



Advance Care Planning Program Continuous Quality Improvement (CQI) Audit for Residential Aged Care Facilities

This Audit instrument was originally developed by Mandy Harden in 2008 in her role as ACP Project Officer in the Hunter New England Area Health Service. It has been developed further by Anne Meller, ACP Project Officer in South East Sydney Illawarra Area Health Service. Sydney South West Area Health Service greatly appreciates their permission to use and further adapt this instrument.

The **PURPOSE** of this CQI Audit tool is to help aged care facilities that want to take a more systematic approach to advance care planning (ACP) to assess their current practice and then to suggest strategies for improving practice. All issues may not be fully relevant for all organisations. Facilities are encouraged to use the audit tool in a way that best meets the needs of their organisation.

How to use this CQI Audit and Action Planner

1. Ask each question below and circle "Yes" or "No"
2. Prioritise the questions that have a "No" answer and that require action(s)
3. For the "No" answers, consider the recommended actions to become a "Yes" and who would be the most appropriate person, group etc to action the recommendations.
4. For the "Yes" answers or when you have been able to make a "No" answer into a "Yes" answer, consider how this could be reported /audited to indicate improvement. Templates or systems may need to be developed. Some bolded areas indicate some suggestions.
5. Commit to a date to follow-up actions.
6. Consider doing a CQI Plan-Do-Study-Act for each of these recommendations as this will ensure they are completed and will add to your evidence portfolio.



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Issue	Question?	Yes/No	Recommended Action	Who will be responsible?	When Due?	Action/Comments
1	Does your facility have a copy of the NSW Health Guidelines: <i>Using Advance Care Directives – NSW and Guidelines for end-of-life care and decision-making</i> ?	Yes	While aged care facilities are not bound by Health Department policies, these are useful documents providing guidelines around ACP. It would be helpful to check if the facility's policies and practices reflect the information in these documents.			
		No	Download copies from: www.health.nsw.gov.au/policies/gl/2005/pdf/GL2005_056.pdf www.health.nsw.gov.au/policies/gl/2005/pdf/GL2005_057.pdf			
2	Does your facility or organisation have a policy or guideline that includes ACP? ACP may link to other existing policies, such as Resident Rights, Informed Consent, End-of-Life Care etc.	Yes	Check it has been reviewed recently and reflects current good practice.			
		No	Engage appropriate people to have ACP included in the facility or organisational policies. Include GPs visiting the facility in this process as appropriate.			
3	Does your facility identify a substitute decision-maker (SDM)/ <i>Person Responsible</i> for all residents on admission?	Yes	Check the person identified reflects the NSW Guardianship Tribunal hierarchy of substitute decision makers in defining who the <i>Person Responsible</i> is. If the resident is competent, check with them if the <i>Person Responsible</i> is the person they want to make decisions for them. If this is not the case, advise the resident of the opportunity to appoint their preferred decision-maker as their Enduring Guardian. Document this process clearly in the resident's file.			

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		No	Incorporate this information into the admission procedure to ensure it outlines the rights and responsibilities of the <i>Person Responsible</i> and that the resident has clear input where possible to who will be their substitute decision-maker.			
4	Are GPs with residents in your facility aware of and supportive of your approach to ACP?	Yes	Ensure they have input to any new policies or forms related to ACP that are developed by the facility. Encourage them to include ACP as part of their general care and as part of Comprehensive Medical Assessments and Case Conferences.			
		No	Provide information about ACP aimed at GPs. Find out if the local GP Division has information and resources for their members. Engage individuals or groups of GPs in strategic discussions about the role of ACP.			
5	Do you include information brochures about ACP for the residents/families in the pre-admission package?	Yes	Check if the residents /families feel this information is meeting their needs (e.g. at conclusion of care planning sessions, or via resident/relative meeting, suggestions box, information sessions).			
		No	Develop and include a general brochure on advance care planning in the pre-admission package for residents and families.			

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6	Do staff start the preliminary discussion or introduce ACP during the admission procedure?	Yes	Check if the residents/families feel the information is meeting their needs (e.g. at conclusion of care planning sessions, or via resident/relative meeting, suggestions box, information sessions).			
		No	Have the staff refer the resident/relative to the brochure (now in the admission package). Let them know ACP will be discussed at a care planning meeting with the resident or their family around 6 weeks after admission. Advise of who they can contact prior to this meeting or the name of the person who may be contacting them prior to the care planning meeting to start the discussion.			
7	Do you set a date for a resident/family interview for all new admissions within 6 weeks of admission?	Yes	Check to see if the resident/relatives feel the discussion at this interview is meeting their needs (e.g. at conclusion of care planning sessions, or via resident relative meeting, suggestions box, information sessions).			
		No	Set a date for the resident/family to meet with key staff from the facility and facilitate/expand the discussion needed to include ACP.			
8	Does the interview with the resident /family explicitly include issues about ACP?	Yes	Review the discussion process and if it meets the needs of the resident/family, staff and GPs.			
		No	Ensure that ACP issues are explicitly raised as part of the interview agenda.			

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9	Do you use a separate care plan record to document the ACP discussion and decisions?	Yes	Review the document to ensure it is meeting the needs of residents, staff and GPs.			
		No	Use one of several existing forms or else develop a record or form appropriate to your facility systems. Get input from GPs in the development of any forms. Ensure any forms are approved within the organisation and all staff are trained in their use.			
10	Do you follow up the ACP discussion with the resident's GP, requesting their contribution to any documentation (if GP not attending Care Planning already)?	Yes	Check that the GP feels the current system meets their needs in relation to ACP development for their patients.			
		No	Develop a system to alert the GPs that their residents have an ACP in place and that you request their contribution and signature.			
11	Do you follow up the ACP discussion with recommendations for Case Conferencing opportunities with medical specialists or other health professionals opinions requesting their contribution to any documentation?	Yes	Check that the GP feels the current system meets their needs in relation to ACP development for their residents.			
		No	Develop a system to refer residents for other opinion prior to deterioration if this is considered beneficial.			
12	Is the ACP reviewed at regular times?	Yes	Check with staff re review times or audit resident files for review notes and changes.			
		No	Include a review of the system in place for initiating a review of the resident's care plan.			

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13	Is the ACP placed in a specific folder or divider in the residents' notes?	Yes	Check staff are aware where they are stored. Survey/ audit of placement of documents.			
		No	Develop policies and procedures relevant to your facility. Some ways of approaching this might be to include the ACP documents behind the resident's front sheet, in a coloured divider or by copying documents onto coloured paper.			
14	On transfer of the resident to another RACF, hospital or other health care service does the "Transfer Form" identify if an ACP is attached/available?	Yes	Check if staff are aware of this system. Survey/audit of this process occurring.			
		No	Develop policies and procedures relevant to your facility. This might include photocopying the existing plan on to coloured paper to make it more obvious, a transfer checklist that goes with the resident, a large printed envelope that contains all crucial documents on transfer and has them listed on the front.			
15	Has the facility identified a person to act as champion/link person for ACP?	Yes	Ensure this person has the support they require to implement ACP. Document these supports and how they are provided.			
		No	Identify a person and then determine the needs for this person in terms of resources and training required. Ensure there are systems in place to support this person taking on this role.			
16	Are staff informed of the ACP systems within the facility during	Yes	Check with new staff that they feel this information is adequate (refer to			



	their orientation?		evaluations and verbal feedback from staff following training and consider if further training is needed).			
		No	Include information on ACP in orientation/induction procedure in the context of their role within the facility, and advise re champion/link nurse positions within the facility.			
17	Do all staff attend annual education and training on ACP?	Yes	Check if staff feel the training is meeting their needs and is adequate (refer to evaluations and verbal feedback following training to determine whether further training is needed).			
		No	Include training and education in the annual staff training calendar and other training programs.			
18	Are staff surveyed re issues that arise in regard to ACP?	Yes	Review the outcomes of any staff surveys that consider ACP to see if policies, procedures or training need to be improved.			
		No	Consider development of a staff training survey that includes particular reference to ACP.			

ACP Residential Care Audit – Acknowledgements to Mandy Harden (HNEAHS) & Anne Meller (SESIAHS)

For further information go to:
www.mywishes.org.au