Quality Assurance – Warrin

Warrin is the Safety and Quality Manager at a medium-sized private hospital. He is new to the role. Warrin's hospital was recently accredited against the NSQHS Standards, and some improvements were recommended in actions related to **Comprehensive Care (CC)**.

end of life ESSENTIALS®

CC Standard Action 5.19:
The health service organisation has processes for routinely reviewing the **safety and quality of end-of-life care** *that is provided against the planned* **goals of care.**

1

Warrin discovers the free, evidence-based **End-of-Life Essentials (EOLE)** education and resources via an internal hospital newsletter.

2

Warrin visits the **EOLE Accreditation Resources** webpage and utilises the available resources to further understand how the hospital can better identify patients' goals of care.

- Warrin completes the EOLE **Meeting the Standards Module**, and downloads the **Meeting the Standards Toolkit**.

- The module prompts Warrin to consider that "well-coordinated, high-quality end-of-life care begins with early conversations with patients about their preferences and goals".

- Staff from key areas are required to complete the **Planning End-of-Life Care - Goals of Care Module**.

3

Warrin liaises with the Clinical Nurse Educator to conduct in-service training sessions utilising the EOLE **Recognising Dying** Training Resources.

4

Warrin aims to improve the quality of end-of-life care delivered to patients, by:

- completing the **Clinical Change Management Module**, which prompts him to recommend setting up a committee dedicated to end-of-life care.

- conducting an audit, using the **ACSQHC End-of-Life Care Audit Toolkit**.

- accessing the EOLE **Auditing Case Story**, to learn how another hospital has undertaken audits.

5

Warrin subscribes to the **EOLE Hospital Collaborative** to stay up-to-date with new information to support hospital accreditation.