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| **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.

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| **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.  |

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| 1. **Relevant Support Resources**
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| 1. [After-Hours Support Resources Guide](https://www.wapha.org.au/wp-content/uploads/2024/09/AH-Guide.pdf)
2. [All resources listed in the audit.](https://www.wapha.org.au/rach-after-hours-resources/#toolkit)
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| **Escalation of Care** |  |
| ✔ | **Considerations** | **Internal reference**  | **Example indicators****to assist your audit** | **Resources** |
| [ ]  | Is advanced care planning and/or goals of care support offered to each resident? |  | * Proportion of residents with advanced care plans
* Advanced care plans reviewed that are older than 2 years or where there is a change in a resident’s care needs.
* Number of after-hours hospitalisations in a week
* Number of calls to GPs after-hours in a week
* Average wait time for external clinical intervention after need for escalation is identified
* Weekly hospitalisations because staff have not been able to reach a GP
 | **Information:** [Advanced care planning](https://www.wapha.org.au/wp-content/uploads/2024/09/AH-Adv-Care-Planning-Support.pdf)**Information:** [Escalation of care flowchart](https://www.wapha.org.au/wp-content/uploads/2024/09/AH-Escalation-simple.pdf)[Recognising clinical deterioration](https://www.wapha.org.au/wp-content/uploads/2024/09/AH-Rec-Deterioration.pdf) **Information :** [Clinical handover](https://www.wapha.org.au/wp-content/uploads/2024/09/AH-Clinical-Handover.pdf) **Aged care quality standards:**[1](https://www.agedcarequality.gov.au/for-providers/quality-standards/consumer-dignity-and-choice). Consumer dignity and choice; [2](https://www.agedcarequality.gov.au/providers/quality-standards/assessment-and-planning). Assessment and planning; [3](https://www.agedcarequality.gov.au/providers/quality-standards/personal-care-and-clinical-care). Personal care and clinical care; [4](https://www.agedcarequality.gov.au/providers/quality-standards/services-and-supports-daily-living). Services and supports for daily living;[6](https://www.agedcarequality.gov.au/providers/quality-standards/feedback-and-complaints). Feedback and complaints;[8](https://www.agedcarequality.gov.au/providers/quality-standards/organisational-governance). Organisational governance |
| [ ]  | Are advanced care plans and/or goals of care 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 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?
* What is your average ANACC?
 | **Information:** [Service Mapper](https://www.wapha.org.au/wp-content/uploads/2024/09/AH-Service-Finder.pdf)**Template:** [After Hours Service Directory](https://www.wapha.org.au/wp-content/uploads/2024/09/AH-Service-Directory.xlsx) **Checklist:** [After-hours access information for providers](https://www.wapha.org.au/wp-content/uploads/2024/09/AH-Provider-Access-Checklist.pdf)**Aged care quality standards:**[1](https://www.agedcarequality.gov.au/for-providers/quality-standards/consumer-dignity-and-choice). Consumer dignity and choice;[2](https://www.agedcarequality.gov.au/providers/quality-standards/assessment-and-planning). Assessment and planning;[5](https://www.agedcarequality.gov.au/providers/quality-standards/service-environment). Service environment;[7](https://www.agedcarequality.gov.au/providers/quality-standards/human-resources). Human resources; [8](https://www.agedcarequality.gov.au/providers/quality-standards/organisational-governance). Organisational governance |
| [ ]  | Does your site have any kinds of agreements in-place (formal or informal) with service providers, which considers after-hours care? |  |
| [ ]  | Does your after-hours planning consider patient consent and choice of provider if a GP is not available after-hours? |  |
| [ ]  | Are your sites after-hours service options known by staff that are rostered after-hours? |  |
| [ ]  | 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
* Ratio of clinical staff that can facilitate a visual telehealth consultation
* Proportion of clinical staff that can access My Health Record
* Ratio of patients transfers where an aged care transfer summary was uploaded to My Health Record by internal staff
* Ratio of transition events (ie return from hospital) where an event or discharge summary was viewed on My Health Record by internal staff
 | **Information:** [Digital health in aged care](https://www.wapha.org.au/wp-content/uploads/2024/09/AH-Digital-Health.pdf)**Information:** [Digital health – telehealth](https://www.wapha.org.au/wp-content/uploads/2024/09/AH-Telehealth_Guide.pdf)**Information:** [My Health Record in aged care](https://www.wapha.org.au/wp-content/uploads/2024/09/AH-MHR-in-aged-care.pdf) **Information:** [My Health Record glossary](https://www.wapha.org.au/wp-content/uploads/2024/09/AH-DH-Glossery.pdf) **Checklist:** [My Health Record Registration Checklist](https://www.wapha.org.au/wp-content/uploads/2024/09/AH-MHR-Checklist-ADHA.pdf)**Promotion flyer:** [Visionflex telehealth orientation for agency staff](https://www.wapha.org.au/wp-content/uploads/2024/09/AH-THVS-Flyer-RACH-to-NA.pdf)**Aged care quality standards:**[1](https://www.agedcarequality.gov.au/for-providers/quality-standards/consumer-dignity-and-choice). Consumer dignity and choice; [2](https://www.agedcarequality.gov.au/providers/quality-standards/assessment-and-planning). Assessment and planning; [3](https://www.agedcarequality.gov.au/providers/quality-standards/personal-care-and-clinical-care). Personal care and clinical care;[7](https://www.agedcarequality.gov.au/providers/quality-standards/human-resources). Human resources; [8](https://www.agedcarequality.gov.au/providers/quality-standards/organisational-governance). Organisational governance |
| [ ]  | Does your RACH view discharge summaries and event summaries on My Health Record? |  |
| [ ]  | Following a resident transfer are aged care transfer summaries uploaded to My Health Record? |  |
| [ ]  | Is My Health Record easily accessible by staff? |  |
| [ ]  | Does your RACH use telehealth after hours?  |  |
| [ ]  | Are the after-hours staff trained in the use of the telehealth services your site supports? |  |
| [ ]  | Is all software at your RACH up to date, and have accessibility and staff permissions been reviewed? |  | * Has there been any system performance issues?
* Have staff reported slow or broken internet connectivity?
 | Consult your contracted service providers (CSPs):* I.T providers
* your software / hardware vendor(s)
 |
| [ ]  | Do you have stable internet coverage? |  |
| **Date this audit was last reviewed:** |  |