

NHSI EOLC Improvement Collaboration – Hillingdon Hospital

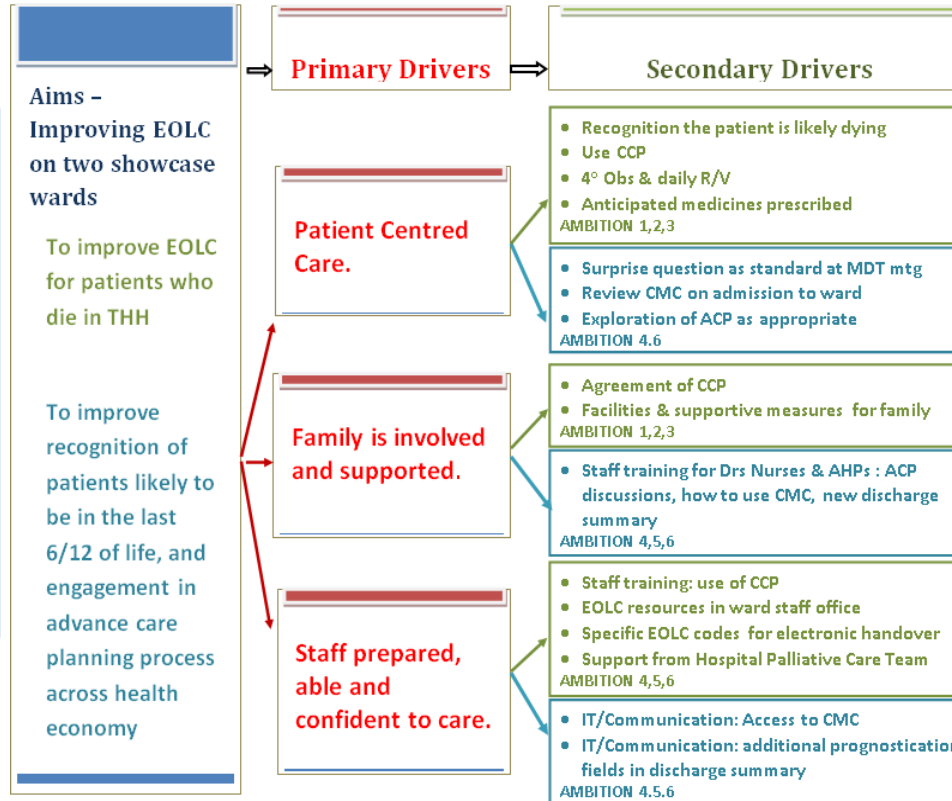


Why focus on EOLC

- CQC 2014 – EOLC Requires Improvement.
- EOLC is a Priority on the Trust's Quality Schedule for 2017/18.

Aims

- Develop and deliver a suite of EOLC improvements on two showcase wards. Results will inform Trust's first EOLC Strategy.
- Raise profile of EOLC across the Trust.
- Project team includes COTE, SPC, IT, Estates, Chaplaincy & PMO teams, and Hospital Charity.



What have we learnt?

Combined input from multidisciplinary, multispecialty teams is vital.

Trust support through allocation of PMO support is essential.

Potential is huge! Focussed team work including agreement of driver diagram helps to define scope.

Agreeing specific outcome measures will inform success of interventions and thus an EOLC Strategy that is fit for purpose.

When specific time for working on EOLC is available then much more can be achieved in specified time frame.

Mutual support through committed team work is necessary as breaking new ground in Trust that already has multiple work streams.

The tests we are planning next:

Refurbishment of two day rooms, quiet room and two staff offices using charitable monies

10 week intervention period on two showcase wards beginning 11th September

- Deliver teaching modules to ward staff on show case wards, with repeat Staff Confidence Questionnaire completion
- Launch CCP and Obs chart in showcase wards, and monitor use
- Launch new discharge summary with ACP fields and monitor use
- Qualitative questionnaire of visitors views of communal areas on showcase wards before and after refurb

Progress so far -

- Dying matters week – 4 events throughout week, engaged with 440 staff & visitors.
- New Comfort Care Plan and Obs Chart designed, agreed & out to procurement.
- New electronic discharge summary with specific EOLC / ACP fields created.
- EOLC specific codes agreed for Trust's new Nerve Centre handover rollout programme.
- Modular teaching programme for Drs Nurses and HCAs on show case wards agreed.

Outcome measures

- Increase use of CCP from 20 -50%.
- Increase family and carer support – refurb plans and pre and post survey.
- Increase staff confidence to at least 80% in all domains.
- Increase frequency of CMC use by key staff.
- Increase number of discharge summaries with ACP information from 0 -20%.

Baseline Staff EOLC Confidence

