

FACT SHEET for health service organisations

Comprehensive Care Standard Meeting Action 5.14

Action 5.14 requires health service organisations to demonstrate that clinicians use a documented comprehensive and individualised care plan for a patient that includes information about the patient's clinical assessment, diagnoses, identified risks, goals of care and preferences.

Action 5.14 states:

The workforce, patients, carers and families work in partnership to:

- Use the comprehensive care plan to deliver care
- Monitor the effectiveness of the comprehensive care plan in meeting the goals of care
- Review and update the comprehensive care plan if it is not effective
- Reassess the patient's needs if changes in diagnosis, behaviour, cognition, or mental, or physical condition occur.

Advisory AS18/15 *Comprehensive Care Standard: Developing the comprehensive care plan* addresses Action 5.13 and sets out a staged approach for health service organisations. It requires organisations to complete a gap analysis, develop and refine organisation-wide policies and processes for using, monitoring and improving the effectiveness of its comprehensive care plans.

Organisation-wide implementation of Action 5.14 a, b and c is expected from 1 January 2023.

Action 5.14d should be fully implemented as it supports implementation of the actions in the Recognising and Responding to Acute Deterioration Standard.

While the gap analysis and implementation planning is underway, organisational policies, procedures and processes to deliver and refine patient care should be drafted that:

- Align with patient needs and shared decision making processes
- Incorporates continuous quality improvement for the processes and outcomes of comprehensive care planning and delivery.

From 1 January 2023, organisations need to have implemented an organisation-wide process for planning comprehensive care, which includes:

- Policies, procedures and processes for using care plans, pathways and tools endorsed by and applied throughout the organisation
- Models of care that support multidisciplinary care delivery appropriate to the population served and clinical context of the organisation
- Orientation, education and/or training on the organisation's processes for comprehensive care
- Monitoring and evaluating the outcomes of Action 5.14.

Questions?



For more information, please visit:
safetyandquality.gov.au/our-work/comprehensive-care

You can also contact the Comprehensive Care project team at: mail@safetyandquality.gov.au

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