



Outcome Measures in Practice ECHO Network

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

27 April 2022

www.hospiceuk.org



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:

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

Agenda

Time	Item	Presenters
15:30	Introductions	Julie Kinley, Research and Clinical Innovation Project Lead, Hospice UK
15:35	Using OACC Measures to Inform Service Design	Kerry Harrison, Heart of Kent Hospice
15:55	Questions and Discussion	All
16:15	RESOLVE: How to analyse your measures	Fliss Murtagh, Professor of Palliative Care, and Associate Director of the Wolfson Palliative Care Research Centre
16:35	Questions and Discussion	All
16:55 – 17:00	Close	Julie Kinley, Research and Clinical Innovation Project Lead, Hospice UK

2022 Curriculum:

Date	Topic	Educator	Issue Presenter 1
19 th January	Triage, Complexity & Case Load Management – OACC Outcome Measures, Spirituality & Curriculum Setting	N/A Curriculum planning event	Helen Brewerton
23 rd February	Using Outcome Measures for Benchmarks	Fliss Murtagh	
23 rd March	The Role of disease specific IPOS	Clare Ellis-Smith	Joana Iliadis and Amy Fogarty
27 th April	Using OACC measures to inform service design	Kerry Harrison - OJ	Fliss Murtagh
25 th May	Looking at family anxiety questions & Career Support		
22 nd June	Use of Data in the currency work the NHS are undertaking and how this might affect funding	David Waters	
21 st September	Other examples of how data has informed service development	David Waters	
26 th October	Implementation plans amongst community teams – checks and balances		
23 rd November	Completing the deceased IPOS	Fliss?	

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

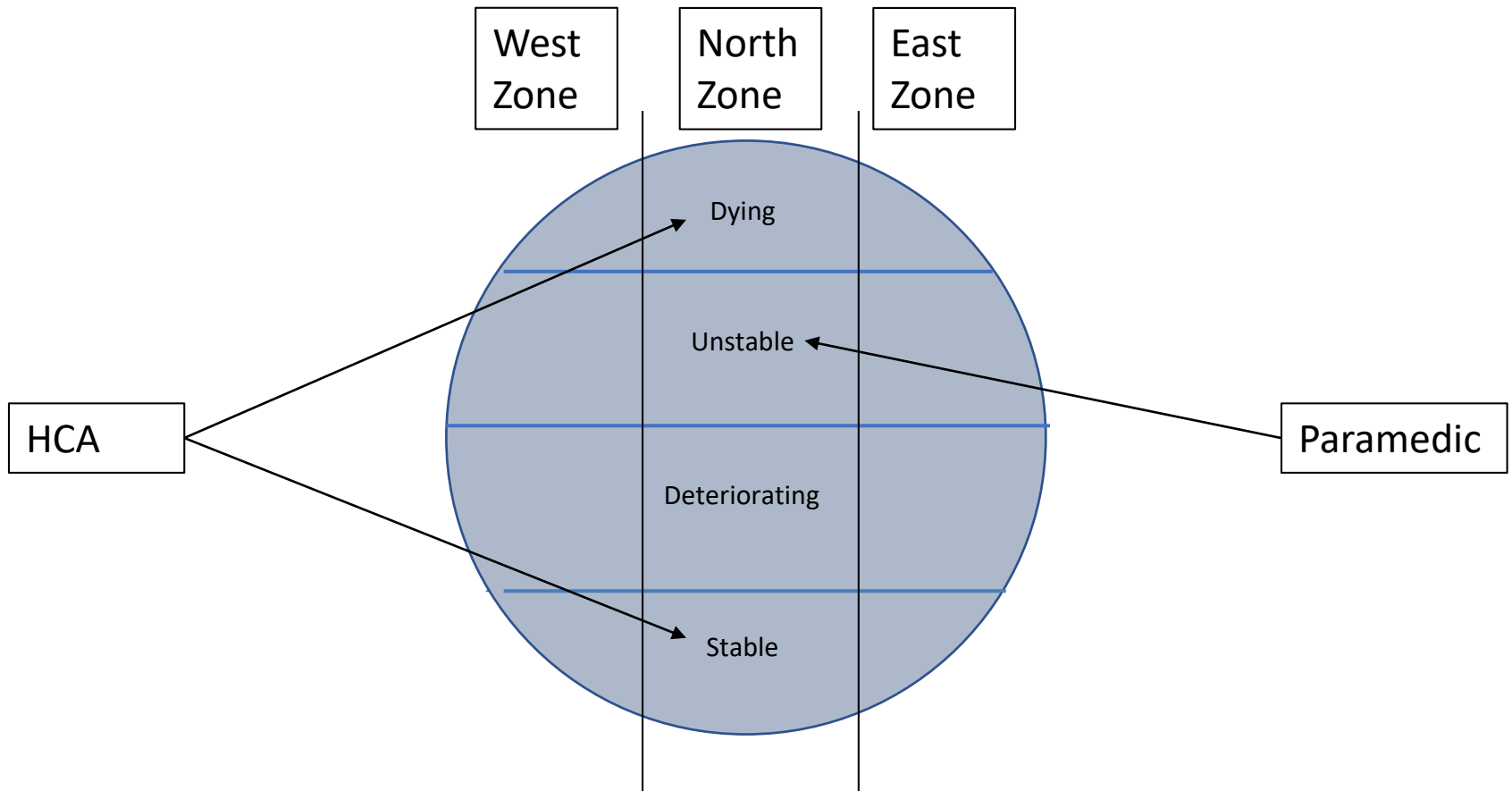


- Vital to understand the “**Why**” before the “**How**”

- 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



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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Next session:

Topic: Looking at family anxiety questions & Career Support

Date: 25/05/2022

Time: 15:30 – 17:00

May

2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30 Memorial Day	31				

Before you go...

Let us know your feedback via this survey:

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