

Advance Care Planning in General Practice

Increase Advance Care Planning (ACP) Knowledge in General Practice

First steps

Goal What are we trying to accomplish? By when?

Example 1: Increase practice staff knowledge of Advance Care Planning, skills, and confidence with ACP conversations by ## (date).

Person responsible Nominate a team leader for the PDSA activities. This could be clinical and non-clinical staff.

Measures How will the change be measured?

Example 1: Survey results. Record baseline survey data of practice staff rating knowledge, skills, & confidence levels.
Prediction: Improvement in practice staff self-rated knowledge and skills in ACP.

Improvement ideas

- **Increase practice staff knowledge, skills, and confidence with ACP conversations**
 - Develop, distribute & collect staff survey to gather baseline data of existing practice staff knowledge, skills, and confidence with Advance Care Planning
 - Refer to [SEMPHN Advance Care Planning](#) webpage and [Advance Care Planning Australia](#) website for information and resources
 - Refer to the [Victorian Department of Health](#) for information and forms for Advance Care Planning in Victoria.
 - Connect with Local Hospital Network (LHN) ACP Services for local information, resources & support.
 - [Alfred Health ACP Service](#)
 - [Monash Health ACP Service](#)
 - [Peninsula Health ACP Service](#)
 - Distribute & collect follow up staff survey assessing ACP knowledge, skills and confidence with Advance Care Planning
 - Identify any members of the practice team who require or are interested in further training

Ideas for further PDSA cycles:

- Complete [The Advance Project](#)[®], an online training package specifically designed to support Australian General Practices to implement a team-based approach to initiating ACP and palliative care into everyday clinical practice.
- Connect with LHN ACP service (as listed above) and request an ACP information session for practice staff.
- Connect with LHN ACP service (as listed above) and request facilitation of an in-clinic group patient ACP information session (see QI Activity 'Group Patient ACP Information Sessions' template on SEMPHN website)

How?




Utilise a Plan-Do-Study-Act (PDSA) cycle, a useful tool for documenting change.

The cycle's steps are: Develop a plan to test the change (Plan), carry out the test (Do), observe and learn from the consequences (Study), and determine what modifications should be made to the change (Act).

Practices can undertake several PDSA (cycles) for **continuous improvement** until you've achieved the goal or move to a different goal.

Use the editable worksheet template (page 3) to document each change you attempt and store the completed documents together.

Plan Develop a plan to test the change. (Example PDSA cycles to improve ACP knowledge and skills below)

Task	Person responsible	Timeframe
<p>Team leader to develop, distribute & collect staff survey. Example survey: Staff provide rating of Low Moderate or High against their current level of knowledge and skills for the following:</p> <ul style="list-style-type: none"> - Knowledge of ACP - Knowledge of ACP resources - Knowledge of local hospital network ACP services - Knowledge of where completed ACP documents are to be stored - Confidence raising ACP with patients - Skills assisting a patient with ACP process <p>Measurement: Staff survey responses collected.</p>	Team leader	PDSA 1 (Baseline data)
<p>Staff visit the following websites for information and resources: -SEMPHN Advance Care Planning webpage -Advance Care Planning Australia and the Advance Care Planning Health Professionals factsheet noting section <i>Where should advance care directives be kept?</i></p> <p> Team leader may consider printing factsheet for staff to read.</p> <p>Measurement: Checklist to confirm all staff have read factsheet and visited websites by set date.</p>	All staff	PDSA 2
<p>Staff visit Victorian Department of Health website for information and understanding of Victorian Advance Care Planning forms:</p> <ul style="list-style-type: none"> -Advance Care Directive -Medical treatment decision maker -Support person <p> Team leader may consider downloading and printing copies of forms for use by GPs & PNs as required.</p> <p>Measurement: Checklist to confirm all staff have read forms.</p>	All staff	PDSA 3
<p>Connect with your Local Hospital Network (LHN) Advance Care Planning Service for local information, resources, and support. Alfred Health ACP Service Monash Health ACP Service Peninsula Health ACP Service</p> <p> Team leader may consider printing copies of LHN ACP information & brochures to support staff with ACP conversations.</p> <p>Measurement: Checklist to confirm completion of:</p> <ul style="list-style-type: none"> -Contact has been made with LHN ACP service team -Names of LHN ACP team and contact details have been recorded for future collaboration & support (if required) -Printing LHN ACP resources & brochures as appropriate to support staff with ACP conversations. 	Team Leader	PDSA 4
<p>Team leader to distribute & collect follow up staff survey assessing ACP knowledge and confidence.</p> <p>Measurement: Staff survey responses collected.</p>	Team Leader	PDSA 5 (Post activity data)

Quality Improvement Activity

Goal:

Description of this change:

Person responsible:

When to be done:

Plan Develop a plan to test the change.

Task	Person responsible	Timeframe

Prediction	Measures
<i>What you think will happen when the test is carried out</i>	<i>What will determine if the predictions are correct</i>
<i>Example: Improvement in practice staff self-rated knowledge and skills in ACP</i>	<i>Example: Survey results</i>

Do

Carry out the plan. Record data. What actually happened when you ran the test.

We implemented: (Example: list activity undertaken)

Study

Observe and learn from the data. Describe the measured results and how they compared to the predictions.

Did you achieve your goal? What worked well? Challenges and barriers? What needs to be changed?

Act

Describe what modifications you'll make for the next cycle based on what you've learned.

Does this activity need to be repeated? Do changes or improvements need to be made?



Share and celebrate the improvements made with practice staff.