


Aged Care Quality Stds.	How PACOP supports services in meeting the ACQS Standards	Examples of evidence
<p><b>Standard 1 – Consumer dignity and choice</b> 1.1 1.3 a, 1.3 c.1, c2, c.3, 1.3 e</p> <p><b>Standard 2 – Ongoing assessment and planning with consumers</b> 2.1, 2.2, 2.3a, 2.3b, 2.3c i, 2.3c ii, 2.3d, 2.3e</p> <p><b>Standard 3 – Personal care and clinical care</b> 3.1, 3.2, 3.3a, 3.3b, 3.3c, 3.3d, 3.3e, 3.3f,</p> <p><b>Standard 4 – Services and supports for daily living</b> 4.2, 4.3b, 4.3d, 4.3e,</p> <p><b>Standard 5 – Organisation’s service environment 1,2,3a</b></p> <p><b>Standard 6 – Feedback and complaints</b> 6.2,</p> <p><b>Standard 7 – Human resources</b> 7.1, 7.2, 7.3a, 7.3b, 7.3c, 7.3d, 7.3e</p>	<p style="text-align: center;"><b>Assess &amp; respond to needs inclusive of resident/carer/family (1, 2, 3, 4)</b></p> <p>Central to the PACOP program is a framework and protocol for routine assessment and response to identified needs, reinforced through training and evaluation of profile/outcome data. Assessment protocols specify how scores trigger a clinical response including referrals, and end-of-life care. This system supports the evaluation and review of care and enables clinicians to collaborate with residents, and families/carers, to plan and deliver care. The PACOP assessment approach is multi-disciplinary and person-centred, where concerns are responded to and risks identified and managed.</p> <p style="text-align: center;"><b>Plan &amp; deliver care respecting consumer choice (1, 2, 3)</b></p> <p>Fundamental to the PACOP program are resident reported outcome measures and benchmarking, positioning the resident at the centre of their care. PACOP provides a clinical system for assessing and responding to individual resident (and family/carer) needs and developing appropriate care plans. Care plans, goals and preferences are evaluated using the PACOP system.</p> <p style="text-align: center;"><b>Communication (1, 2, 8)</b></p> <p>The use of the PACOP standardised assessment tools in routine practice provides a shared language which empowers staff, supports resident-centred care, improved communication, reduced clinical variation, enhanced resident safety, and improved multi-disciplinary/interdisciplinary approach to assessment and care. The PACOP framework supports communication within and between clinical teams (internal and external).</p> <p>PACOP assessment framework also encourages active participation and feedback from the resident about their symptoms, problems and preferences for their ongoing care.</p> <p>The PACOP program provides services access to education and training opportunities and resources to support ongoing workforce training and development. This supports the delivery of a consistent, national quality education program which encourages the effective use of the assessment framework to improve care for the residents and their carers/families.</p>	<div style="text-align: center;">  <p><b>PACOP</b> palliative aged care outcomes program</p> </div> <ul style="list-style-type: none"> <li>• PACOP instructions, policy and/or guidelines</li> <li>• The Symptom Assessment Scale (SAS) both resident-rated form and the SAS ruler</li> <li>• The PACOP Assessment and Response form/medical record</li> <li>• PACOP protocol and lanyard cards</li> <li>• Inclusion of PACOP in care planning, team meetings and handover</li> <li>• Using PACOP to trigger referrals and escalation of care</li> <li>• Attendance and completion of internal, external and online PACOP training</li> <li>• Audits conducted of PACOP assessments and clinical response</li> <li>• Sharing of appropriate service resources through the PACOP community of practice</li> </ul>
<p><b>Standard 8 – organisational governance</b> 8.3a, 8.3b, 8.3cii, 8.3d, 8.3e</p>	<p style="text-align: center;"><b>Measurement, feedback &amp; reporting (1, 2, 7, 8,)</b></p> <p>In an environment that demands value-based approaches and evidence for accountable care, PACOP provides the means through which services can demonstrate improved resident and family/carer outcomes and evidence of aged care system performance. The PACOP audit tools support consistency, reliability and reduces variation by identifying areas for improvement, and routine auditing of death and related outcomes. Peer group and national benchmarking activities inform the continuing development of standards and best practice in resident-centred palliative care outcomes. PACOP partners with services with the shared goal of improving resident and family/carer outcomes and reducing clinical variation. PACOP supports monitoring of effectiveness of care and organisational safety.</p>	<ul style="list-style-type: none"> <li>• Outcome and benchmark results</li> <li>• PACOP reports</li> <li>• Quality improvement projects</li> <li>• Sharing of service resources</li> </ul>