<input type="checkbox"/>	<u>VVED contact details</u>  <u>Medical referral options for residents in aged care homes</u>		Date to be actioned: <input type="text"/>  Date to be completed: <input type="text"/>
<b>Systems</b>					
Is there telehealth technology available for you to use?	<input type="checkbox"/>	<input type="checkbox"/>	<u>telehealthvictoria.org.au</u>		Date to be actioned: <input type="text"/>  Date to be completed: <input type="text"/>
Is there a procedure for sharing patient information with other services or hospitals if transfer is required?	<input type="checkbox"/>	<input type="checkbox"/>	<u>Person-centred after-hours action plan</u>		Date to be actioned: <input type="text"/>  Date to be completed: <input type="text"/>

Checklist for after-hours preparation	YES	NO	Helpful resources	Action	
<p>Is there a list of information that should be included in the event of a transfer?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><b><u>Comprehensive Health Assessment for the Older Person</u></b></p>		<p>Date to be actioned:  <input type="text"/></p> <p>Date to be completed:  <input type="text"/></p>
<p>Does your RACH update a resident's medical records with the discharge summary provided after an episode of care?</p> <p>For example to Clinical Software or My Health Record.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><b><u>My Health Record for Victorian Health Services</u></b></p> <p>Review the link attached, specifically the 'what does this mean for Victorian Health Services?' for information about how My Health Record can facilitate improved clinical decision making and more effective health management.</p>		<p>Date to be actioned:  <input type="text"/></p> <p>Date to be completed:  <input type="text"/></p>
<p>Does your facility have the means to stock medications after-hours, such as an IMPREST system?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p><b><u>Vic DOH guidelines</u></b> – provides guidance on how to appropriately store and record medicines in a RACH.</p>		<p>Date to be actioned:  <input type="text"/></p> <p>Date to be completed:  <input type="text"/></p>

Checklist for after-hours preparation	YES	NO	Helpful resources	Action
Does your RACH have a medication advisory committee?	<input type="checkbox"/>	<input type="checkbox"/>	<p><b><u>DoHAC audit tool and checklist for a medication advisory committee</u></b> – aims to assist RACHs implement a Medical Advisory Committee or optimise an existing MAC.</p>	<div data-bbox="1227 256 1720 692" style="border: 1px solid #ccc; height: 273px; width: 220px;"></div> <div data-bbox="1742 256 2067 389" style="border: 1px solid #ccc; padding: 5px;">Date to be actioned:</div> <div data-bbox="1742 448 2067 580" style="border: 1px solid #ccc; padding: 5px;">Date to be completed:</div>
Does your RACH know who its local community palliative care provider is and how to make a referral?	<input type="checkbox"/>	<input type="checkbox"/>	<p><b><u>Community palliative care providers in the NWMPHN region</u></b></p> <p><b><u>After-hours service directory</u></b></p>	<div data-bbox="1227 745 1720 1244" style="border: 1px solid #ccc; height: 313px; width: 220px;"></div> <div data-bbox="1742 745 2067 877" style="border: 1px solid #ccc; padding: 5px;">Date to be actioned:</div> <div data-bbox="1742 936 2067 1069" style="border: 1px solid #ccc; padding: 5px;">Date to be completed:</div>

Checklist for after-hours preparation	YES	NO	Helpful resources	Action
<b>Education and further assistance</b>				
<p>Do you require extra support for educating your clinical staff on after-hours services and preparation?</p> <p>If so, contact your PHN at <a href="mailto:agedcaresupport@nwmphn.org.au">agedcaresupport@nwmphn.org.au</a></p> <p>List the services for which you would like support. E.g. Locum, RiR, VVED.</p> <div data-bbox="174 719 580 876" style="border: 1px solid black; height: 100px; width: 100%;"></div>	<input type="checkbox"/>	<input type="checkbox"/>		<div data-bbox="1227 323 1720 879" style="border: 1px solid #ccc; height: 100%; width: 100%;"></div> <div data-bbox="1742 323 2067 643" style="border: 1px solid #ccc; padding: 5px;"> <p>Date to be actioned:</p> <div data-bbox="1749 363 2063 453" style="border: 1px solid #ccc; height: 50px; width: 100%;"></div> <p>Date to be completed:</p> <div data-bbox="1749 552 2063 641" style="border: 1px solid #ccc; height: 50px; width: 100%;"></div> </div>

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.