

Section 2 The route to success

Assess and diagnose



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As part of assess and diagnose, it is important to establish a baseline or starting point so you can demonstrate where you have made an improvement and sustain it over time.

There are numerous sources of information available to help you with your baseline and also where it would be helpful for you to benchmark your current position with other similar organisations, for example:

Jargon

PROMS – Patient Reported Outcome Measures
CQUINS – Commissioning for Quality and Innovation framework.

- Your trust's existing key performance indicators and strategic priorities
- National measures including any relevant CQUINS
- Use your multidisciplinary team to enable identification and overview of complaints related to end of life care
- Review of clinical coding
- Data from the National End of Life Care Intelligence Network's End of Life Care Profiles will inform how you are doing to enable you to prioritise and develop your trust's end of life care quality improvement dashboard¹
- A range of publications from National End of Life Care Intelligence Network including specific diseases, technical guidance, overview and partnership reports (2)²
- The NICE end of life care for adults quality standard³
- End of life care profiles are also available in the [Public Health England Profiles](#)
- [Place of death statistics](#) are reported quarterly, six months after the end of each quarter. These report the proportion and numbers of deaths in usual place of residence, hospital, hospice, care home other. Data is reported by clinical commissioning group, local authority, strategic clinical network and for England.

¹ www.endoflifecare-intelligence.org.uk/profiles.aspx

² www.endoflifecare-intelligence.org.uk/resources/publications/default.aspx

³ www.nice.org.uk/guidance/qs13



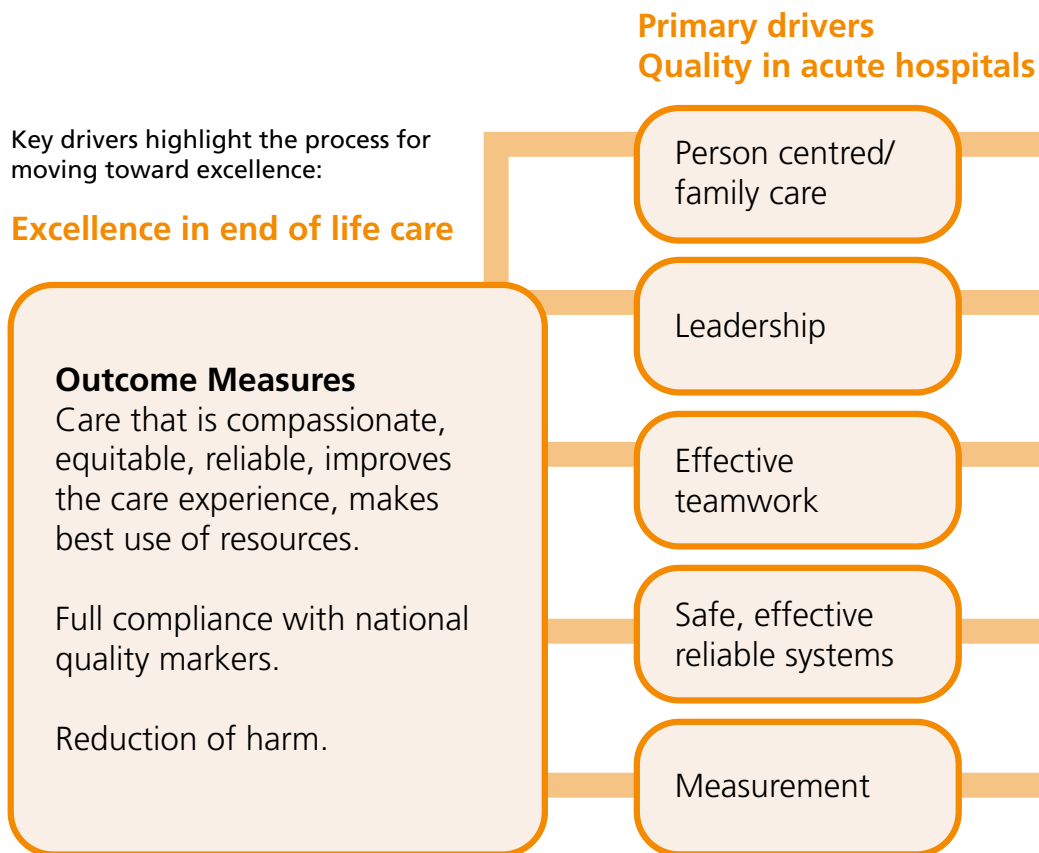
TOP TIP

You might find it useful to look at the measurement fact sheets and data sheets.

TOP TIP

Measurement for Improvement not judgement should be part of your plans from the outset. Measurement is a great way of engaging clinical colleagues in your organisation as well as your local analysts who can be a good source of support.


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





Adapted from the Transform National Steering Group 2011, with input from the NHS Institute for Innovation and Improvement





Secondary drivers

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1. Engage individuals and families as active partners in care
 2. Open transparent communication that is respectful of preferred priorities for care and preferred place of death
 3. Involve families in the physical care of their relatives
 4. Involve families in improvement teams
 5. Facilitate user feedback within service improvement
 6. Care after death.

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1. Leadership explicit within the organisation's trust board agenda
 2. Senior management objectives
 3. Clinical champions for end of life care
 4. Competent trained staff – partnership between hospital palliative care/long term conditions teams
 5. Culture of compassionate care by staff caring for individuals approaching end of life.

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1. Agreed standards for effective communication with individual and family
 2. Effective identification and development of management plans
 3. Discharge liaison/community/GPs/ambulance/out-of-hours/social care
 4. Adopt common end of life care language – e.g. *Transforming end of life care in acute hospitals: The route to success 'how to' guide*.

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1. Implement end of life care good practice models – The Productive Series, advancing quality, clinical audit
 2. Use of agreed prognostic indicator guidance
 3. AMBER care bundle in use across trust
 4. Advance Care Planning, Do Not Attempt Cardio-Pulmonary Resuscitation, individual care plan
 5. Electronic Palliative Care Co-ordination System (EPaCCS)
 6. Rapid discharge home
 7. Symptom management
 8. Priorities for Care.

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1. Safe and effective care with regular review of serious untoward incidents, complaints etc
 2. Patient related outcome measures
 3. National bereavement survey (VOICES)
 4. *Transforming end of life care in acute hospitals: The route to success 'how to' guide* dashboard – each trust to develop their own utilising 'how to' guide metrics for wards and boards.

