



Policies and procedures

Model of care

This audit module is designed to be used when you want to determine how your systems, policies, procedures and processes support best practice in the care of older people.

It looks at how the policies and procedures regarding your ward's model of care optimise an older patient's participation in their care and encourage their family and carer to be included as part of the care team.

You may use this audit module on its own or as part of an audit of other aspects of policy and procedure, or of the physical space.

We recommend that this audit module be used in conjunction with the 'Bedside orientation' audit module. The 'Bedside orientation' audit module is designed to be used with every patient, on admission or after a transfer. Consider incorporating the use of the 'Bedside orientation' audit module into your hospital or ward policies and procedures.

This audit module contains 15 questions and will take approximately 20-30 minutes to complete.

Some questions may not be relevant. Where this is the case, there is an option to select 'not applicable,' however please complete as many questions as possible to conduct a thorough audit.

A notes section is provided underneath each question to record any additional information or prompts for action that you identify while carrying out the audit.

Information, recommendations and suggested strategies to address any issues are provided below each question.

When you have completed the audit, please keep it for your reference. You may wish to use it to create your own action list, or to use the information to educate staff about the role of the environment in patient care.

If you want to audit more than one location, please print a new copy of this module and complete the audit again for the new location.



Name _____ Date _____

Hospital _____

Additional information _____

Orientation to the general ward environment

1. Do you have systems in place to orientate the patient and their family to the physical ward environment?

Yes - *Correct* - Orientating each patient to the specifics of the ward environment can reduce anxiety, reduce the risk of delirium and enable independence.

No - Orientating each patient to the specifics of the ward environment can reduce anxiety, reduce the risk of delirium and enable independence. Ensure that all patients are informed of the ward they are located on, and the room or bed bay. Also ensure they know where the toilet, bathroom and nurses station are located.

N/A

Notes

2. Do your procedures include orientating each patient and their family to the general ward routines?

Yes - *Correct* - Orientating each patient to the environment can reduce anxiety, reduce the risk of delirium and promote participation.

No - Orientating each patient to the environment can reduce anxiety, reduce the risk of delirium and promote participation. Ensure that patients and their families are made aware of general ward routines such as nurse rounding, medication administration, when the doctor will visit, how to order meals, whether food can be brought in, how to do laundry and make phone calls.

N/A

Notes



3. Do your procedures promote flexible visiting hours?

- Yes - Correct** - Encouraging family and carers to be present can improve health outcomes as well as patient and carer satisfaction.
- No** - Encouraging family and carers to be present can improve health outcomes as well as patient and carer satisfaction. Ensure the presence of family members is promoted as they can help patients to cope with treatment and improve their responsiveness to treatment.
- N/A**

Notes

4. Do your procedures require staff to assess each patient’s ability to know how, when and why to use the call bell system?

- Yes - Correct** - Ensure each patient’s ability to use the call bell system is thoroughly assessed for issues such as reduced cognition, poor vision, hearing and dexterity. This will enable staff to identify and respond to potential risks.
- No** - Ensure each patient’s ability to use the call bell system is thoroughly assessed for issues such as reduced cognition, poor vision, hearing and dexterity. This will enable staff to identify and respond to potential risks. Ensure systems capture whether patients can and are using the call bell system to request assistance when needed.
- N/A**

Notes

5. Do your policies ensure staff can be easily identified and distinguished from patients and families?

- Yes - Correct** - Ensure all staff are wearing visible name badges, introduce themselves and explain their role. This is to optimise communication and promote respect, dignity and partnership with the patient and their family.



No - Ensure all staff are wearing visible name badges, introduce themselves and explain their role. This is to optimise communication and promote respect, dignity and partnership with the patient and their family.

N/A

Notes

Adapting the immediate environment to the needs of older patients

6. Do your policies and procedures prompt staff to avoid a gender mix in shared rooms?

Yes - *Correct* - Avoiding a gender mix in shared rooms can promote dignity and enhance participation.

No - Avoiding a gender mix in shared rooms can promote dignity and enhance participation. Review your policies to minimise the occurrence of mixed gender rooms.

N/A

Notes

7. Do your policies and procedures require the patients' immediate environment to be adapted to their individual needs, for example the height of the bed, chair and other equipment?

Yes - *Correct* - Adapting the environment to the patient's needs promotes safety and encourages self-care and participation.

No - Adapting the environment to the patient's needs promotes safety and encourages self-care and participation. Ensure there is a system to assess each patient's equipment needs and adapt accordingly.

N/A



Notes

8. Do your policies and procedures prompt staff to encourage family to bring suitable personal belongings?

- Yes** - *Correct* - This helps patients to recognise their room or bed and increases comfort.

- No** - This helps patients to recognise their room or bed and increases comfort. Ensure personal belongings are assessed for suitability in the health facility so that they do not create hazards for patients or staff.

- N/A**

Notes

9. Do your systems promote opportunities for optimal stimulation through access to activities?

- Yes** - *Correct* - Consider opportunities to optimise stimulation and promote participation and independence and embed them into your model of care.

- No** - Consider opportunities to optimise stimulation and promote participation and independence and embed them into your model of care. Ensure patients have access to a variety of ways to keep themselves stimulated. This could include access to the radio, TV, newspapers and other reading material, a telephone, hospital garden, a cafeteria and tea and coffee making facilities.

- N/A**

Notes



Optimising the role of communication in the environment

10. Do your policies and procedures recommend that all staff receive communication skills training?

- Yes - Correct** - Optimising communication between staff, patients and families improves patient and family satisfaction and their participation in care, and will help minimise their risk of experiencing functional decline in hospital.

- No** - Optimising communication between staff, patients and families improves patient and family satisfaction and their participation in care, and will help minimise their risk of experiencing functional decline in hospital. Ensure all frontline staff receive communication skills training. This could include the use of simple strategies such as being at eye level when talking to patients and having short two minute conversations to build rapport, to methodologies such as 'teach back' to optimise care, and improve experience, satisfaction and patient outcomes.

- N/A**

Notes

11. Do your policies and procedures recommend that all clinical staff play a role in promoting the health literacy of older patients and their family or carers regarding functional decline?

- Yes - Correct** - Improving a patient's health literacy regarding functional decline can play an important role in preventing avoidable harm.

- No** - Improving a patient's health literacy regarding functional decline can play an important role in preventing avoidable harm. Ensure all staff understand the importance of promoting regular mobilisation, optimising nutrition and hydration, as well as maintaining continence, sleep hygiene and pain management, to encourage participation of the older patient and their family in care.

- N/A**

Notes



12. Do you have systems in place to ensure care plans are person centred and capture the patient’s strengths, values and preferences?

- Yes - Correct** - It is important to find out each patient’s preferences and develop a care plan that emphasises their strengths as this can optimise their engagement and participation in care.
- No** - It is important to find out each patient’s preferences and develop a care plan that emphasises their strengths as this can optimise their engagement and participation in care. Review systems as necessary to ensure patient strengths are captured in care plans.
- N/A**

Notes

13. Do you have systems in place to support staff to share information with the patient and their family, for example communication boards or bedside handover?

- Yes - Correct** - Systems such as using communication boards, handover of care at the bedside, allocating a ‘key contact staff member’, and developing an individual timetable that is available to the patient and their family may enhance their participation and understanding of their care.
- No** - Systems such as using communication boards, handover of care at the bedside, allocating a ‘key contact staff member’, and developing an individual timetable that is available to the patient and their family may enhance their participation and understanding of their care. Ensure such systems are embedded in your policies and procedures, and communicated to all patients and families.
- N/A**

Notes

14. Do you have policies and procedures in place to identify, record, store and share the values and care preferences of older patients?

- Yes - Correct** - Advance care plans and other such systems can minimise distress for patients and their families. Have a system in place to support staff to find out what matters to their patients.
- No** - Advance care plans and other such systems can minimise distress for patients and their families. Have a system in place to support staff to find out what matters to their patients. Ensure your



systems for creating and storing a patient's advance care plan are transparent and easily accessed by clinical staff.

N/A

Notes

15. Are there systems in place to optimise engagement of patients who have communication barriers?

Yes - Correct - Patients from non-English speaking backgrounds; who are hard of hearing; have poor eye sight; and those who have cognitive impairment may need extra orientation to the ward environment.

No - Patients from non-English speaking backgrounds; who are hard of hearing; have poor eye sight; and those who have cognitive impairment may need extra orientation to the ward environment. Ensure there are systems in place to identify these high risk patients and to situate them as close as possible to the nurses station.

N/A

Notes
