

About the organisation and the care provided

These questions will help us understand what is in place in the organisation at a governance, safety and quality level relating to end of life care. When answering these questions, please provide an "all of organisation" perspective on care of the dying person. For example, consultation may be required with the head of palliative care or staff in emergency department to get a complete picture.

1. Health Service name

2. What settings does this organisation include? Some organisations or health services may provide end of life care in multiple locations. If your organisation has more than one setting, please select all that apply.

Acute hospital

Residential Aged Care Service

Subacute hospital

Palliative Care unit/ designated palliative care beds

Community based service

Comments

3. Where is the organisation located?

Metropolitan

Regional

Rural

4. This organisation type is:

Public

Private

Not for profit

Other (please specify)

5. Does your health service have an inpatient palliative care unit / ward / dedicated beds for palliative care?

Yes

No

6. Does the organisation have access to specialist palliative care?

Yes

No

7. What is the level of support?

- Face to face and based on site
- Face to face but visiting
- Telephone support

8. When is this specialist palliative care support provided?

- 24 hours, 7 days week
- Business hours plus weekend cover
- Business hours only
- Other (please specify)

9. Does the organisation have an End of Life Care committee?

- Yes
- No

10. Is there a consumer member on the organisation's End of Life Care committee?

- Yes
 No

11. Is written information available for patients and families/carers regarding death and dying?

- Yes
 No

12. Is written information available for patients and families/carers regarding bereavement?

- Yes
 No

13. What does the organisation do to provide individualised care for people in last days of life? Select all that apply

- Unrestricted visiting hours / number of visitors Facilities for carers/ family to stay overnight
 Support for people from Culturally and Linguistically Diverse backgrounds Car parking support
 Acknowledgement of religious considerations

14. Does the organisation provide education and / or training to staff around:

- Having conversations with patients and carers/families around breaking bad news/ end of life care
 Recognition of dying
 Bereavement care

15. If education and / or training (as listed above) is provided, who receives it?

Medical staff

Nursing staff

Allied Health staff

Administration / Support staff

Other (please specify)

Organisational Governance in end of life care

16. Does the organisation have specific guidelines / policies / protocols for (select all that apply):

- End of life care/ recognition of dying guideline or pathway Not for resuscitation (NFR)
- Family meetings Bereavement care
- Goals of care/ treatment escalation plans

Other (please specify)

17. Does the organisation routinely ask patients and / or family/carers about their experience in the service?

- Yes
- No

18. How often do you ask them?

About Care Planning

The following questions will help us understand the current use of the Care Plan for the Dying - Victoria (CPDP-Vic). If there is a different care plan used by the organisation, please name it below

19. Does the organisation use a individualised care plan for the dying?

Yes

No

20. What is the name or title of this plan?

21. Please describe this care plan and how it was implemented in the organisation including where, how and if an evaluation has occurred.

22. Is the organisation aware of the Care Plan for the Dying Person - Victoria (CPDP-Vic)?

- Yes
 No

23. Have you formally implemented the CPDP-Vic resources at your health service?

- Yes
 No

24. How did your organisation approach the implementation of the CPDP-Vic resources?

- Gradual e.g. per individual ward/unit Immediate e.g. all of hospital

Please describe how you did this

25. Has the organisation implemented the CPDP-Vic in a specialist palliative care unit?

- Yes
 No
 There is no specialist palliative care unit at this service

26. What format is the CPDP-Vic training / education?

- Dedicated workshop
 Peer mentoring training
 Other

27. CPDP-Vic implementation training/ education is provided to:

- Nurses Pharmacy
 Doctors Other
 Allied Health None of the above

28. Has the organisation evaluated the use of the CPDP-Vic following implementation?

Yes

No

Please describe the evaluation and/or outline any barriers to doing so

29. Do you intend to implement the CPDP-Vic resources in the future?

Yes

Don't know

No

Staff Training in end of life care

30. Staff receive routine and formal education/training on

- How to communicate with patients and families regarding death and dying/ breaking bad news
- Bereavement care
- How to care for dying patients
- None of the above
- How to recognise when patients are dying
- Other (please specify)

31. Training/ education is routinely provided to:

- Nurses
- Doctors
- Allied Health
- Other
- None