

After Hours Support

Residential Aged Care

After-hours preparation audit

Consider this audit to supplement your existing quality improvement processes to support or enhance your after-hours planning.

This audit is for your organisations internal use only.

How to use this audit tool

- This audit comprises of 3 checklists which **commence on the next page**.
- Each checklist provides questions to consider with respect to your sites after-hours processes and procedures.
- Refer to the example below for guidance on how to use the checklists.

Example domain

Considerations	Internal reference	Example indicators to assist your audit	Resources
These are high level questions to prompt review or establishment of a policy or process that impacts after-hours care.	You can provide a reference that enables retrieval of relevant evidence or documentation.	These optional questions might provide you some ideas about what you might consider monitoring to inform your audit. You can modify these and add your own.	This column refers to the support documents and linkages to the quality standards that are related to the consideration and can potentially be strengthened.

Relevant Support Resources

1. [After-Hours Support Resources Guide](#)
2. [All resources listed in the audit](#)

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Aged Care Learning Information Solution (Alis)

The Aged Care Quality and Safety Commission provide education and training to help you understand your obligations under the Aged Care Quality Standards. Alis will provide you access to learning modules such as clinical governance, the serious incident response scheme, quality standards, and more.

The knowledge gained through Alis can potentially support processes to enhance your after-hours action planning. You can use Alis on any internet-connected PC, laptop, tablet or phone.



alis

[Access Alis](#)

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Escalation of Care

✓	Considerations	Internal reference	Example indicators to assist your audit	Resources
☐	How are your residents assisted with advanced care planning?		- Proportion of residents with advanced care plans in place - Proportion of residents with up-to-date residential goals of patient care in place - Number of after-hours hospitalisations in a week - Number of calls to GPs after-hours in a week - Average wait time for external clinical interventions after need for escalation is identified - Weekly hospitalisations because staff have not been able to reach a GP	Information: Advanced care planning Information: Escalation of care flowchart Recognising clinical deterioration Information : Clinical handover Strengthened ACQS outcome linkages: 1.1. Person-centred care 1.3. Choice, independence and quality of life 2.7. Information management 3.1. Assessment and planning 3.2. Delivery of funded aged care services 3.3. Communicating for safety and quality 5.4. Comprehensive care 5.5. Safety of clinical care services 5.6. Cognitive impairment 5.7. Palliative care and end-of-life care 7.2. Transitions
☐	Are residential goals of patient care forms up to date and easily accessible by clinical staff and visiting providers?			
☐	Are medical treatment decision makers in place for residents who do not have decision making capacity?			
☐	Are residents who are at risk of deterioration identified? Is a standard tool for identifying deterioration used?			
☐	Is a structured clinical handover tool consistently used?			
☐	How are clinical notes recorded and how are they stored? How are they communicated to external providers?			
Date this audit was last reviewed:				

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Available services after hours

✓	Considerations	Internal reference	Example indicators to assist your audit	Resources
☐	Is a directory of after-hours GPs / Services maintained?		- What is the ratio of residents to GPs? - How many GP's have after-hours availability? - How many GPs with after-hours availability have video telehealth capability? - What mix of allied health services does your site have access to in normal hours and after hours? - What are your sites care minutes per day?	Information: <u>Service Finder</u>
☐	Does your site have any kinds of agreements in-place for after-hours care (formal or informal) with service providers?			Template: <u>After Hours Service Directory</u>
☐	Does your after-hours planning consider patient consent and choice of provider if a GP is not available after-hours?			Checklist: <u>After-hours access checklist information for providers</u>
☐	Are your sites after-hours service options known by staff that are rostered after-hours?			Strengthened ACQS outcome linkages: <u>1.1. Person-centred care</u> <u>1.2. Dignity, respect and privacy</u> <u>1.3. Choice, independence and quality of life</u> <u>2.3. Accountability, quality system and policies and 2.3. procedures</u> <u>2.7. Information management</u> <u>2.8. Workforce planning</u> <u>2.9. Human resource management</u> <u>3.2. Delivery of funded aged care services</u> <u>3.3. Communicating for safety and quality</u> <u>5.4. Comprehensive care</u> <u>5.7. Palliative care and end-of-life care</u>
☐	Are visiting agency staff orientated about processes and procedures relevant to after-hours care?			
☐	Is there 24/7 Nurse coverage or an exemption?			
☐	What anticipatory services are available during normal or mixed hours of care that can support after-hours care?			
☐	Do providers know how to access your site after-hours?			
Date this audit was last reviewed:				

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Digital capability

✓	Considerations	Internal reference	Example indicators to assist your audit	Resources
☐	Does your RACH use My Health Record to support a process of keeping residents' digital medical records up to date?		- Number of after-hours video-telehealth consults in a month	Information: Digital health in aged care Information: Digital health – telehealth My Health Record in aged care Information: My Health Record glossary Checklist: My Health Record Registration Checklist Flyer: Telehealth readiness for agency staff Strengthened ACQS outcome linkages: 1.3. Choice, independence and quality of life 2.3. Quality system and policies and procedures 2.7. Information management 2.9. Human resource management 3.1. Assessment and planning 5.1. Clinical governance 5.3. Safe and quality use of medicines 5.4. Comprehensive care 5.7. Palliative care and end-of-life care 7.2. Transitions
☐	Does your RACH view discharge summaries and event summaries on My Health Record?		- Ratio of clinical staff that can facilitate a visual telehealth consultation	
☐	Following a resident transfer are aged care transfer summaries uploaded to My Health Record?		- Proportion of clinical staff that can access My Health Record	
☐	Is My Health Record accessible by staff?		- Ratio of patients transfers where an aged care transfer summary was uploaded to My Health Record by internal staff	
☐	Does your RACH use telehealth after hours?		- Ratio of transition events (ie return from hospital) where an event or discharge summary was viewed on My Health Record by internal staff	
☐	Are the after-hours staff trained in the use of the telehealth services your site supports?			Consult your contracted service providers (CSPs): - I.T providers - your software / hardware vendor(s)
☐	Is all software at your RACH up to date, and have accessibility and staff permissions been reviewed?		- Has there been any system performance issues?	
☐	Do you have stable internet coverage?		- Have staff reported slow or broken internet connectivity?	
Date this audit was last reviewed:				