

## Meeting Comprehensive Care Standard Action 5.18

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



### **5.18: 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** module: *Imminent Death - How to Respond* as evidence of training across your organisation. Creating supportive collaborative organisational environments can be protective of health care professionals providing end-of-life care. Beyond employee assistance programs, consider these key strengthening factors in your organisation<sup>1</sup>:

- 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 patients, carers and families?
- Ability for the workforce to access debriefing and counselling.
- Role of spiritual carers in the MDT to support workforce caring for the dying, as well as the patient and their family.

<sup>1</sup> Clements D, Dault M, Priest A. *Effective teamwork in healthcare: research and reality*. Healthc Pap. 2007;7 Spec No:26-34.