

Checklist for the workplace

- Nominate a **clinical champion** to improve care for older people.
- Identify staff awareness levels relating to **unique factors placing older people at risk** of injury and adverse events.
- Audit your physical environment** to identify potential safety concerns/issues relevant to older people's needs.
- Establish a working party** to investigate how **older people-friendly** your environment is.
- Implement processes to **reduce the risk of falls** (such as electing a staff member to monitor the environment so, for example, hallways and walkways are kept clear of obstructions at all times).
- Identify whether your staff know the **difference between multi-disciplinary and inter-disciplinary care**.
- Allocate a **care coordinator** for people with complex care needs.
- Establish a **GP notification system** for patient admissions and discharges.
- Be sure to **notify ongoing community support providers** about older people's entry to your service and their anticipated length of stay.
- Encourage **GPs to be involved** in and use the enhanced primary care case conferencing medicare benefit schedule items.
- Introduce a **discharge checklist** to be used when planning discharges involving older people and their carers.
- Invite PCP representatives to conduct an **information/Q&A session** with your staff.
- Always use **plain language** when talking to the older person about their illness, prognosis, treatments, medication and care management.
- Provide the older person with **information about any community-based services** that they may have been referred to.
- Ensure that the older person has a **contact name and 24-hour contact number** if they have any issues post-discharge home.
- Make sure that older people who are discharged from hospital are **contacted to see how they are managing** and to check how any services that they may be using are working out.
- Develop a brochure explaining how people can manage and **be involved in their own care with their nominated carer**.
- Run focus groups with older people who have used your services to **get their feedback**.
- Distribute results of the **patient satisfaction monitor** (relating to care of older people) to your staff.