

Comprehensive Care Standard Action 5.16

The [Comprehensive Care at the End of Life](#) actions form part of the National Safety and Quality Health Care Standards (2021).



5.16: The health service organisation providing end-of-life care has processes to provide clinicians with access to specialist palliative care advice.

How do healthcare professionals gain access to specialist palliative care advice?

Access the End-of-Life Essentials [Meeting the Standards Module](#) and [Toolkit](#) to learn about the importance of communication and documentation to ensure health care professionals are aware of how to access palliative care services.

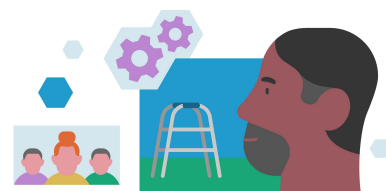


The End-of-Life Essentials [Coordinating Patient Care Module](#) and [Toolkit](#) explores patient coordination in the context of care at the end of life including:

- Advocating for a patient when care needs escalate.
- Understanding multidisciplinary team referral and liaison.
- Recognising the importance of quality patient assessment and advance care planning.



The End-of-Life Essentials [Teamwork and Escalating Concerns Module](#) and [Toolkit](#) emphasise that, "Having practical knowledge on how to strengthen teams leads to greater care quality and safety, and better experiences and outcomes for patients". Also, don't forget that "patients and families are part of the team".



The End-of-Life Essentials [Teamwork Training Resources](#) are available to support educators in developing staff capacity to promote effective teamwork. Consider the following seminar question:
"Do you feel safe to raise a concern about end-of-life issues with a co-worker? Why or why not?"

Some hospitals have specialist palliative care teams on-site and others may have visiting specialists. The palliative care team may be a part of the team surrounding a patient and family or they may be consulted if complex symptoms arise. Also consider that a palliative care team or hospice may be part of a discharge plan. Find out whether there is a palliative care team in your hospital and how to access them.



You can find out about specialist palliative care in each state and territory:

- [Palliative Care South Australia](#). Find a list of services local to your workplace. There is a section with information about [Palliative Care Service Providers](#).
- [Palliative Care Victoria](#). Use the search function to find a Palliative Care Service. There is a section with information [For Healthcare Professionals](#).
- [Palliative Care New South Wales](#). Access the NSW Palliative Care Directory of Services. There is a section with information for [Health Professionals](#).
- [Palliative Care ACT](#) has a Services Directory (DAISY) for [Healthcare Professionals](#).
- [Palliative Care Queensland](#) has resources [For Healthcare Professionals](#) (scroll down).
- [Palliative Care Northern Territory](#) has a [Services Section](#).
- [Palliative Care Western Australia](#) has a [Find Services](#) directory.
- [Palliative Care Tasmania](#) has a section where you can [find a service](#) (scroll down).

EOLE insight

Consider how your organisation will ensure that all appropriate staff are aware of how, when, where, and why to access palliative care advice.

