

Meeting Comprehensive Care Standard Action 5.20

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



5.20: Clinicians support patients, carers and families to make shared decisions about end-of-life care.

How does your organisation support clinicians to practice shared decision-making with patients and families?

Consider accessing the **End-of-Life Essentials** module as evidence of training across your organisation: *Patient-Centred Communication and Shared Decision-Making*, which highlights that “You can make a huge difference by giving patients and their families the chance to talk about and prepare for the end of life”. It is also important to recognise that “You are the therapeutic instrument in patient-centred communication and shared decision-making. No matter what your role, no matter where you work, you can sharpen your skills to ensure that you are making a difference to a patient at the end of his or her life.”

Some tools are identified here:

From EOLE: [Resources for you to Adapt and Adopt](#) in communicating about Death and Dying.

Also consider the “Ask-Tell-Ask” techniques:

- **Ask** the patient what his or her understanding of their illness is. Explore their hopes, fears and concerns. After you have heard,
- **Tell** the patient new information that adds to what they already know.
- Finally **Ask** them what they understand from what you have told them. Clarify their goals and expectations before any decision-making discussion.

Access the new **End-of-Life Essentials** module: *Meeting the Standards* and *Toolkit* to learn more about what you can do to deliver high-quality end-of-life care and prepare the organisation for accreditation, including:

- **Leadership** - Is providing quality care around dying and death recognised as a core service in your hospital? How?
- **Workforce capability** - ensuring that the knowledge, skills, and competence to enable staff can implement best end-of-life care.
- **Evaluation and audit** - How regularly are patients or bereaved carers asked about the levels of involvement in decision making about their care?

**EOLE
insight:**

Think about your hospital - How are clinicians supported to share decisions about end-of-life care with patients, carers and families?



1 The “Ask-Tell-Ask” technique has been reproduced from the Department of Health, Western Australia. Advance CPR decision-making in the hospital setting: Teaching Resource. Perth: WA Cancer & Palliative Care Network, Department of Health, Western Australia 2015.

2 Taken from Australian Commission on Safety and Quality in Health Care. National Safety and Quality Health Service Standards accreditation workbook. Sydney: ACSQHC; 2017.