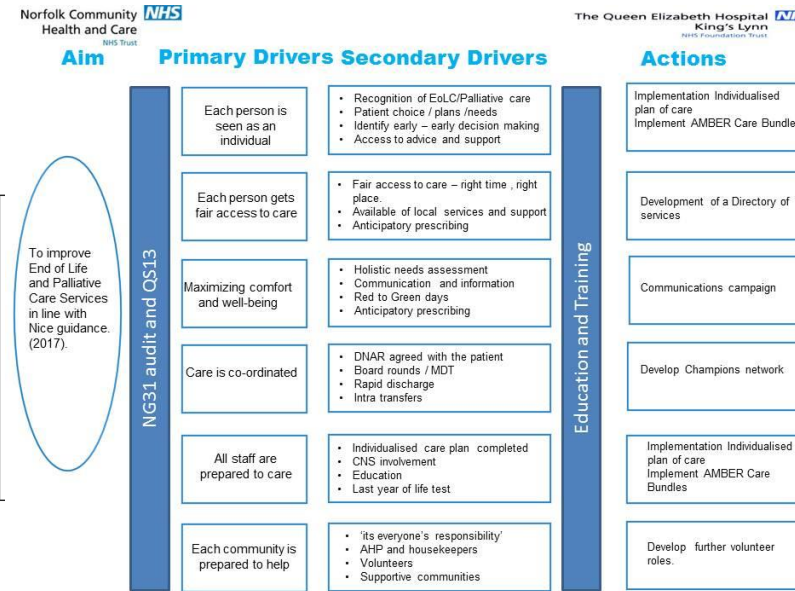


End of life care improvement collaborative



Why focus on EOLC?

- EOL is everyone business
- We choose to implement EOL individualised care plan to 3 wards, Shouldham, West Raynham and Denver
- We selected these wards as they have a number of EOL patients and staff were passionate about improving EOL care.
- We have engaged our hospice where EOL are fast tracked to. And our community Trust who supply specialised palliative care staff.
- We also engaged palliative care within the Trust, fast track, wards, and chaplaincy services



What have we learnt

- Collaborative working across the health community
- We are working well with the third sector
- We are aware of a real need for training with regards to EOL across the trust
- Undertaking audits to identify the last few days of dying and the use of analgesia (Nice)
- We are aware that the biggest challenge will be the staff shortages.
- We do not have a large number of complaints as we were going to add this the data.
- We have a number of incidents but these are related to transfer at the EOL to the mortuary, we are in the process of resolving the issues.
- We asked the staff their understanding of end of life and how to meet patients individual needs – staff did not feel confident , we have put extra resources to assist them.
- We are engaging the voluntary sector and re-starting ward companions
- We are raising the profile of the needs of patients for spiritual support.
- Developed identification of EOL patients record in medical records

What tests we are planning next:

- Roll out training, ensuring it meets the staff needs, as well as Patients
- Start using the Individualised care plan document, identify any issues and resolve those .
- Identify and capture areas of learning
- Develop an on going Carer's feedback



Tests of Change so far:

- Steering/operational group
- Agreed Individualised care plan document, multiple test
- Identified wards and gaining agreement
- Data available and what to use
- Agreed to work with wards
- Resource pack – multiple test
- Training pack – multiple test
- EOL study day

Rapid improvement cycle

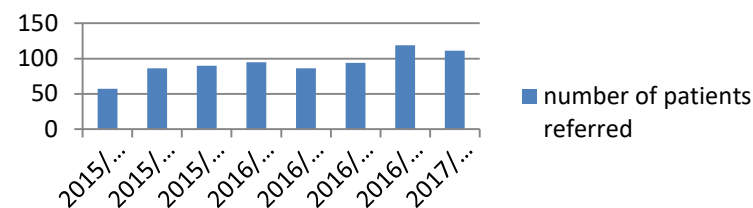
The aim of this programme is to:

- 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.

number of patients referred to Fastrack



% of the number of fast track patients achieving PPOD

