Outcome Measures in Practice ECHO Network

Session 19: Benchmarking and Using OACC Measures to Inform Service Design

27 April 2022
Network Recording Declaration

During this ECHO session discussions will be recorded so that people who cannot attend will be able to benefit at another time. Filming is regarded as ‘personal data’ under the Data Protection Act 2018 General Data Protection Regulations (GDPR), under that law we need you to be aware that:

• This Data will be stored with password protection on the internet.
• This Data will be available for as long as your network continues to meet and will then be taken down from the internet and either stored securely at the Superhub or deleted.

Your ongoing participation in this ECHO session is assumed to imply your agreement to the use of your data in this way.

If you are NOT willing for your data to be used in this way, please LEAVE the session at this point.
## Agenda

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<th>Time</th>
<th>Item</th>
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<tr>
<td>15:30</td>
<td>Introductions</td>
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<td>Questions and Discussion</td>
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Using OACC Measures to Inform Service Design

Kerry Harrison,
Heart of Kent Hospice
Outcome Assessment and Complexity Collaborative

Outcome measurement plays a pivotal role in enhancing the quality, efficiency and availability of palliative care services. The Outcome Assessment and Complexity Collaborative (OACC) is a validated suite of outcome measures that is aimed to measure, demonstrate, and improve care for patients and families.
Where we were: 2017

- Patient Services Director
- Head of Hospice Community Team
- 6 x Clinical Nurse Specialist (mix FT & PT)
- 1 x Triage / clinic nurse
Team re-design

- Implementing OACC went hand in hand with a complete team restructure
- Old Structure – inflexible, one skill level, siloed working
- Total caseload stratified by POI
- New Structure based on OACC – skill mix, right person right time right place
- OACC implemented on IPU and to inform admissions and MDTs.
- Hospice UK poster
Transformative Change

- Phase change in vs consultation and radical change
- On the bus approach

- Vital to understand the “Why” before the “How”
Aims

• Improve patient choice
• Care based on measurable outcomes
• Being seen by the right person in the right place at the right time based on complexity and need
• Introduce patients to the hospice environment sooner rather than later
• Efficient/ streamline use of resources
Requires

- A whole team approach to caseload management
- Implementation of the OACC suite of measures
- IT/ iCare capability
- Using Outcome measures to inform MDT
- HR support
Each geographical zone team comprises of CNS FT, and RN PT
Where we are now: 2022

- On-going community team opportunities/development:
  - Merge 3 zones into 2
  - HUB (out-patient/Drop-in) CNS
  - Increased skill range to support career development
    - HCA > Nursing Associate > RN > Senior RN > CNS > Senior CNS > ANP
  - Re-integration of OACC measures project
    - Poor data to report KPIs
    - Focus on IPU and Community Team
    - When and What to measure
      - Minimum requirements > future expansion
      - AKPS, POI, IPOS, Views on Care
What next?

• OACC measures project:
  • Review of data > Further develop KPIs
  • 6-month review of process > expansion frequencies/measures

• Monthly/yearly team productivity analysis

• Proactive caseload reviews and MDT development

• Continued review of other ways of working
  • Impending changes with expansion of Dementia team into frailty and care homes
RESOLVE:
How to analyse your measures

Fliss Murtagh,
Professor of Palliative Care,
Associate Director of the Wolfson Palliative Care
Research Centre

www.hospiceuk.org
RESOLVE:
How to analyse your measures

Fliss Murtagh
Professor of Palliative Care
Please note:

Prof. Fliss Murtagh’s slides are not available to view in this format. You can review Fliss’ presentation in the session recording, the link to which you can find on the OMiP Resource Library.
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Topic: Looking at family anxiety questions & Career Support

Date: 25/05/2022

Time: 15:30 – 17:00
Before you go…

Let us know your feedback via this survey:

https://www.surveymonkey.co.uk/r/OMIP27-04