Transforming End of Life Care in Acute Hospitals

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“We knew she was going to die, she knew she was going to die, but just wanted it to be pain free.

The staff on the whole carried on as if she was going to get better and seemed unable to recognise the inevitable and change their tone and planning accordingly.”

comment posted on the Patient Opinion website
www.patientopinion.org.uk eolc 2nd annual report 2010

What the people we serve want….

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National bereavement survey

- **Overall quality of care** - 23% rate as fair/poor

- **Coordination of care**:
  - Community services - 14% did not work well together
  - Hospital/community – 31% did not work well together

- **Relief of pain and suffering at home** – 51% partially/not at all

Delivery of high quality services

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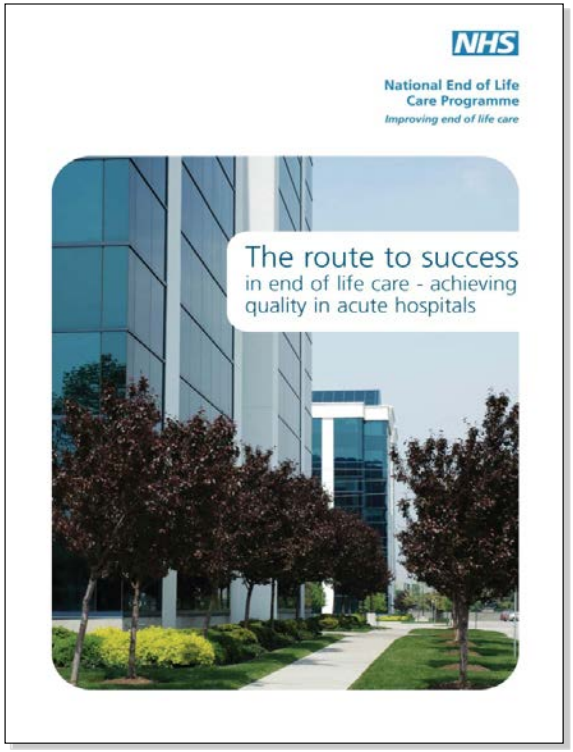

Key drivers for excellence

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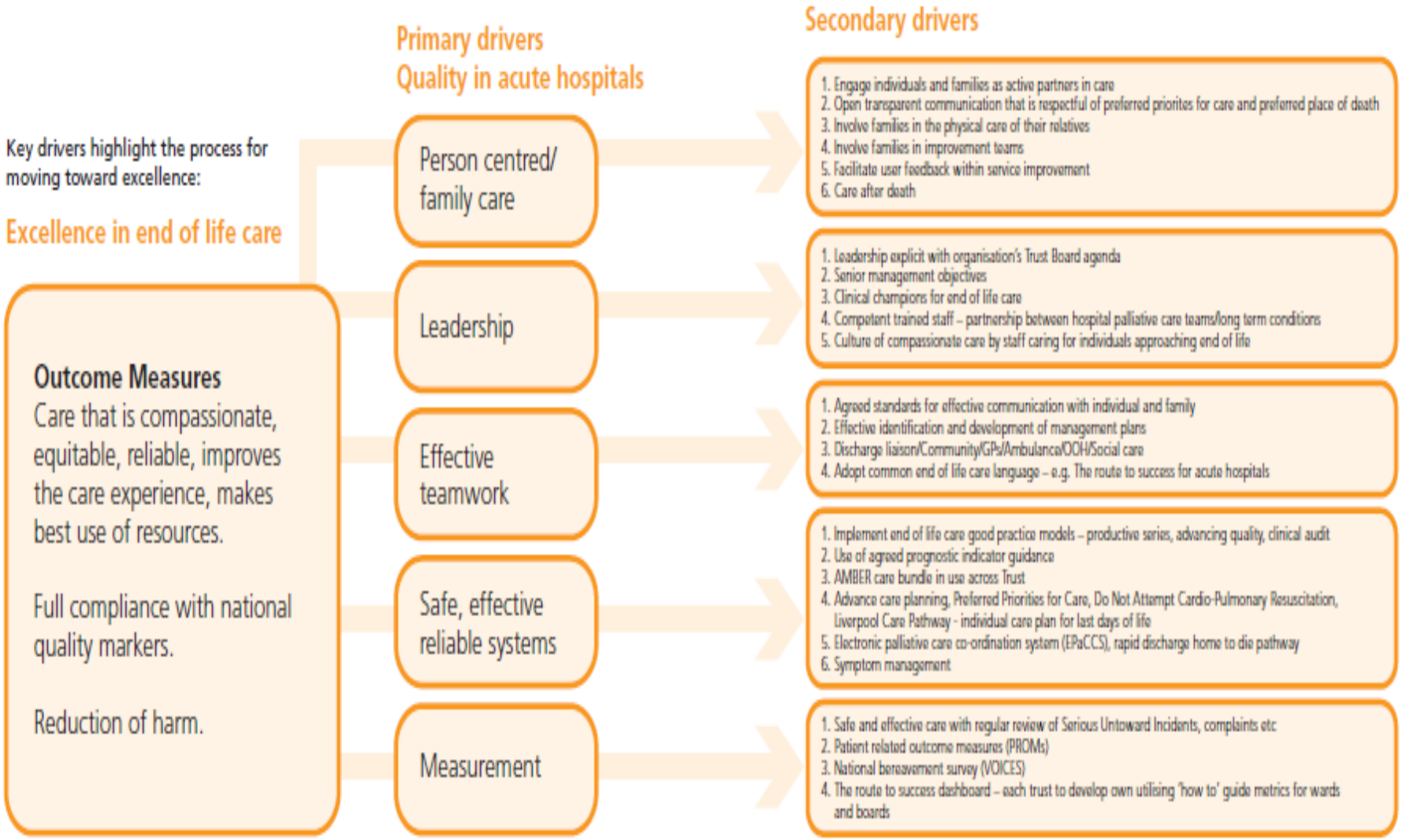
Figure 1: Key drivers for excellence in end of life care



Putting the purpose into practice

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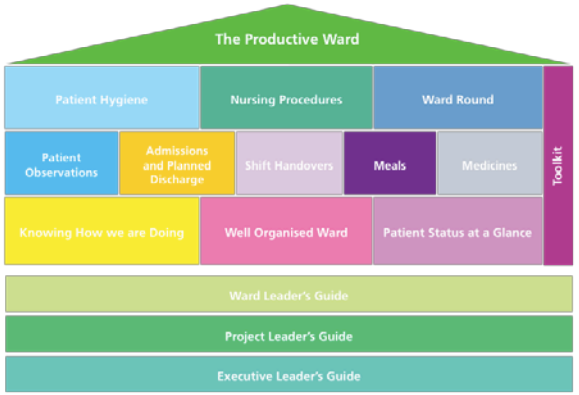
Improvement methodology

‘HOW TO’

These modules create The Productive Ward



3 Modules

Getting Started

End of life care Pathway Steps

1 - 6

How to sustain

Enablers

Advance Care Planning

AMBER care bundle for managing patients whose recovery is uncertain

Electronic palliative care coordination systems (EPaCCS)

Rapid Discharge Home

LCP- care of the dying patient- end of life care plans

Metrics

Organisational

Ward

Spread at Sept 2013 x 68 Trusts across England

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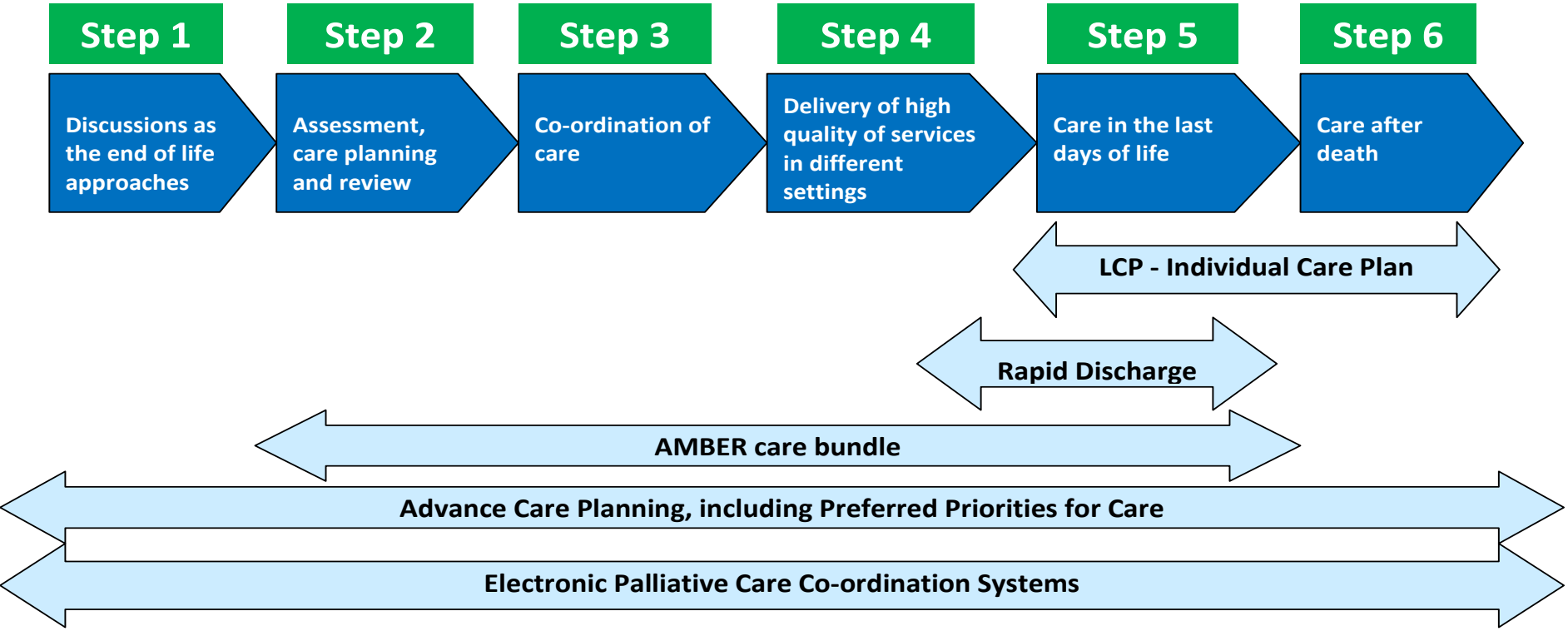
Key Enablers and Outcomes along the 6 step end of life care pathway



Outcome 1

Users, families & carers are given the opportunity for open & honest discussions with staff that form the basis for advance care planning & meets individual choices wherever possible

Outcome 2

Individuals have a holistic assessment resulting in an agreed care plan with regular review of their needs & preferences. Plus the needs of carers are assessed, acted on & reviewed regularly

Outcome 3

Systems developed across local primary, community, secondary & social care as well as ambulance will ensure co-ordinated care that is responsive to individuals & their carers needs & choices

Outcome 4

Each individual within a dignified care environment wherever that may be, will have access to specialist palliative care advice 24/7 and access to tailored information as well as access to spiritual care

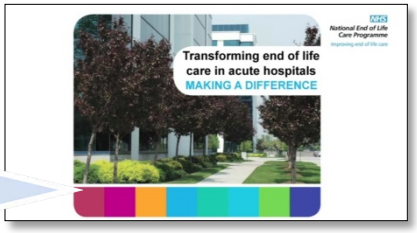
Outcome 5

The dying phase is recognised and the person dying can be confident that their wishes, preferences and choices will be reviewed and acted upon and that their families & carers will be supported throughout

Outcome 6

A system is in place that ensures the ongoing emotional & practical needs of families & carers are supported after death. Verification and certification of death is timely, including notification to coroner

Spread of innovation



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Dying Matters "Let's talk about it"

Programme Progress

Community engagement Patient Experience, Safety, Effectiveness Supporting Improved Quality & Productivity

Dying Matters Awareness Week Delivered Media mentions Q1 562. Organizational members 1,152 Page impressions 270,491, Twitter Followers 9,920 EoLC conversations training	69 Acute Trusts Teams involved Resources disseminated Site visit programme underway Regional cluster events planned Sept – Dec Community Hospital sign up Baseline data summary completed Website NHS IQ Twitter #nhseolcare	AMBER Faculty Delivered workshops in May & July Monthly Network calls Updated website content On-going implementation support x 32 hospitals User focus groups	Quality end of life care for all (QELCA) Evaluation completed Train the trainers May / Sept x 10 trainers End of Life care facilitators and champions Network established www2.hull.ac.uk/fass/eolc.aspx	Measurement for Improvement Baseline completed Evaluation underway VOICES (2012) Survey Published DIUPR 43.1%

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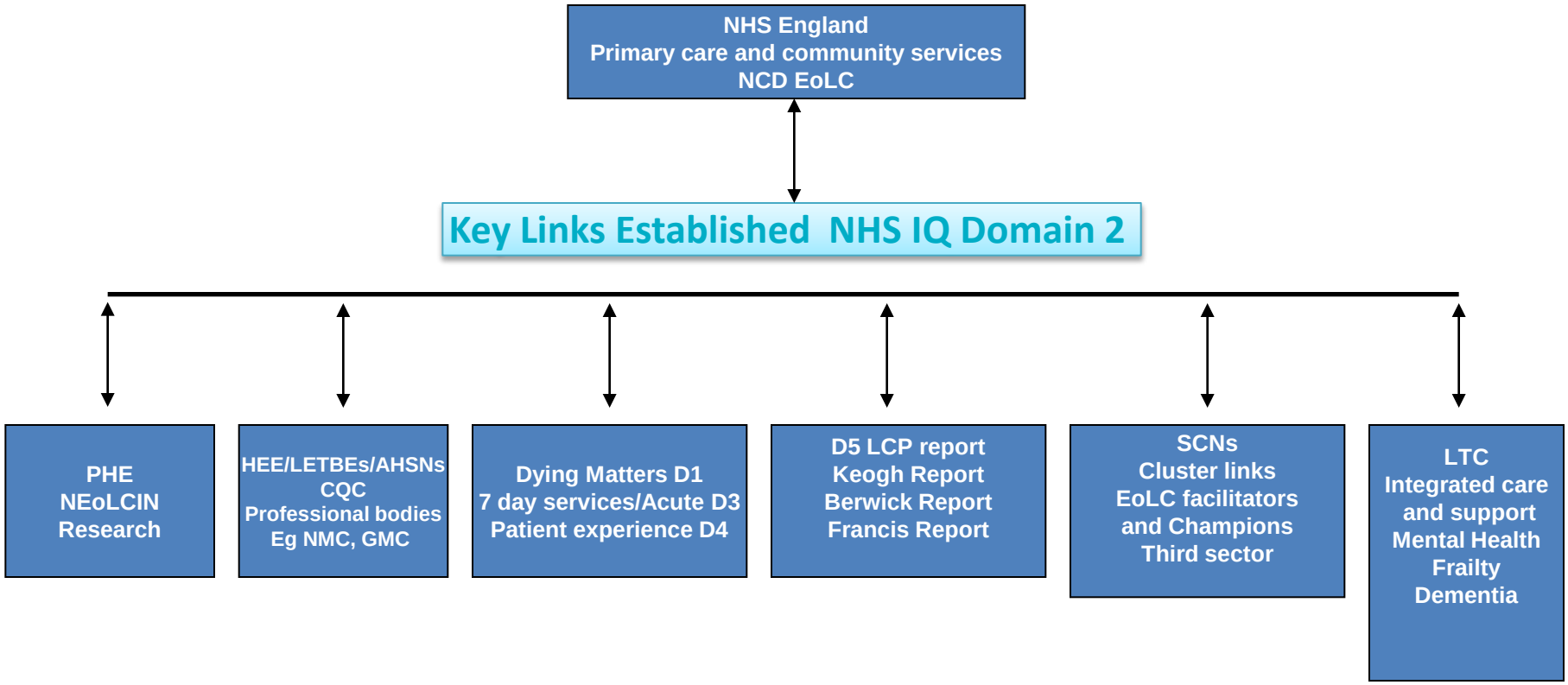
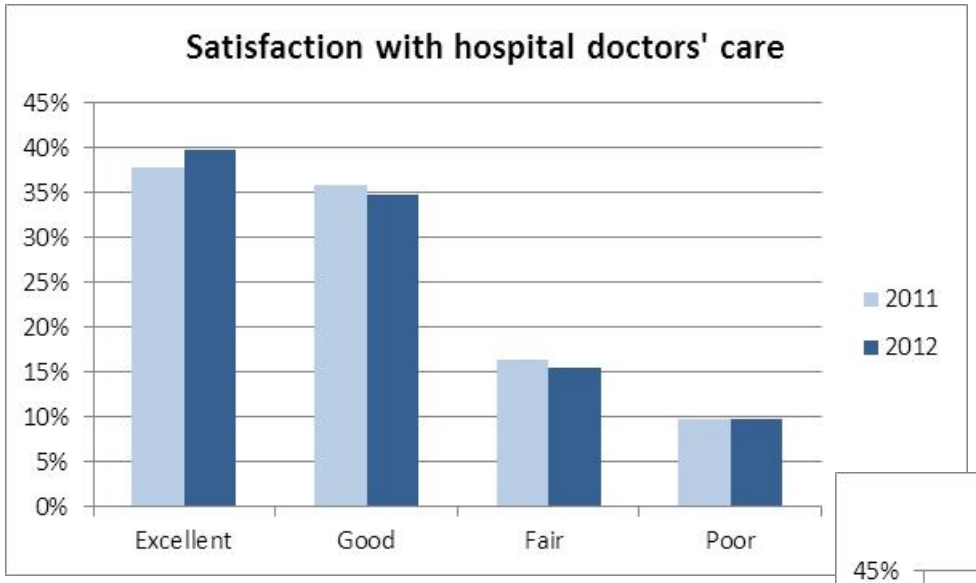
Building key strategic partnerships

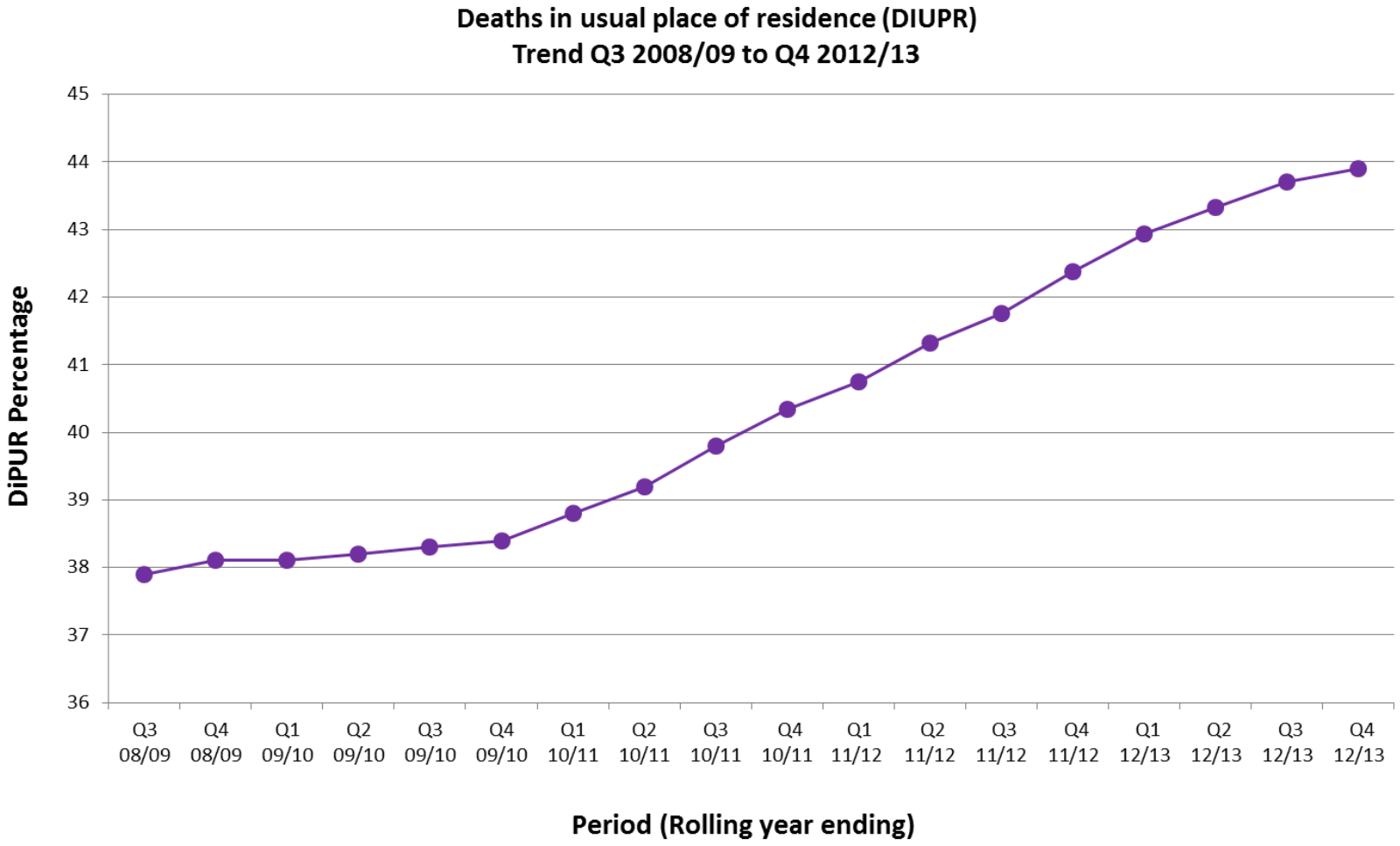


Improving quality of care



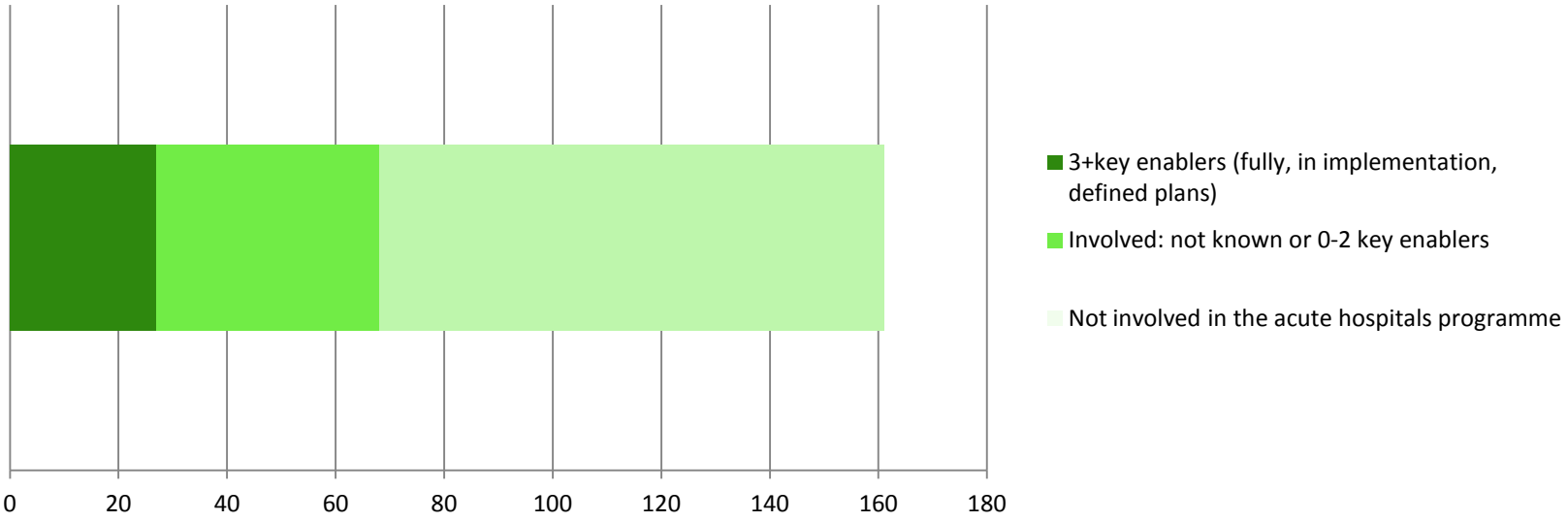
Quality of care in patient's last admission t
VOICES survey 2011, 2012

Improving the quality of care



http://www.endoflifecare-intelligence.org.uk/data_sources/place_of_death

Adoption of the key enablers



Sustainable transformation

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Phase 1 and Cascade Trust Sites

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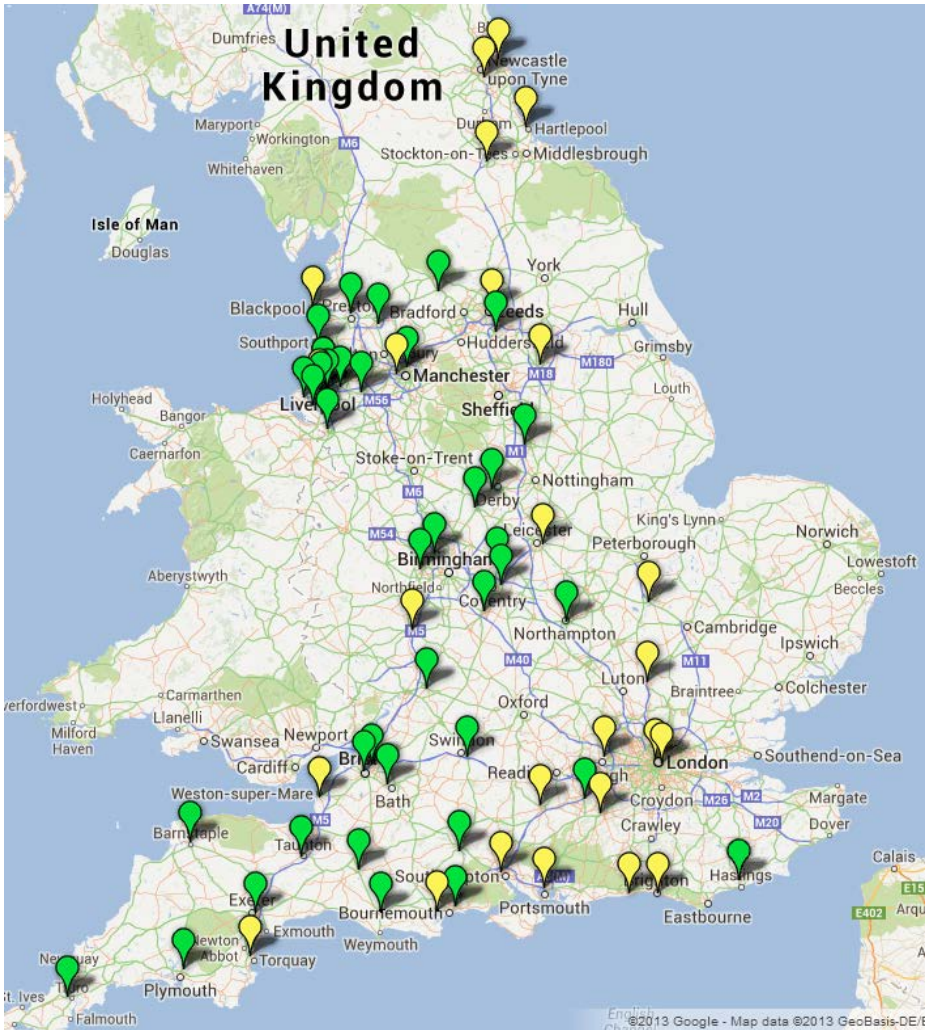
Yellow – Phase 1
Green – Cascade sites



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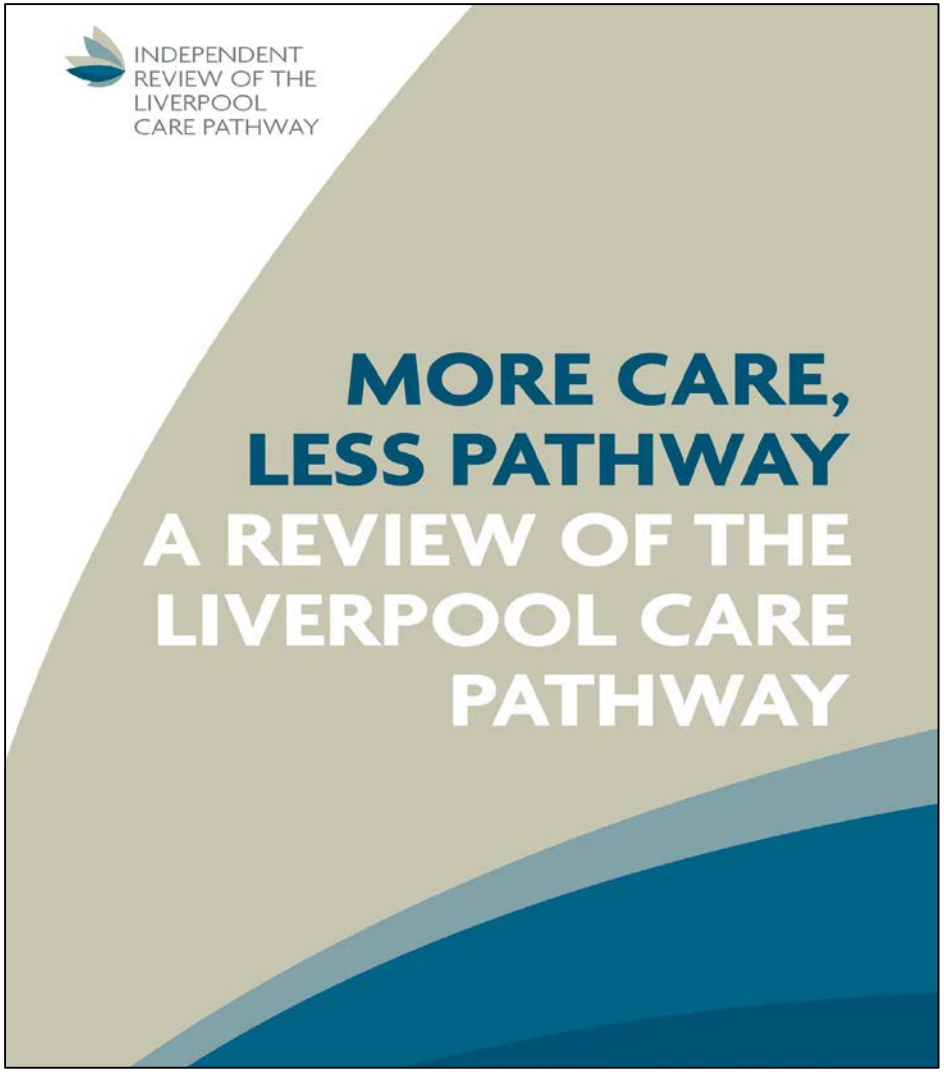

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End of Life Care Strategy: Moving Forward

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- Develop and maintain a shared understanding and purpose for end of life care
- Ensure patients and carers feel supported and able to manage their care at end of life
- Professionals feel supported and able to learn and to provide care with compassion
- Address inequity and variations in practice
- Develop and improve the systems that support efficient and effective palliative care.

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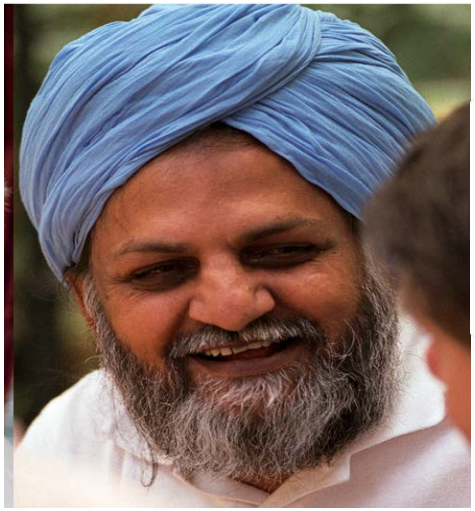
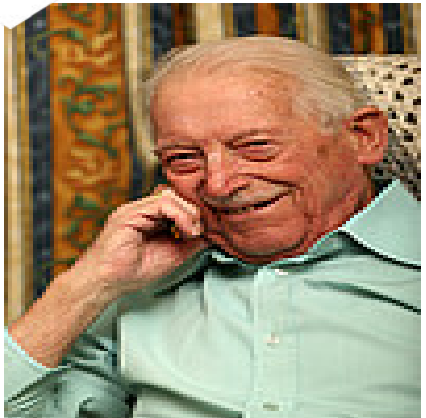


Our shared purpose

Does this improvement meet our shared NHS purpose?



Thank you

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