

ELDAC Primary Care Organisational Self-Assessment

This self assessment tool is intended to help you identify areas of the Primary Care Toolkit that may be of particular use for building the capacity, capability, and quality of palliative care delivered at and in your primary care practice.

To guide best practice across the diverse care settings that primary care professionals can provide palliative care, this self assessment tool aligns with standards 7-9 of the [National Palliative Care Standards for All Health Professionals and Aged Care Services](#), and is supported by key outcomes within the [strengthened Aged Care Quality Standards](#).

This assessment should take 10-15 minutes to complete.

- **Step 1.** Answer 'Yes' or 'No' to each question below, reflecting on your experiences in and knowledge on providing palliative care. If you find yourself thinking about the answer to a question for more than 60 seconds, select 'No' and move to the next question.
- **Step 2.** Add up how many times you answer 'Yes' in the subtotal field at the end of each section.
- **Step 3.** If you answered '**Yes**' for **less than half** of the section, see the headings used in each section to identify the corresponding areas of the Primary Care Toolkit where you can find information and resources to support your practice in delivering quality palliative care.

Note the following areas of the Primary Care Toolkit:

Clinical Action
Business and Practice Management
Continuing Professional Development

Section 7: Service culture

The service has a philosophy, strategy, values, culture, structure and environment that supports the delivery of person and family-centred palliative care. This section also reflects the following areas of the strengthened Aged Care Quality Standards:

- Outcome 2.2a: Quality, safety and inclusion culture to support aged care workers to deliver quality care
- Outcome 2.2b: Quality, safety and inclusion culture to support individuals
- Outcome 3.3: Communicating for safety and quality

Section 7: Service culture	YES	NO
Digital Tools		
Do practice staff utilise tools (e.g. HealthPathways) to support their understanding and engagement with local services in providing holistic palliative care?	<input type="checkbox"/>	<input type="checkbox"/>
Team Support		
Are there policies in place to address disagreements in care and move forward appropriately, accounting for legal avenues that may be pursued?	<input type="checkbox"/>	<input type="checkbox"/>
Is mental health and wellbeing support available and regularly offered to staff after involvement with a patient nearing or at the end of their life?	<input type="checkbox"/>	<input type="checkbox"/>
Older Person, Family and Carer Support		
Does your practice provide an appropriate and supportive environment to discuss and provide palliative care for the older person, their family and carers and substitute decision-maker(s)? Such an environment would include access to consumer-specific resources and information on palliative care.	<input type="checkbox"/>	<input type="checkbox"/>
Organisational Support		
Do the values and culture of your organisation align with the quadruple aim to support person-centred and family-centred palliative care, and is this reflected in principles within clinical practice guidelines, policies and procedures?	<input type="checkbox"/>	<input type="checkbox"/>
In the last year, has your practice conducted a service and resource mapping audit to determine if you are meeting the palliative care needs of your current patient population?	<input type="checkbox"/>	<input type="checkbox"/>
Please enter in the box the number of YES answers:	[] / 6	

Section 8: Quality improvement

Services are engaged in quality improvement and research, based on best practice and evidence, to improve service provision and development. This section also reflects the following areas of the strengthened Aged Care Quality Standards:

- Outcome 2.3: Accountability, quality system and policies and procedures

Section 8: Quality improvement	YES	NO
Organisational Support		
Is palliative care specifically included in your practice's quality improvement framework(s) and activities?	<input type="checkbox"/>	<input type="checkbox"/>
Have you developed partnerships with your local aged care, specialist palliative care and allied health services to improve care integration and quality?	<input type="checkbox"/>	<input type="checkbox"/>
Has your practice assigned a designated staff member as a practice champion for leading palliative care and end-of-life care improvements, managing partnerships, and sharing information about local incentives?	<input type="checkbox"/>	<input type="checkbox"/>
Is accreditation maintained to ensure achievement of evidence-based and best-practice governance and safety requirements?	<input type="checkbox"/>	<input type="checkbox"/>
Do practice staff regularly collect data on the effectiveness, outcomes, and experiences of palliative care (e.g. through after death audits) to assess the quality of care and management of palliative care patients?	<input type="checkbox"/>	<input type="checkbox"/>
Digital Tools		
Are decision-making tools (e.g. the ELDAC Digital Dashboard) used to support the review and analysis of collected data to identify potential areas for improvement in palliative care delivery?	<input type="checkbox"/>	<input type="checkbox"/>
Funding Streams		
Does your practice engage in service improvements like optimising billing and financial sustainability by:		
a. Understanding what MBS items can be claimed for the delivery of palliative care and end-of-life care?	<input type="checkbox"/>	<input type="checkbox"/>
b. If applicable, using incentive payments available via registration as a MyMedicare provider?	<input type="checkbox"/>	<input type="checkbox"/>
c. If applicable, utilising relevant incentive payments available via the Practice Incentives Program (PIP)?	<input type="checkbox"/>	<input type="checkbox"/>
Older Person, Family and Carer Support		
Are there opportunities to provide both formal and informal feedback to the practice that are accessible:		
a. To the older person, their family and carers and substitute decision-maker(s)?	<input type="checkbox"/>	<input type="checkbox"/>
b. To practice staff?	<input type="checkbox"/>	<input type="checkbox"/>
c. To people from diverse populations?	<input type="checkbox"/>	<input type="checkbox"/>
Please enter in the box the number of YES answers:		[] / 12

Section 9: Staff qualifications and training

Staff and volunteers are appropriately qualified, are engaged in continuing professional development and are supported in their roles. This section also reflects the following areas of the strengthened Aged Care Quality Standards:

- Outcome 2.9: Human resource management

Section 9: Staff qualifications and training	YES	NO
Continuing Professional Development		
Are practice staff, including general practitioners, nurses, and practice managers, aware of the continuing professional development learning opportunities (specific to the delivery of palliative care in primary care) available to them?	<input type="checkbox"/>	<input type="checkbox"/>
Older Person, Family and Carer Support		
Are all relevant staff, or the nominated practice palliative care champion, aware of the national palliative care projects and local Primary Health Network (PHN) initiatives available to support the delivery of palliative care and end-of-life care in your practice?	<input type="checkbox"/>	<input type="checkbox"/>
Team Support		
Does someone in your practice attend regular networking meetings or special interest groups relating to palliative care and end-of-life care?	<input type="checkbox"/>	<input type="checkbox"/>
In the last year, have you conducted an education needs survey (e.g. ELDAC Personal Learning Assessment) of your practice and developed a learning plan?	<input type="checkbox"/>	<input type="checkbox"/>
Do all staff and volunteers undertake training in the law relating to palliative care and end-of-life care (e.g. in obtaining consent for medical treatment, following advance care directives, and understanding legal protections around administering pain and symptom relief)?	<input type="checkbox"/>	<input type="checkbox"/>
Do practice staff have access to resources, time, or initiatives that support their wellbeing through self-care following caring for an older person with palliative care needs?	<input type="checkbox"/>	<input type="checkbox"/>
Work Together		
Are the roles and responsibilities of practice staff in relation to palliative and end-of-life care recorded (digitally or physically), securely stored, and accessible?	<input type="checkbox"/>	<input type="checkbox"/>
Please enter in the box the number of YES answers:	[] / 7	

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