

# Comprehensive Care Standard Action 5.16

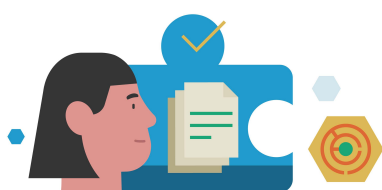
The [Comprehensive Care at the End of Life](#) actions form part of the National Safety and Quality Health Care Standards (2021).



## 5.16: The health service organisation providing end-of-life care has processes to provide clinicians with access to specialist palliative care advice.

How do healthcare professionals gain access to specialist palliative care advice?

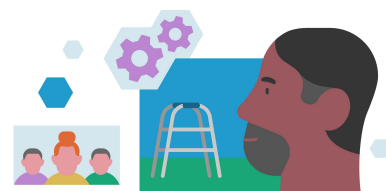
Access the End-of-Life Essentials [Meeting the Standards Module](#) and [Toolkit](#) to learn about the importance of communication and documentation to ensure health care professionals are aware of how to access palliative care services.



The End-of-Life Essentials [The Importance of Coordinating Patient Care Module](#) and [Toolkit](#) explores patient coordination in the context of care at the end of life including:

- Distinguishing the patient's perspective when care needs escalate.
- The importance of multidisciplinary team referral and liaison.
- Defining transfer plans and safety nets.

The End-of-Life Essentials [Teams and Continuity Module](#) and [Toolkit](#) emphasise, "Any time two or more people work together with a shared purpose, that's a team. In your hospital, teams are likely to be much more complex than just two health professionals". Also, don't forget that "patients and families are part of the team".



The End-of-Life Essentials [Teamwork Training Resources](#) are available to support educators in developing staff capacity to promote effective teamwork. Consider the following seminar question:  
"Do you feel safe to raise a concern about end-of-life issues with a co-worker? Why or why not?"

Some hospitals have specialist palliative care teams on-site and others may have visiting specialists. The palliative care team may be a part of the team surrounding a patient and family or they may be consulted if complex symptoms arise. Also consider that a palliative care team or hospice may be part of a discharge plan. Find out whether there is a palliative care team in your hospital and how to access them.



You can find out about specialist palliative care in each state and territory:

- [Palliative Care South Australia](#). Find a list of services local to your workplace. There is a section with information about [Palliative Care Service Providers](#).
- [Palliative Care Victoria](#). Use the search function to find a Palliative Care Service. There is a section with information [For Healthcare Professionals](#).
- [Palliative Care New South Wales](#). Access the NSW Palliative Care Directory of Services. There is a section with information for [Health Professionals](#).
- [Palliative Care ACT](#) has a Services Directory (DAISY) for [Healthcare Professionals](#).
- [Palliative Care Queensland](#) has resources [For Healthcare Professionals](#) (scroll down).
- [Palliative Care Northern Territory](#) has a [Services Section](#).
- [Palliative Care Western Australia](#) has a [Find Services](#) directory.
- [Palliative Care Tasmania](#) has a section where you can [find a service](#) (scroll down) and a section with information for [Health and Aged Care Professionals](#).

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insight**

Consider how your organisation will ensure that all appropriate staff are aware of how, when, where, and why to access palliative care advice.

