

# 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.

Relevant Support Resources
<ol style="list-style-type: none"> <li>1. <a href="#">After-Hours Support Resources Guide</a></li> <li>2. <a href="#">All resources listed in the audit.</a></li> </ol>

**Disclaimer** WA Primary Health Alliance’s publications and the material within them are intended for use by health professionals for general information purposes and do not replace clinical decision making. [Please read our full disclaimer.](#) While the Australian Government contributed funding for this material, it has not reviewed the content and is not responsible for any injury, loss or damage however arising from the use of or reliance on the information provided herein.

# After Hours Support Residential Aged Care

## Escalation of Care

✓	Considerations	Internal reference	Example indicators to assist your audit	Resources
<input type="checkbox"/>	Is advanced care planning and/or goals of care support offered to each resident?		<ul style="list-style-type: none"> <li>- Proportion of residents with advanced care plans</li> <li>- Advanced care plans reviewed that are older than 2 years or where there is a change in a resident's care needs.</li> <li>- Number of after-hours hospitalisations in a week</li> <li>- Number of calls to GPs after-hours in a week</li> <li>- Average wait time for external clinical intervention after need for escalation is identified</li> <li>- Weekly hospitalisations because staff have not been able to reach a GP</li> </ul>	<p><b>Information:</b> <a href="#">Advanced care planning</a> <a href="#">Escalation of care flowchart</a> <a href="#">Recognising clinical deterioration</a> <a href="#">Clinical handover</a></p> <p><b>Aged care quality standards:</b> <a href="#">1.</a> Consumer dignity and choice; <a href="#">2.</a> Assessment and planning; <a href="#">3.</a> Personal care and clinical care; <a href="#">4.</a> Services and supports for daily living; <a href="#">6.</a> Feedback and complaints; <a href="#">8.</a> Organisational governance</p>
<input type="checkbox"/>	Are advanced care plans and/or goals of care up to date and easily accessible by clinical staff and visiting providers?			
<input type="checkbox"/>	Are medical treatment decision makers in place for residents who do not have decision making capacity?			
<input type="checkbox"/>	Are residents who are at risk of deterioration identified?			
<input type="checkbox"/>	Is a structured clinical handover tool consistently used?			
<input type="checkbox"/>	How are clinical notes recorded and how are they stored? How are they communicated to external providers?			
			<b>Date this audit was last reviewed:</b>	

# After Hours Support Residential Aged Care

Available services after hours				
✓	Considerations	Internal reference	Example indicators to assist your audit	Resources
<input type="checkbox"/>	Is a directory of after-hours GPs / Services maintained?			<p><b>Information:</b> <a href="#">Service Mapper</a></p> <p><b>Template:</b> <a href="#">After Hours Service Directory</a></p> <p><b>Checklist:</b> <a href="#">After-hours access information for providers</a></p> <p><b>Aged care quality standards:</b></p> <ol style="list-style-type: none"> <li>1. Consumer dignity and choice;</li> <li>2. Assessment and planning;</li> <li>5. Service environment;</li> <li>7. Human resources;</li> <li>8. Organisational governance</li> </ol>
<input type="checkbox"/>	Does your site have any kinds of agreements in-place (formal or informal) with service providers, which considers after-hours care?		<ul style="list-style-type: none"> <li>- What is the ratio of residents to GPs?</li> <li>- How many GP's have after-hours availability?</li> </ul>	
<input type="checkbox"/>	Does your after-hours planning consider patient consent and choice of provider if a GP is not available after-hours?		<ul style="list-style-type: none"> <li>- How many GPs with after-hours availability have video telehealth capability?</li> </ul>	
<input type="checkbox"/>	Are your sites after-hours service options known by staff that are rostered after-hours?		<ul style="list-style-type: none"> <li>- What mix of allied health services does your site have access to in normal hours and after hours?</li> </ul>	
<input type="checkbox"/>	Are visiting <a href="#">agency staff</a> orientated about processes and procedures relevant to after-hours care?		<ul style="list-style-type: none"> <li>- What are your sites care minutes per day?</li> </ul>	
<input type="checkbox"/>	Is there 24/7 Nurse coverage or an exemption?		<ul style="list-style-type: none"> <li>- What is your average ANACC?</li> </ul>	
<input type="checkbox"/>	What anticipatory services are available during normal or mixed hours of care that can support after-hours care?			
<input type="checkbox"/>	Do providers know how to access your site after-hours?			
<b>Date this audit was last reviewed:</b>				

**Disclaimer** WA Primary Health Alliance's publications and the material within them are intended for use by health professionals for general information purposes and do not replace clinical decision making. [Please read our full disclaimer.](#) While the Australian Government contributed funding for this material, it has not reviewed the content and is not responsible for any injury, loss or damage however arising from the use of or reliance on the information provided herein.

# After Hours Support Residential Aged Care

Digital capability				
✓	Considerations	Internal reference	Example indicators to assist your audit	Resources
<input type="checkbox"/>	Does your RACH use My Health Record to support a process of keeping residents' digital medical records up to date?		<ul style="list-style-type: none"> <li>- Number of after-hours video-telehealth consults in a month</li> <li>- Ratio of clinical staff that can facilitate a visual telehealth consultation</li> <li>- Proportion of clinical staff that can access My Health Record</li> <li>- Ratio of patients transfers where an aged care transfer summary was uploaded to My Health Record by internal staff</li> <li>- Ratio of transition events (ie return from hospital) where an event or discharge summary was viewed on My Health Record by internal staff</li> </ul>	<p><b>Information:</b> <a href="#">Digital health in aged care</a> <a href="#">Digital health – telehealth</a> <a href="#">My Health Record in aged care</a> <a href="#">My Health Record glossary</a></p> <p><b>Checklist:</b> <a href="#">My Health Record Registration Checklist</a></p> <p><b>Promotion flyer:</b> <a href="#">Visionflex telehealth orientation for agency staff</a></p> <p><b>Aged care quality standards:</b>  <ol style="list-style-type: none"> <li>1. Consumer dignity and choice;</li> <li>2. Assessment and planning;</li> <li>3. Personal care and clinical care;</li> <li>7. Human resources;</li> <li>8. Organisational governance</li> </ol> </p>
<input type="checkbox"/>	Does your RACH view discharge summaries and event summaries on My Health Record?			
<input type="checkbox"/>	Following a resident transfer are aged care transfer summaries uploaded to My Health Record?			
<input type="checkbox"/>	Is My Health Record easily accessible by staff?			
<input type="checkbox"/>	Does your RACH use telehealth after hours?			
<input type="checkbox"/>	Are the after-hours staff trained in the use of the telehealth services your site supports?			
<input type="checkbox"/>	Is all software at your RACH up to date, and have accessibility and staff permissions been reviewed?		<ul style="list-style-type: none"> <li>- Has there been any system performance issues?</li> <li>- Have staff reported slow or broken internet connectivity?</li> </ul>	<p>Consult your contracted service providers (CSPs):</p> <ul style="list-style-type: none"> <li>- I.T providers</li> <li>- your software / hardware vendor(s)</li> </ul>
<input type="checkbox"/>	Do you have stable internet coverage?			
<b>Date this audit was last reviewed:</b>				

**Disclaimer** WA Primary Health Alliance's publications and the material within them are intended for use by health professionals for general information purposes and do not replace clinical decision making. [Please read our full disclaimer.](#) While the Australian Government contributed funding for this material, it has not reviewed the content and is not responsible for any injury, loss or damage however arising from the use of or reliance on the information provided herein.