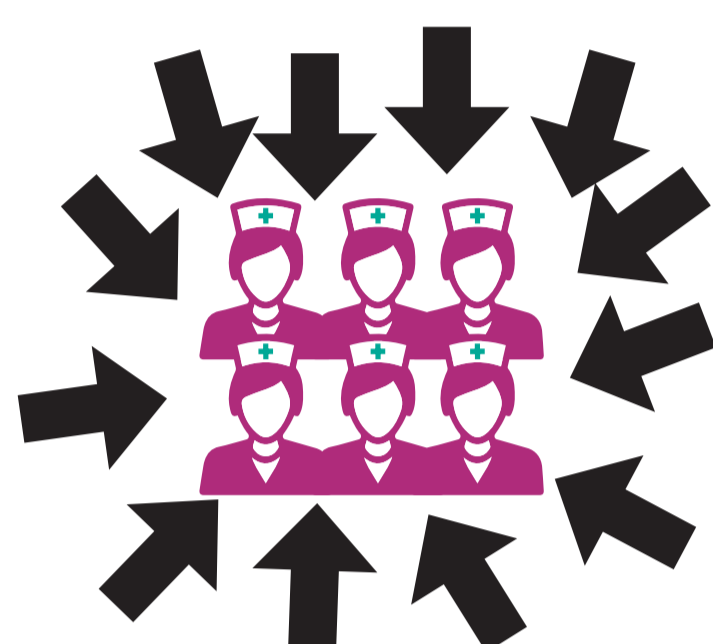


Using Outcome Assessment and Complexity Collaborative (OACC) Measures to Redesign Hospice Community Team

1. Previous Hospice Community Team

- Six Clinical Nurse Specialists facing increasing workloads - high pressure working
- Limited ability to prioritise patients
- Silo working
- Resistance to change



2. Framework for change

Right person, right place, right time

- OACC was identified and developed as a means to achieve a skill mix team to improve caseload management
- Three OACC tools (IPOS, AKPS, Phase of Illness) are being used organisation-wide with Views On Care due to be introduced shortly

3. Need for change



To make the service fit for the present and incorporate future-proofing

4. Time for change Two choices how to change without increasing budget – Gradual or **whole team re-structure?**

March 2018

Existing team put at risk of redundancy and given the opportunity to apply for a position within the new structure

November 2018

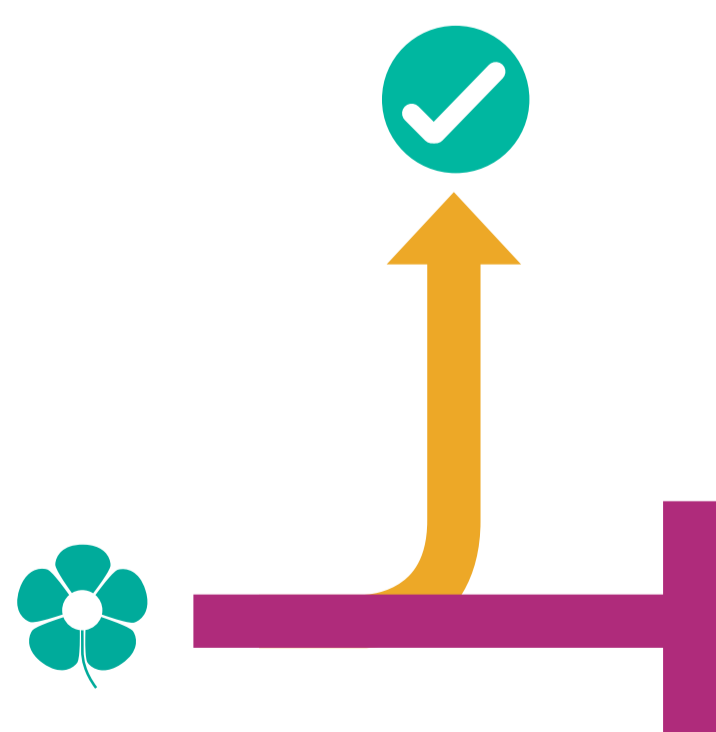
Hospice Community Team fully staffed

December 2018

Geographical 'zones' and 'urgent response' teams introduced

5. The impact of change

- Using OACC to underpin clinical assessment process
- Redesign of the Hospice referral form
- Development of Clinical drop-in day
- New MDT process focussed around 'unstable' and inactivating patients
- Prioritisation of patient assessments in geographical zones between new Hospice Community Team skill mix
- New paramedic role (urgent response team) to assess unstable/crisis situations
- Introduced Health Care Assistant role to manage 'stable' patients and support carers at end-of-life
- Revised processes to enable essential communication between roles, zones and urgent response teams



	February 2018	February 2019
Improved caseload management (total caseload)	392	367
Improved caseload management (average duration on caseload)	382 days	274 days
Improved patient management (face to face assessments)	233	291
Improved speed of response (referral to 1 st assessment)	6 days	4.5 days

Reference
 Witt, J. Murtagh, FEM. de Wolf-Linder, S. Higginson, IJ. & Daveson, BA. (2013)
 Introducing the Outcome Assessment and Complexity Collaborative (OACC) Suite of Measures: A Brief Introduction
 Available at <https://www.kcl.ac.uk/cicelysaunders/attachments/Studies-OACC-Brief-Introduction-Booklet.pdf>

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