

Comprehensive Care Standard Action 5.18

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



5.18: The health service organisation provides access to supervision and support for the workforce providing end-of-life care.

How does your organisation support clinicians to deliver high quality and safe end-of-life care?

Consider accessing the End-of-Life Essentials [Meeting the Standards Module](#) and [Toolkit](#) to learn more about how an organisation can support their workforce and prepare the organisation for accreditation, including:



- **Leadership** - ensuring clear policies and strategic direction in regards to supervision for staff. Is there a visible commitment to creating a mentally health workplace?
- **Workforce capability** - reinforcing the knowledge, skills and competence to enable staff to identify need for support. Does the workforce know the signs of fatigue, staff stress and moral distress?
- **Evaluation and audit** - how can the hospital demonstrate that wellbeing and support programs are developed, implemented and evaluated?



Support healthcare professionals to complete the End-of-Life Essentials [Dying, A Normal Part of Life Module](#), and [Imminent Death - How to Respond Module](#), and [Toolkits](#), as evidence of training across your organisation. Creating supportive, collaborative organisational environments can be protective of health care professionals providing end-of-life care.

The End-of-Life Essentials [Imminent Death Training Resources](#) support educators in delivering training to health care professionals to provide high-quality end-of-life care. Consider the following seminar-type question: "What does compassionate care mean to you when a patient has hours to live?"





Access the End-of-Life Essentials [Responding to Concerns Module](#) and [Toolkit](#). The module explores:

- Having conversations and communicating serious news.
- Responding to patients' suffering.
- Options for managing conflict and responding to concerns
- Seeking support for yourself in the workplace

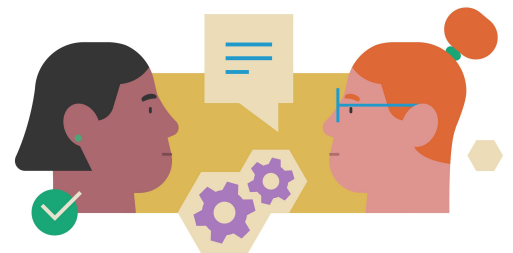
Shortlisted for the World Health Organization's Health For All Film Festival, the End-of-Life Essentials '[The Patient's Perspective' Animation](#) recounts one patient's experience navigating the hospital system after a cancer diagnosis. The film provides an opportunity for all health professionals who engage in person-centred care to reflect and recognise that they can profoundly impact patients by showing kindness and compassion, even in the absence of a cure.



The End-of-Life Essentials [Clinical Change Management Module](#) and [Toolkit](#) explains the importance of supporting managers and systems to change and become more nimble when it comes to providing quality end-of-life care, and explores the question '*Could things be better?*'

Beyond employee assistance programs, consider these key strengthening factors in your organisation¹:

- Leadership and having champions who can drive end-of-life care change management processes.
- Clarity regarding all staff roles.
- Trust, respect, value, and being valued within the teamwork setting.
- Cultural readiness within the workplace that recognises that end-of-life care is core business.



EOLE insight

Think about your hospital and consider:

- How are clinicians supported to deliver quality end-of-life care with patient, carers and families?
- The ability for the workforce to access debriefing and counselling.
- The role of spiritual carers in the multidisciplinary team to support workforce caring for the dying, as well as the patient and their family.



1. Clements et al. Effective teamwork in healthcare: research and reality. *Healthc Pap.* 2007;7 Spec No:26-34. doi: [10.12927/hcpap.2013.18669](https://doi.org/10.12927/hcpap.2013.18669).