

Meeting Comprehensive Care Standard Action 5.16

The **Comprehensive Care at the End of Life** actions are new to the National Safety and Quality Health Care Standards and include these actions:



5.16: The health service organisation providing end-of-life care has processes to provide clinicians with 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 Importance of Coordinating Patient Care module explores understanding what patient coordination is when providing care at the end of life, including the importance of multidisciplinary team referral and liaison.

The *Teams and Continuity* module also highlights that “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”.

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. Consider also 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 you can 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 for [Health and Community Service Workers](#).
- **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 a [Find a Service](#) section.
- **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](#).

EOLE insight:

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

