



FACT SHEET

Authorised Care Plans

The purpose of NSW Ambulance Authorised Care Plans is to strengthen systems to support paramedic decision-making in meeting the needs of individual patients with specific medical conditions, as well as respecting predetermined and agreed palliative and end-of-life wishes.

Authorised care encompasses palliative care treatment and end-of-life decisions through the application of standardised Advanced or End-of-Life Care Plans. These plans authorise paramedics to provide care outside their usual scope of practice, whilst putting the patient's wishes first by providing the right care in the most appropriate setting.

Based on NSW Ambulance experience, Authorised Care Plans have been successful in meeting the goals for end-of-life wishes for patients and ensuring they receive care at the location of their choosing wherever possible, thereby reducing unnecessary and avoidable Emergency Department (ED) admissions.

In this program, NSW Ambulance liaises with Local Health Districts (LHDs), Primary Health Networks and the treating clinicians. The plans are registered with NSW Ambulance and uploaded into the computer aided dispatch (CAD) system, enabling a real-time automated alert to be provided to responding paramedics that an endorsed plan is in place.

The three core elements of NSW Ambulance Authorised Care Plans are:

Authorised Paediatric Palliative Care Plan

for children under the care of the Children's Hospital Network or their treating clinician. This plan gives the family and/or enduring guardian the opportunity to discuss treatment and transport options for the patient, namely to remain at home with support services in place for the length of care, or to be transported directly to a predetermined health facility.



Authorised Adult Palliative Care Plan

for adult patients under the care of their treating clinician where treatment and/or transport options have been discussed and noted in the Authorised Care Plan.



Authorised Care Plan

for patients with specific medical conditions under the care of their treating clinician. This plan enables paramedics to administer pre-authorised medications and procedures outside of NSW Ambulance's normal practice.



Qualified paramedics are authorised to administer the medication, and/or procedures listed on the Palliative or Authorised Care Plan.

“ Supporting *paramedic* decision-making ”

“ Respecting *patient* wishes ”





FACT SHEET – AUTHORISED CARE PLANS

Patient-centred

This model of care increases confidence and understanding of the paramedic role specific to end-of-life care and the promotion of care plans. Paramedics complement existing services and the support being provided by in-situ facility staff, carers and family, as well as specialist and primary health providers.

This program also strengthens processes, enabling paramedics to support and respect the patient's palliative wishes where an authorised care plan has been collaboratively written and agreed between them and their general practitioner. This plan is developed in consultation with the palliative care team, family and/or a residential aged care facility.

The Impact of an Authorised Palliative Care Plan in Place

Our experience shows 50 per cent of patients attended by NSW Ambulance who have an Authorised Palliative Care and End-of-Life Care Plan in place, are not transported to the ED. In part, this reflects that NSW Ambulance is called for reasons differing to symptoms related to the palliative plan or the patient has reconsidered their decision about remaining at home. The overall impact for the hospitals is that less patients are occupying a bed in the ED or being admitted beyond the ED. For the patient, it means they have a choice to remain at home for their care and NSW Ambulance is able to contribute to the wishes of the patient. There are cost savings for the ED based on the average cost of an ED encounter. In addition, the benefit to NSW Ambulance is less patient presentations to the ED, as well as the benefit to the patient of having their wishes respected.

