



Relaunch of National Standards Assessment Program (NSAP)

A continuous quality improvement program for palliative care services.

To coincide with the launch of the 5th Edition National Palliative Care Standards, Palliative Care Australia (PCA) is pleased to announce that a refreshed version of NSAP is on its way.

Funded by the Australian Government and led by PCA, NSAP is a quality improvement tool that facilitates practical application of the Standards and promotes improvement in palliative care experiences and outcomes for people, their families and carers.

NSAP was created in 2009 as a national framework for continuous quality improvement, built to the 4th edition of the Standards. Looking to the future, PCA is facilitating a revision of NSAP that captures the benefits of self-reflective practice.

PCA recognises the many improvements that palliative care services have been able to affect as a direct result of previous participation in NSAP, and is therefore committed to re-engage with services in their quality improvement processes going forward.

A key change for NSAP will see the stepping-away from rigid cycle completion to a more fluid, individualised online program that provides quality tools and a mechanism for palliative care services to communicate with each other.

A secure online platform will host the revised NSAP Self-Assessment Tool that will be written to the 5th edition of the Standards.

PCA will collaborate with key stakeholders to map the Tool to relevant standards and thus streamline the assessment process for specialist palliative care services and support quality improvement learning. Services will determine their own quality cycle length, manage their own data entry and generation of reports.

The revision of the National Palliative Care Standards and the NSAP program presents a unique opportunity to facilitate collaboration between Services and use the data generated from NSAP reporting to address specific questions across the sector. To this end, PCA would like to work with specialist palliative care services to establish communities of interest and networks via the NSAP platform.

Services will be updated on the redevelopment process via NSAP quality bulletins on the PCA website. In the near future, specialist palliative care services will be asked to participate in a survey examining effective and non-effective elements of NSAP, and how the Program can foster partnerships and collaborations.

There will be opportunities to be further involved in the NSAP redesign stages over the coming months through bulletin contributions, reference group membership and pilot testing. PCA anticipates that the revised NSAP program will be fully functional within 12 months.

PCA is excited for the future and looks forward to working with the palliative care community on this program.

