

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 new **End-of-Life Essentials** module: *Meeting the Standards* and *Toolkit* to learn more about how an organisation can support their workforce to deliver high-quality end-of-life care 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?

The new **End-of-Life Essentials** module: *Clinical Change Management* and *Toolkit* also 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?*'

Also access 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.

- 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?
- The ability for the workforce to access debriefing and counselling.
- The role of spiritual carers in the MDT to support workforce caring for the dying, as well as the patient and their family.