

Quality improvement after death audit

Palliative and end of life care



Why improve this area?

Steps

MBS items

Education, resources and toolkits

General practice play a pivotal role in the delivery of palliative and end of life care. The care team led by the GP can provide a smooth transition from chronic disease management to treatment of advanced illness ensuring a palliative approach is maintained at end of life.

The quality of care a person receives in the last years, months and weeks of their life can directly affect the level of distress and grief associated with death and dying for the individual, their family, friends and carers.

To enhance the capacity, knowledge, and confidence of the practice's approach to end-of-life care consider using the **After death audit quality improvement tool**.

The de-identified audit tool provides an opportunity for the care team to review each death to evaluate patient care, determine if the care was appropriate or could have been provided differently and identify opportunities to improve care in the future.

Steps to implement a practice-wide 'systems approach'.

1. Contact COORDINARE – South Eastern NSW PHN to access the Service Level Agreement (SLA) form to complete and sign prior to accessing the audit tool.
2. Define roles and responsibilities of key staff to coordinate and manage the audits.
3. Establish a communication process for all staff members.
4. *Complete the [ELDAC advance care planning and palliative care organisational audit](#) – baseline audit.
5. Access electronic [After death audit survey tool](#) using a new form for each person.
6. Save a copy by selecting the print icon in the top right hand corner prior to submitting to PHN.
7. Consider completing an after death audit for each person who dies and a formal review of deaths every three months.

**Recommendation only*

MBS remuneration options for general practice that support the delivery of quality palliative and end of life care:

- › [MBS Items for general practitioners for patients in primary health care \(caresearch.com.au\)](#) remuneration for palliative care services for patients within the primary health care setting.
- › [MBS items for general practitioners for patients in residential aged care](#) remuneration for palliative care services for patients within the residential aged care setting.
- › [MBS Items for nurse practitioners](#) remuneration for palliative care services for patients within the primary health care setting.

[ELDAC primary care toolkit](#) evidence-based resource to support palliative care and advance care planning.

[ELDAC linkages toolkit](#) assists to establish and improve linkages between aged, primary and palliative care services.

[COORDINARE advance care planning toolkit](#) provides a practical guide for general practice teams to assist patients to navigate the ACP process.

Palliative and end of life models of care – [Illawarra Shoalhaven and Southern NSW](#).

[SBAR analysis template](#) assist to define the factors influencing your practice's palliative care and ACP performance and support you in identifying solutions to improve clinical care.

[Communication checklist and plan](#)

[Advance project general practice training and resources](#) e-Learning for GPs, PNs, PMs.