



Checklist

Meeting the Standards

- ☐ Does your ward or area have a palliative care champion or link nurse to raise awareness of the importance of end-of-life care and help promote quality end-of-life care? Consider if this is something that you can become involved in or even start.

- ☐ Tell your colleagues about the End-of-Life Essentials Education Modules and Toolkit. Add end-of-life issues to your team meeting agenda. Make a training request via your supervisor, or via your organisation's training manager for specific workplace training on end-of-life care as an ongoing consideration.

- ☐ Does your organisation have a coordinated approach to meeting The National Safety and Quality Health Service (NSQHS) Standards such as an End-of-Life committee? <https://www.safetyandquality.gov.au/standards/nsqhs-standards>

- ☐ Have you seen the End-of-Life Essentials document, [Education and Resources for Hospital Accreditation: Comprehensive Care Standard and end-of-life care](#)? If not, then check it out and/or make your manager aware.

- ☐ How does your organisation measure the effectiveness of care provided to those at the end of life? For example, through audits such as:
 - death audits
 - adverse events relevant to end-of-life care
 - opioid prescribing
 - Advance Care Plans put in place and documented
 - referrals to specialist palliative care.



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- ☐ Is there someone in your hospital who could support you to plan, conduct and evaluate an aspect of care via audit?

- ☐ Have you ever been sent a survey via your organisation around enablers and barriers to good end-of-life care? If not, then perhaps suggest this to your manager or a representative of the Quality Assurance committee/department.

- ☐ Does your organisation have processes in place in order for staff to more easily identify patients who are at the end of life? This might include prognostication tools such as The Surprise Question or [SPICT](#).

- ☐ Make yourself aware of the Australian Commission on Safety and Quality in Health Care (ACSQHC) End-of-Life Care Audit toolkit. Find the person in your organisation responsible for quality assurance and bring it to their attention: <https://www.safetyandquality.gov.au/audit-toolkit-home/>

For resources go to the My Toolkit pages in End-of-Life Essentials website: <https://www.endoflifeessentials.com.au/>

Resources

Meeting the Standards

Clinical Governance

Care Quality Commission (UK). [Inspection Framework: NHS acute hospitals/Core Service: End of life care](#)

NSW Government: [Central Coast Local Health District Palliative Care and End of Life Care Review](#)

Government of Western Australia, Department of Health: [Clinical Governance Framework Patient Safety & Quality Directorate Clinical Excellence Division October 2019](#)

Albany Community Hospice: [Clinical Governance Framework \(WA\)](#)

Australian Government Aged Care Quality and Safety Commission: [Introduction to clinical governance \(Fact Sheet 1, July 2019\)](#)

palliAGED Aged Care Standards Insight. June 2020. [Governance and care at the end of life](#)

The Irish Hospice Foundation: [Hospice Friendly Hospitals: Quality Standards for End-of-Life Care in Hospitals](#)

Resources

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Committee Terms of Reference

Calvary Health Care: [Terms of Reference – Clinical Governance Committee](#)

WA Country Health Service (WACHS): [Goldfields Regional Clinical Governance Group for Cancer and Palliative Care Services- Terms of Reference](#)

NSW Health: [NSW End of Life Implementation Advisory Committee Terms of Reference](#)

Government of SA: [Palliative Care Clinical Network Steering Committee – Terms of Reference](#)

Audit

Australian Commission on Safety and Quality in Health Care: [End-of-life Care Audit Toolkit](#)

ELDAC: [After Death Audit \(Residential Aged Care Toolkit\)](#)

Palliative Care Network of Wisconsin:

Fast Facts #44: [Quality Improvement in Palliative Care](#)

Fast Facts #123: [Palliative Care and ICU Care: Daily ICU Care Plan Checklist](#)

Fast Facts #233: [Implementation of a Family Presence During Resuscitation Protocol](#)

Clinical Excellence QLD: [Measuring care at end of life: Measurement and Improvement Framework](#)

From the UK - Royal College of Physicians: [End of Life Care Audit - Dying in Hospital: National report for England 2016](#)

From the UK - NHS Benchmarking Network: [National Audit of Care at the End of Life](#)

The following are conference abstracts providing examples of audits conducted locally:

- Audit on the impact of new guidance on strong opioid prescribing for adult palliative care patients in a large hospital trust
 - Decisions about cardiopulmonary resuscitation in patients receiving specialist palliative care: a multi-centre regional audit of practice
 - An audit of current guidelines and recommendations for mouth care in palliative and end of life care
 - Audit of the pharmacological management of depression in palliative care
 - A retrospective audit of the palliative care team electronic MDT proforma at the Royal Marsden NHS Foundation trust
 - Preferred place of death' in palliative care patients - re-audit using data collected at the Royal Surrey County Hospital May – June 2017
 - Development of standards and audit of non-medical prescribing in palliative care
 - Improving prescribing on an in-patient unit
 - An audit into Advanced Care Planning for end-of-life care patients at Kingston Hospital
 - Triaging referrals to specialist palliative care – an audit and improvement activity
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Champions

ACT Health: [End of Life Care Champions Program](#)

From the UK: [Case studies from the Yorkshire and the Humber Skills for Care and health authority end of life care training project for residential care managers and end of life care champions](#)

Further Reading

General

Dixon-Woods M, Martin GP. Does quality improvement improve quality? *Future Hosp J* 2016 Oct;3(3):191–194. [doi:10.7861/futurehosp.3-3-191](#)

Saunders R, Glass C, Seaman K, Gullick K, Andrew J, Wilkinson A, Davray A. Clinical staff perceptions on the quality of end-of-life care in an Australian acute private hospital: A cross-sectional survey. *Aust Health Rev.* 2021 Dec;45(6):771-777. [doi:10.1071/AH20329](#)

Virdun C, Luckett T, Lorenz K, Davidson PM, Phillips J. Hospital patients' perspectives on what is essential to enable optimal palliative care: A qualitative study. *Palliat Med.* 2020 Dec;34(10):1402-1415. [doi:10.1177/0269216320947570](#)

Audit

Alderman B, Webber K, Davies A. An audit of end-of-life symptom control in patients with corona virus disease 2019 (COVID-19) dying in a hospital in the United Kingdom. *Palliat Med.* 2020 Oct;34(9):1249–1255. [doi:10.1177/0269216320947312](#)

Bloomer MJ, Hutchinson AM, Botti M. End-of-life care in hospital: an audit of care against Australian national guidelines. *Aust Health Rev.* 2019 Oct;43(5):578–584. [doi:10.1071/AH18215](#)

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Hut-Mossel L, Ahaus K, Welker G, Gans R. Understanding how and why audits work in improving the quality of hospital care: A systematic realist review. PLoS One. 2021 Mar;16(3):e0248677. [doi:10.1371/journal.pone.0248677](https://doi.org/10.1371/journal.pone.0248677) (OPEN ACCESS)

Jackson T, Hobson K, Clare H, Weegman D, Moloughney C, McManus S. End-of-life care in COVID-19: An audit of pharmacological management in hospital inpatients. Palliat Med. 2020;34(9):1235–1240. [doi:10.1177/0269216320935361](https://doi.org/10.1177/0269216320935361)

Champions

Engel M, van Zuylen L, van der Ark A, van der Heide A. Palliative care nurse champions' views on their role and impact: a qualitative interview study among hospital and home care nurses. BMC Palliative Care. 2021;20:34. [doi:10.1186/s12904-021-00726-1](https://doi.org/10.1186/s12904-021-00726-1)

Kamal AH, Bowman B, Ritchie CS. Identifying Palliative Care Champions to Promote High-Quality Care to Those with Serious Illness. J Am Geriatr Soc. 2019;67(S2):S461–S467. [doi:10.1111/jgs.15799](https://doi.org/10.1111/jgs.15799)

Witkamp FE, Van Der Heide, Van Der Rijt, Van Zuylen L. Effect of a Palliative Care Nurse Champion Program on Nursing Care of Dying Patients in the Hospital: A Controlled before and after Study. J Nurs Health Stud. 2017;2(3):20. [doi:10.21767/2574-2825.100026](https://doi.org/10.21767/2574-2825.100026)
