

Advance Care Planning/ Advance Directive Telephone Prompt Sheet Instructions

The purpose in developing this prompt sheet and communication guide was to avoid non-beneficial transfers to hospital from a RACH, and to assist RACH staff to effectively communicate when there has been a deterioration in a person's condition.

Instructions for use:

Page One provides three steps for the Registered Nurse to follow:

- **Step 1** – Locating the resident's Advance Care Directive (ACD) or Advance Care Plan and checking their wishes and documented preferences.

The Step 1 text box provides several examples of possible resident's wishes. If any of these examples are documented in the resident's ACD/ACP there is no need to call an ambulance as these care needs can be provided within the residential aged care home.

- **Step 2** – Inform the Person Responsible (PR). A communication guide to speak with the PR is on page two.

When speaking with PR, it is important to remind them of the resident's goals and wishes as documented in the ACP/ACD. PR and family will need verbal reassurance that comfort measures will be implemented.

Inform PR that contact will be made with the GP/ NP to review **OR** the local area Geriatric Rapid Assessment team. This section will require striking out any non-applicable items and using a white board pen to insert the name of the appropriate contact team within the Local Health District.

- **Step 3** – Contact and request the GP/ NP/ Geriatric Rapid Assessment/ Evaluation Team reviews and prescribes anticipatory medications. A referral to the local Specialist Palliative Care Services for further advice around end-of-life medication management may be required.

Page two provides a communication guide based on the ISBAR framework. ISBAR stands for Introduction, Situation, Background, Assessment and Recommendation.

- Follow the ISBAR steps provided with suggested prompts.
- To assist in your telephone conversation, use a white board pen to write down your assessment points. Once completed, wipe the prompt sheet clean.

Ensure the conversation is documented in the resident's medical record. Then commence your RACFs end-of-life pathway including hourly monitoring and assessments.

Feedback after using the Telephone Prompt Sheet

We would appreciate if you could take a few minutes to complete our feedback form once you have used the prompt sheet **more than once**. Click on the QR code to complete the survey.

