

What is advance care planning?

Advance care planning allows health professionals and direct care workers in aged care to understand and respect a person's preferences, if the person ever becomes seriously ill and unable to communicate for themselves.

Ideally, advance care planning will result in a written Advance Care Plan, to help ensure the person's preferences are respected.

Advance care planning is only called upon if the person loses the ability to make or express their wishes.

Benefits of advance care planning

Advance care planning benefits the person, their family, carers (paid and unpaid), health professionals and associated organisations.

- It helps to ensure people receive care that is consistent with their beliefs, values, and preferences.
- It improves end-of-life care, and person and family satisfaction with care (1).
- Families of people who have done advance care planning experience less anxiety, depression, stress and are more satisfied with care received (1).

MAKING HEALTHCARE DECISIONS FOR OTHERS CAN BE DIFFICULT. AN ADVANCE CARE PLAN CAN GIVE PEACE OF MIND AND COMFORT AS PREFERENCES ARE CLEAR, UNDERSTOOD AND RESPECTED.

Who should be involved in advance care planning?

Advance care planning requires a team effort. It should involve:

- the person who is considering their future health and personal care preferences
- their close family and friends
- their substitute decision-maker(s)
- carers
- aged care workers, nurses, doctors and other healthcare professionals.

Organisations can also support the process by having good policies and guidelines and by making current information available.

什麼是預先護理計畫？

預先護理計畫讓老年護理中心的醫務人員和直接護理工作者在某個人病情危重而無法親口表達時理解並尊重其偏好。

理想的情況下，預先護理計畫會生成一份書面的預先護理計畫書，以幫助確保這個人的偏好得到尊重。

只有在某人失去了做出或表達意願的能力之時，預先護理計畫才會啟動。

預先護理計畫的好處

預先護理計畫讓病人、他們的家人、護理人員（有償的和無償的）、醫務人員和相關組織均受益。

- 它有助於確保病人得到與他們的期望、價值觀和偏好相一致的照顧。
- 它改善了臨終關懷，並且通過護理提高了病人及其家人的滿意度 (1)。
- 已經制定了預先護理計畫的病人家屬所感受到的焦慮、抑鬱、壓力更少，並且對得到的護理更滿意 (1)。

替他人做醫療保健決定會很困難。由於病人的偏好很明確，並且獲得了理解和尊重，預先護理計畫可讓人心情平靜、舒適。

誰應參與制定預先護理計畫？

預先護理計畫需要團隊的努力。它應該包括：

- 正在考慮自己的未來健康和個人護理偏好的人士
- 與其關係密切的家人和朋友
- 他們的替代決策者
- 護理人員
- 老年護理工作者、護士、醫生和其他醫護人員。

各組織也可以通過制定良好的政策和指導方針並通過提供最新資訊來支持這一過程。

When should advance care planning be introduced?

Advance care planning can be a routine conversation when caring for an older person. It is important to also encourage conversations with their family/carers and care team.

Better outcomes are experienced when advance care planning is introduced early, as part of ongoing care, rather than in reaction to a crisis situation.

Where possible, people should be medically stable, comfortable and ideally accompanied by their substitute decision-maker(s) and/or family/carer.

Other triggers to discuss advance care planning include when:

- the person raises concerns
- the family raises concerns
- there is a change in the person's health or capability
- there is a change in their living situation (e.g. when they move into a residential aged care home).

How can aged care workers help with advance care planning?

Be open

- Find out more about advance care planning and the requirements of your organisation in your state/territory.
- Be open to engage with people who want to discuss their beliefs, values and preferences regarding their current and future health and personal care.
- Explain why they may like to select and prepare a substitute decision-maker(s).

Substitute decision-maker(s) will need to be:

- available (ideally live in the same city or region) or readily contactable
- over the age of 18
- prepared to advocate clearly and confidently on the person's behalf when talking to doctors, other health professionals and family members if needed.

應該何時引入預先護理計畫？

預先護理計畫可以是在照顧長者時的日常例行談話。鼓勵他們與其家人 / 護理人員和護理團隊談話也是非常重要的。

與出於應對危機狀況而引入預先護理計畫相比，如果在持續護理的過程中儘早引入該計畫，會獲得更好的結果。

如果可能的話，病人應該是病情穩定、舒適，並且最好有他們的替代決策者和 / 或家人 / 護理人員陪伴。

以下情況也會觸發討論預先護理計畫：

- 病人有顧慮
- 其家人有顧慮
- 病人的健康或能力發生了變化
- 他們的生活狀況發生了變化（例如，他們搬入了院舍養老院）。

老年護理工作者如何幫助制定預先護理計畫？

持開放心態

- 查找更多關於您所在州 / 領地有關預先護理計畫的資訊以及您所在組織的要求。
- 以開放的態度與那些想要就其當前和未來的健康和個人護理討論其期望、價值觀和偏好的人交流。
- 解釋為什麼他們可能會想要選擇並安排一名替代決策者。

替代決策者將需要：

- 有空（最好住在同一個城市或地區）或易於聯繫
- 年滿 18 歲以上
- 準備好在需要與醫生、其他醫務人員和家庭成員交談時能夠清楚、自信地代表病人。

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BE OPEN | BE READY | BE HEARD

Be ready

- Undertake training in advance care planning to improve your knowledge and skills.
- Talk with your clients about their beliefs, values, and preferences regarding health and personal care outcomes.

Be heard

- Discuss with care team, family and/or carers.
- Encourage your clients to write an Advance Care Plan or use a form relevant to their state/territory law. See advancecareplanning.org.au
- Encourage your clients to keep the Advance Care Plan safe, and store it appropriately (see below).
- Encourage them to review their Advance Care Plan every year or if there is a change in their health or personal situation.

The law and advance care planning

Different states and territories in Australia have different laws regarding advance care planning. There are also some common law decisions regarding advance care planning. See advancecareplanning.org.au for information.

Depending on the state/territory:

- a substitute decision-maker may be legally appointed as an 'agent', 'guardian', 'enduring guardian' or 'enduring power of attorney'
- an Advance Care Plan may also be called an 'advance care directive' or an 'advance health directive'.

做好準備

- 進行預先護理計畫的培訓，以提高自己的知識和技能。
- 與您的客戶就其健康和個人護理結果談論他們的期望、價值觀和偏好。

讓別人知道您的想法

- 與護理小組，家庭和 / 或護理人員討論。
- 鼓勵您的客戶寫下一份預先護理計畫，或者根據其所在州 / 領地的法律使用表格。請見 advancecareplanning.org.au
- 鼓勵他們確保預先護理計畫的安全，並妥善保存（見下文）。
- 鼓勵他們每年或在其健康或個人情況發生變化時審查其預先護理計畫。

法律和預先護理計畫

澳大利亞不同的州和領地在預先護理計畫方面有不同的法律。澳大利亞也有有關預先護理計畫的一些普通法決議。有關資訊請見 advancecareplanning.org.au

根据各州 / 領地的情况：

- 替代決策者可被依法任命為“代理”、“監護人”、“持久監護人”或被授予“持久授權書”
- 預先護理計畫也可被稱為“預先護理指示”或“預先健康指示”。

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Where should Advance Care Plans be kept?

Advance Care Plans may be stored at one or many of the following:

- at home with the person
- with the substitute decision-maker(s)
- the GP/local doctor/specialist
- with aged care service provider records
- the hospital
- encourage and help clients to store them on their 'My Health Record' - myhealthrecord.gov.au
- myagedcare.gov.au

Do you have questions about advance care planning and would prefer to speak in a language other than English?

You can receive help from an interpreter for the cost of a local call (except from mobiles) by simply following these steps:

1. Call 13 14 50, Monday to Friday 9.00-5.00pm.
2. Say the language you need.
3. Wait on the line for an interpreter (may take up to 3 minutes).
4. Ask the interpreter to contact Advance Care Planning Australia on 1300 208 582.
5. Talk with our staff or volunteer with the help of an interpreter.

Where can I get more information?

Advance Care Planning Australia:

WWW.ADVANCECAREPLANNING.ORG.AU

NATIONAL ADVISORY HELPLINE: 1300 208 582

Reference

(1) Detering, KM, Hancock, AD, Reade, MC, Silvester, W 2010, 'The impact of advance care planning on end of life care in elderly patients: randomised controlled trial', *British Medical Journal*, 340: c1345.doi:10.1136.

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This publication only provides a general summary of the subject matter covered. People should seek professional advice about their specific circumstances. ACPA is not liable for any errors or omission in this publication.

應把預先護理計畫放在哪里保管？

預先護理計畫可以存放於以下一處或多處地方：

- 由病人存放家中
- 由替代決策者保管
- 全科醫生 / 當地醫生 / 專科醫師處
- 與老年護理服務提供機構的檔案放在一起
- 醫院
- 鼓勵並幫助客戶將計畫保存在他們的 "My Health Record" (我的健康檔案) 中 – myhealthrecord.gov.au
- myagedcare.gov.au

您是否有關於預先護理計畫的問題並且更喜歡用英語以外的語言說話？

您只需按照以下步驟，花費本地電話費用 (用手機撥打電話除外) 即可從口譯員處獲得幫助：

1. 週一至週五上午 9 時至下午 5 時，請撥打 13 14 50。
2. 說出您所需的語種。
3. 線上等待接通口譯員 (可能需要 3 分鐘時間)。
4. 請口譯員致電 1300 208 582 聯繫 Advance Care Planning Australia。
5. 在口譯員的幫助下與我們的工作人員或義工傾談。

我可以從哪里獲得更多資訊？

Advance Care Planning Australia:

WWW.ADVANCECAREPLANNING.ORG.AU

NATIONAL ADVISORY HELPLINE (全國諮詢熱線) : 1300 208 582

參考文獻

(1) Detering, KM, Hancock, AD, Reade, MC, Silvester, W 2010, 'The impact of advance care planning on end of life care in elderly patients: randomised controlled trial', *British Medical Journal*, 340: c1345.doi:10.1136.

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