

End of Life Care Improvement Collaborative

Aim of Project

- To ensure that the identified team has the necessary knowledge, skills, attitudes, confidence and support to access and deliver high quality palliative care to patients and families in their home environment.
- To show staff that we value them and their development.
- To help develop a sustainable team focused approach to palliative care.

Two community nursing teams were chosen, one in each division of the organisation. The two teams were chosen as representative of the broader organisation.

Project team

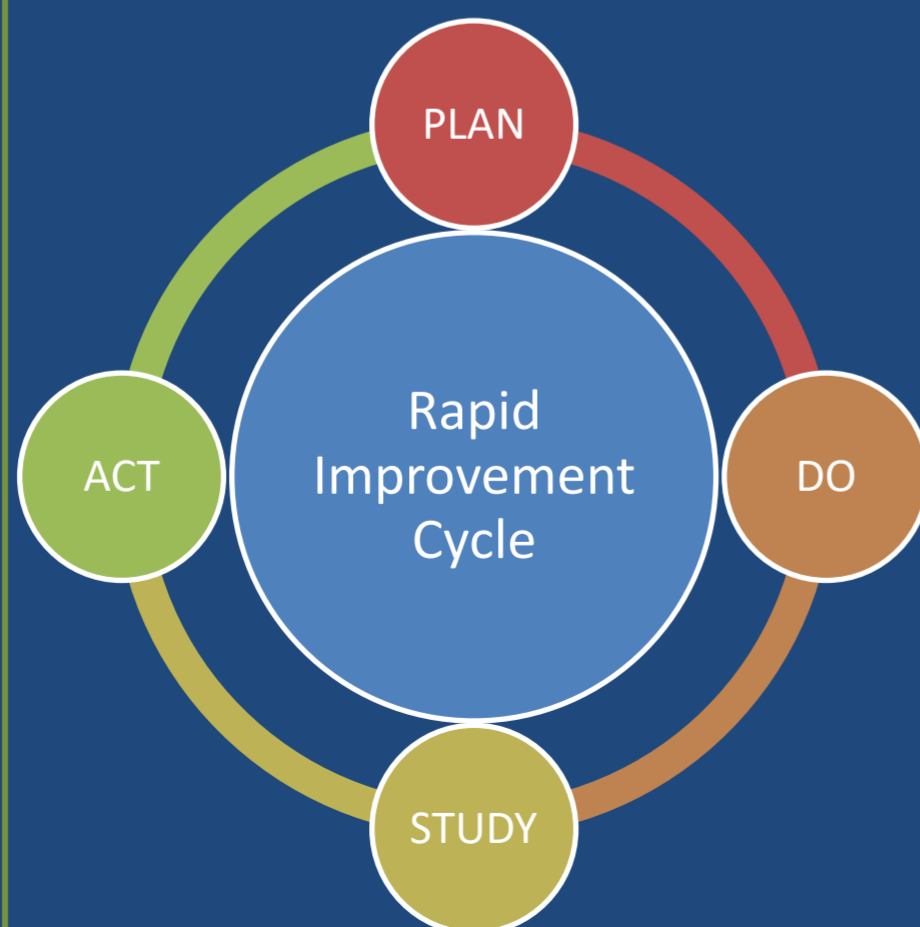
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Nicky Tongue – Area Manager
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Rapid Improvement Cycle

The aim of this programme is to:

- Improve the experience and quality of care received by patients at end of life.
- Learn about quality improvement tools and techniques and put into practice.
- Share best practice
- Improved CQC ratings for EOLC

The IHI Breakthrough Series Collaborative model provides a framework to enable rapid testing of changes to learn, adapt and plan for scale up and spread of the work.



PRIMARY DRIVERS

Improve Team functioning around P&EOLC

Improve knowledge and understanding of P&EOLC

Increase Support available to team members

Improve confidence in the delivery of P&EOLC

Improve competence in the delivery of P&EOLC

Establish and embed high quality Palliative and End of Life Care (P&EOLC) across the organisation.

SECONDARY DRIVERS

Increase and promote further organisational commitment

Increase the priority given to P&EOLC at all levels

What have we learnt?

How to develop the project.
Develop and refine methodology and evaluation process.
Gain support at a corporate level for the programme.
Gain support at an operational level for the programme.
Identify the teams.
Gain support of team leaders & managers.
Gain support of the Teams.
Prepare an outline programme
Assess Team's learning and development needs.
Prepare and refine the detail of the programme based on the individual Team's needs.
Develop a refined plan based on PDSA cycle information.
Delivery of the Programme.
Evaluations after each session used in real time to shape ongoing delivery and content.
Ongoing personalisation of the Programme to meet the Team's needs.
Consolidation sessions - option
Issues arising out of practice used to inform ongoing learning, development & team function / ways of working / capability.
Issues - team / organisational used directly to enhance problem solving / team self management / increase organisational development

The tests we are planning next?

Evidence of the team develop own strategies to manage P&EOLC more effectively.
Utilisation of nationally recognised processes & tools e.g. GSF, pain assessment tools .
Evidence of team developing processes to encourage peer review, clinical supervision & clinical support .
Review team's learning and development objectives.
Compile and evaluate results from pre and post programme self assessment of competence & confidence.
Review and consolidation of programme monthly for six months.
Sustainability and feasibility study for EOL Team's capacity to deliver
Feedback to organisation at all levels.
Feedback to NHSI.
Organisational feedback and decision making on project's future.

Tests of Change so far:

- Feedback weekly on implementation of identified – quick win.**
- Evidence of named nurses per practice.**
- Evidence of participate in GSF / register use, attendance at MDT / GSF meetings.**
- Evidence of use of pain assessment charts.**
- Evidence of pain management care plans.**
- Registration rates for further training.**
- Verbal reports re levels of confidence in practice & examples of same.**