phn
CENTRAL AND EASTERN SYDNEY
An Australian Government Initiative

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
Person-centred				
Do you have advance care plans for each resident? If so, where can they be found?	☐	☐	• Advance Care Plan Form • Making an Advance Care Directive • How to create a care plan in NSW	Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Helpful resources	Action
Do you have a medical goals of care plan for each resident? If so, where can they be found?	☐	☐	• How to identify goals of care	Date to be actioned: Date to be completed:
Do you have a medical treatment decision-maker in place for residents who do not have decision-making capacity?	☐	☐	• Appointing an Enduring guardian	Date to be actioned: Date to be completed:
Do you have deterioration plans for each resident? If so, where are they stored? Can they be easily accessed by staff?	☐	☐	• ELDAC Response to deterioration toolkits • ELDAC Supportive and Palliative Care Indicators tool	Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Helpful resources	Action
Do you have each resident's GP contact details? If so, where can these be found?	☐	☐	• Person-Centered action plan	Date to be actioned: Date to be completed:
Does the patient's GP offer after-hours support, including locum service, and do staff know how to contact it?	☐	☐	• After-hours service directory (part one) • After-hours service directory (part two)	Date to be actioned: Date to be completed:
Do you have access to a locum service not provided by the patient's GP? If so, are all staff aware of how to contact it?	☐	☐	• After-hours service directory (part one) • After-hours service directory (part two)	Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Helpful resources	Action
Documentation				
Do you use a structured handover tool, such as ISBAR?	☐	☐	• ISBAR structured handover tool ISBAR • Medical support checklist (CESPHN) • Medical support checklist (personalised)	Date to be actioned: Date to be completed:
Is there an RN available on site or via phone? This might be a facility nurse, NURSE-ON-CALL, or Geriatric Outreach service teams?	☐	☐	• After-hours service directory (part one) • After-hours service directory (part two)	Date to be actioned: Date to be completed:
Do you know how and when to access Geriatric outreach service teams?	☐	☐	• After-hours service directory (part one) • After-hours service directory (part two)	Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Helpful resources	Action
Do you know how and when to access Geriatric outreach service teams?	☐	☐	Geriatric Outreach service teams contact details are below: • **SESLHD Geriatric Flying Squad** Phone **1800 222 353** • **SLHD RACH Outreach Program** Access Care Team Phone **1300 722 276** Fax **9767 7026** Email **SLHD-ACTCallCentre@health.nsw.gov.au**	Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Helpful resources	Action
Systems				
Is there telehealth technology available for you to use?	☐	☐	• Virtual care hub	Date to be actioned: Date to be completed:
Is there a procedure for sharing patient information with other services or hospitals if transfer is required?	☐	☐	• Person-Centered action plan	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? (RACH clinical information system and/or My Health Record)	☐	☐	• My health Record for Healthcare providers	Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Helpful resources	Action
Does your facility have the means to stock medications after-hours, such as an IMPREST system?	☐	☐	• NSW Department of Health Guidelines	Date to be actioned: Date to be completed:
Does your RACH have a medication advisory committee?	☐	☐	• Audit tool and checklist for a Medication Advisory Committee	Date to be actioned: Date to be completed:
Does your RACH know who its local community palliative care providers are and how to make a referral?	☐	☐	• Palliative care providers in the CESPHN region • After-hours service directory (part one) • After-hours service directory (part two)	Date to be actioned: Date to be completed:

Checklist for after-hours preparation	YES	NO	Helpful resources	Action
Education and further assistance				
Do you require extra support for educating your clinical staff on after-hours services and preparation? If so, contact your PHN at agedcare@cesphn.com.au List the services for which you would like support with e.g. Locum, Geriatric Outreach, Telehealth services	☐	☐		Date to be actioned: Date to be completed:

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 afterhours services action plan and ongoing education of permanent and agency staff.