

Vital Signs



- Taking the 'temperature' of the system



- Measuring the 'health' of our End of Life Care systems



- Using a few 'core' measures to reflect the health of a system

Creating the measures...

FROM:
150+ ideas

TO:
9 Key Themes

1. Place of death
2. Right conversation
3. Patient/carer voice
4. Access to care
5. Responsiveness
6. Coordinated care
7. Medication
8. Red Flags
9. Learning & Development

Creating the measures...

FROM: 9 Key Themes
TO: 5 Metrics



Recognition:

How well do we identify
when people are
approaching the end of
their life?



Experience:

How's it going?
How's it gone?



Activity:

Outpatient attendances, 999
calls, ED attendances, Acute
admissions
Place of death

Summary of End of Life Care - NHS Devon Integrated Care Board

Integrated Care Board

NHS Devon Integrated Care Board

This year | Previous year



Financial Year of Death

- (All)
- 21/22
- 22/23
- 23/24

Quarter of Month of death

- (All)
- Q1
- Q2
- Q3
- Q4

Total deaths

17,686 deaths

Avg days known to services

69

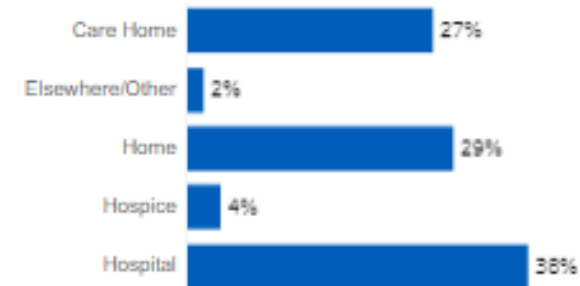
Avg contacts per person (last 90 days)

3.4

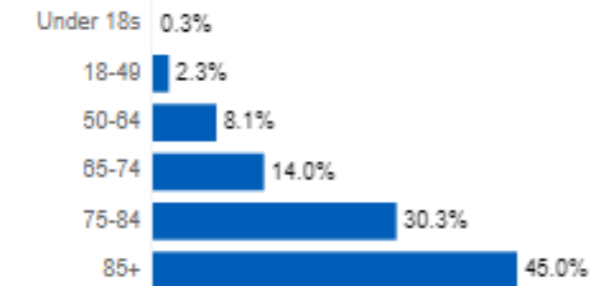
Palliative Care Register 21/22

4,569
(prevalence 0.36%)

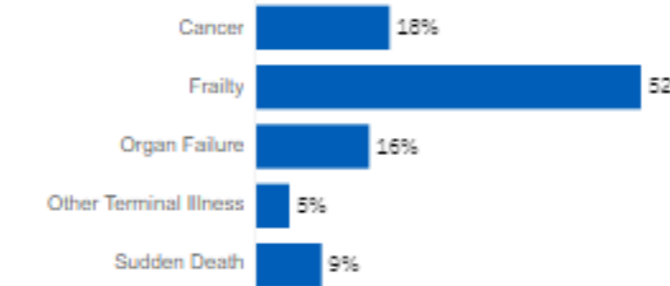
Place of death % of total



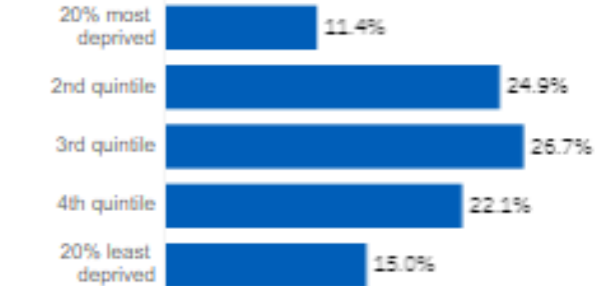
Age at death % of total



Cause of death % of total



IMD quintile % of total



Percentage of cohort in contact with services

Activity attributed in the last 90 days



Dashboards for each area are now available via future.nhs.uk – Palliative and End of Life Care Network
 Contact itservicedesk@england.nhs.uk to request access to the dashboards.

Activity Comparison

Switch to EoL Groups



Data up to and including:
26 April 2023

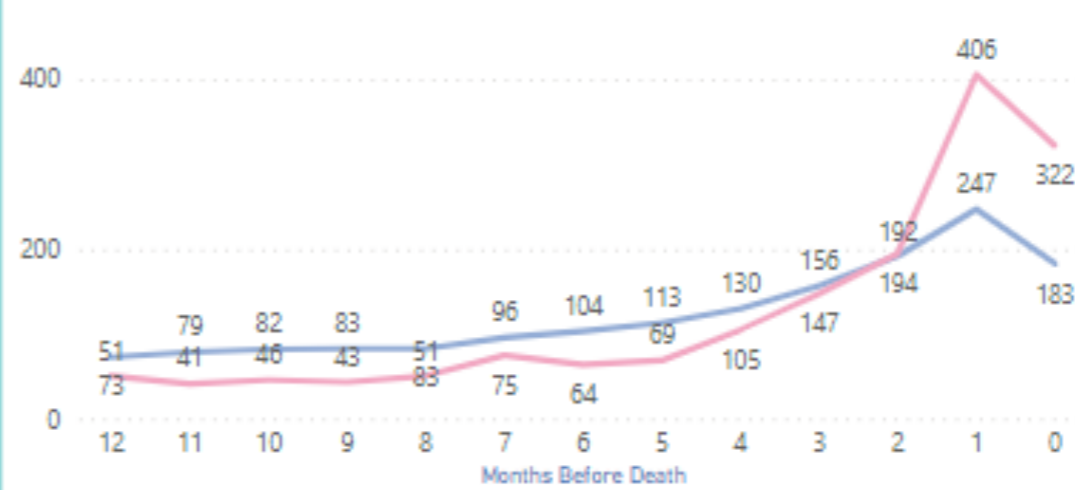
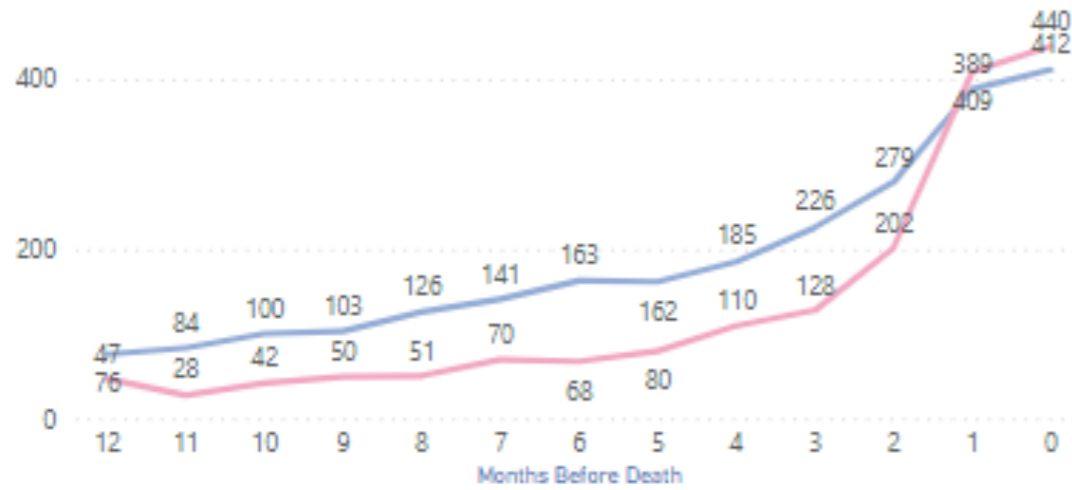
Click icon to open filter pane



Activity Per 1,000 Patients - Last 12 Months of Life

999

ED



Deceased Patients

8,155

Group Criteria

Legend

- Known
- Unknown

Activity In / Out of Hours

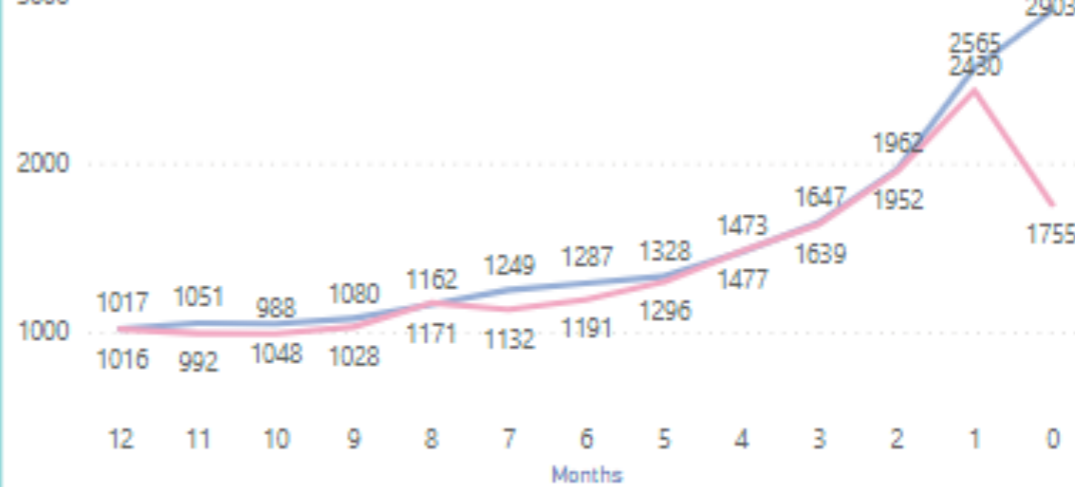
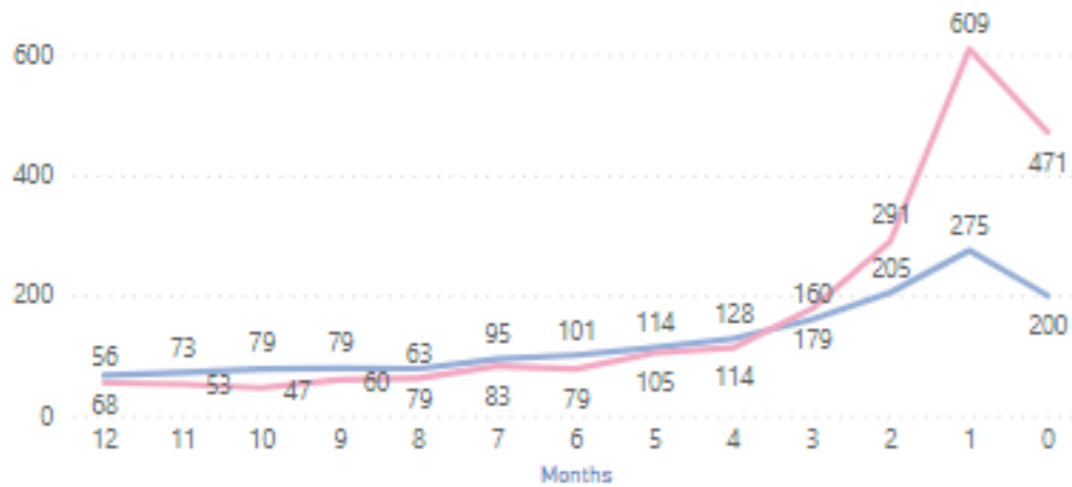
- Select all
- In Hours
- Out of Hours

Risk Group Filter

- Select all
- Known
 - Palliative ...
 - MRS Top ...
 - MRS 2-5%
 - End Of Li...
- Unknown

Emergency Admission

Primary Care



Patient, Carer & Staff Experience: What do people say?



Medical
Examiner
Feedback



Experience:

How's it going?

How's it gone?



How's it going? - a test of change -



- How DO YOU think it's going?
- (scale 1-5, 1=very poor, 5=very good)



- How do you think the PATIENT/FAMILY think it's going? (scale 1-5)



- Why?

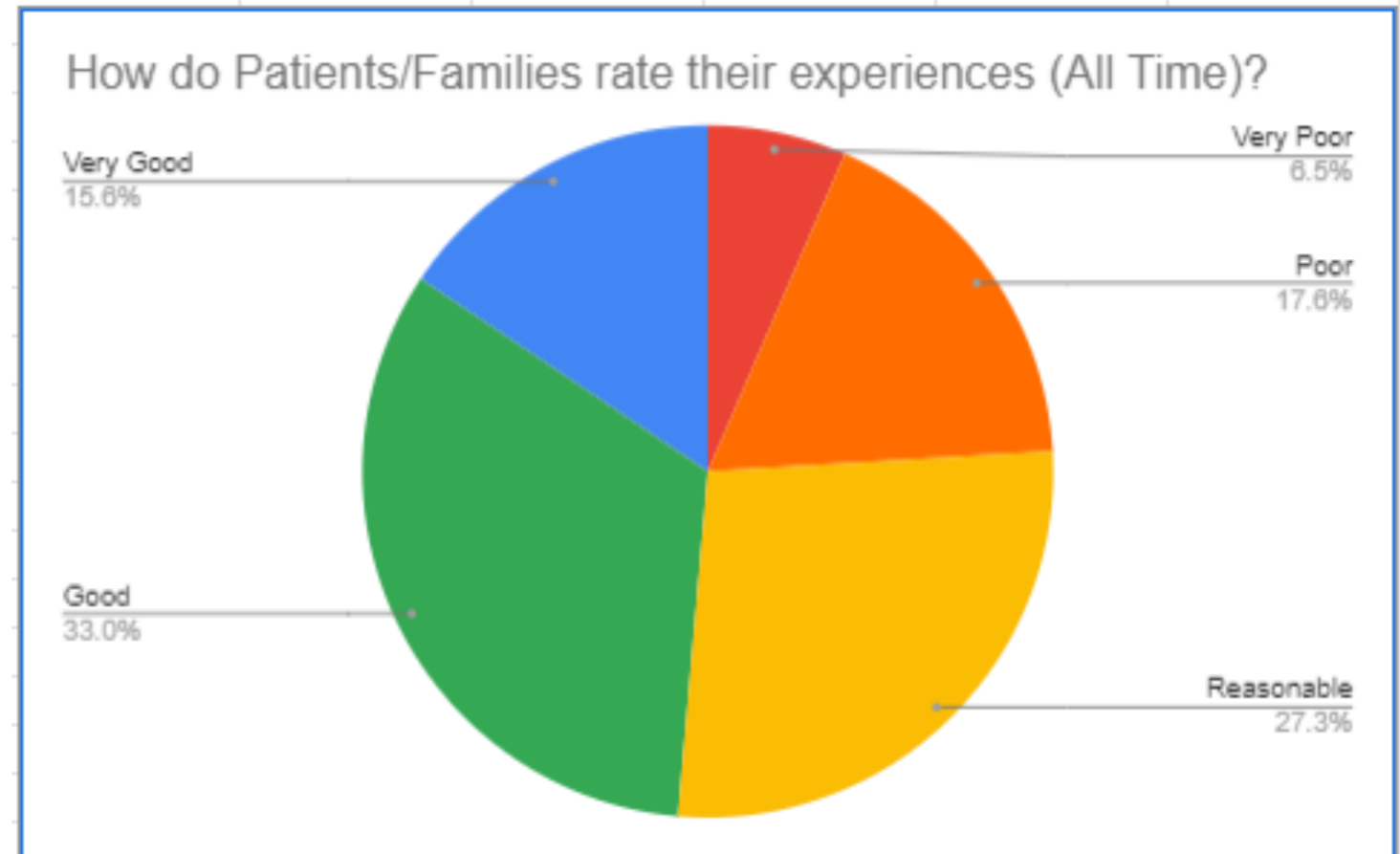
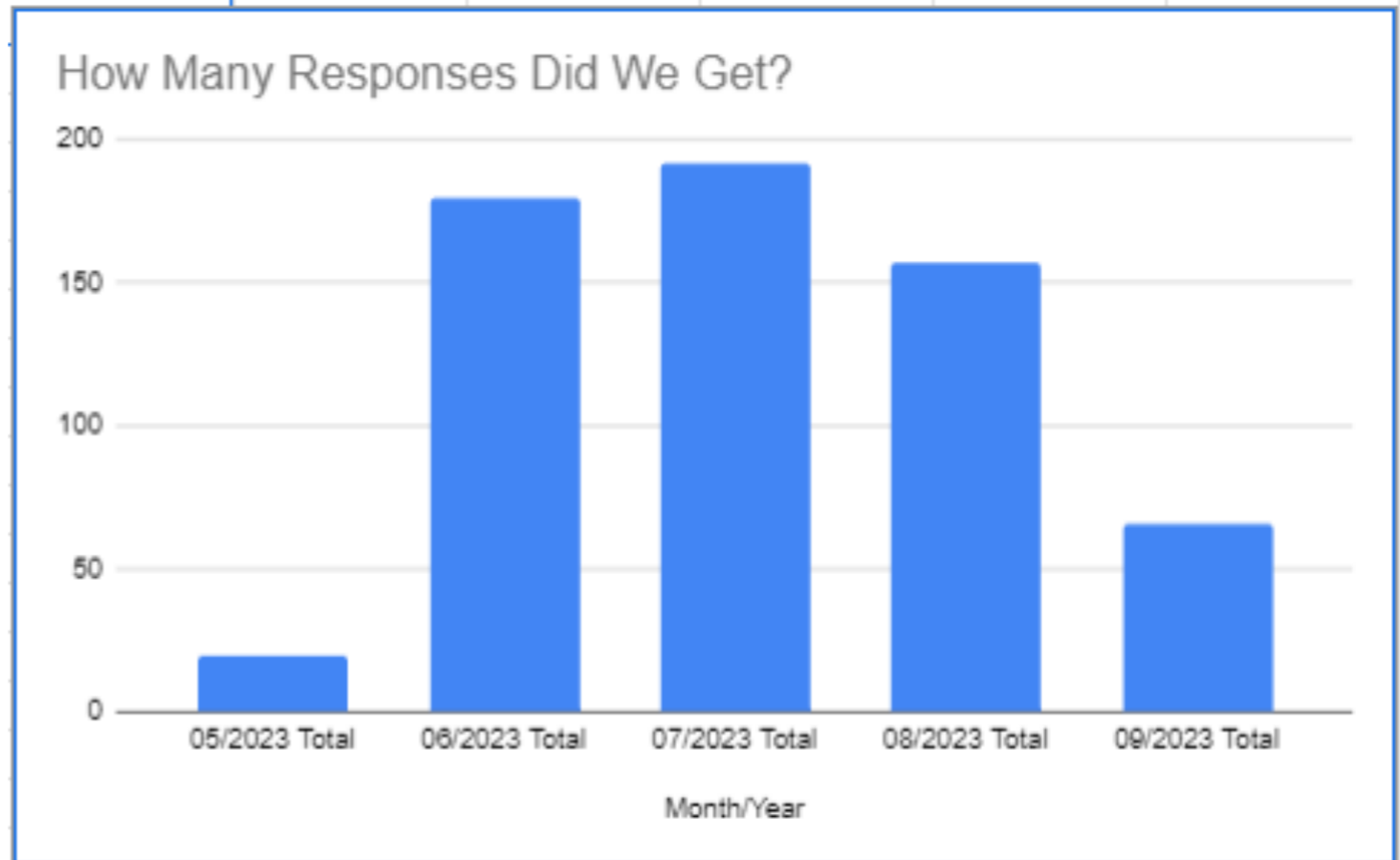
Let's give it a go



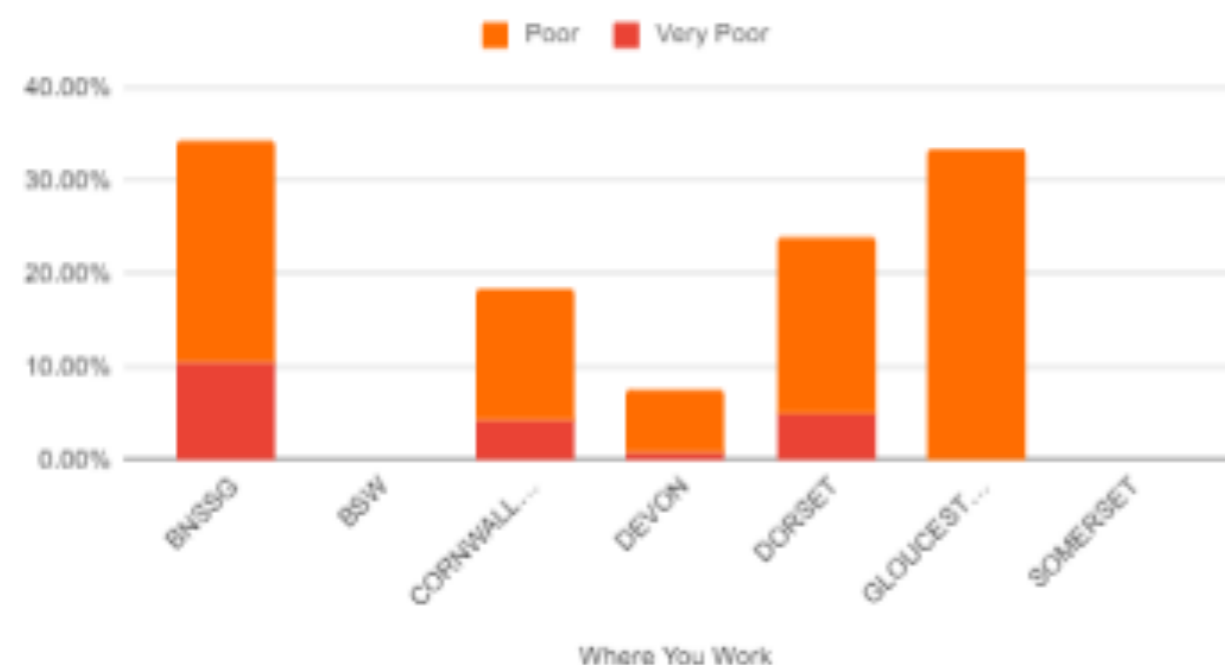
<https://forms.office.com/e/wRfJzxFE2U>

Analysing the data...

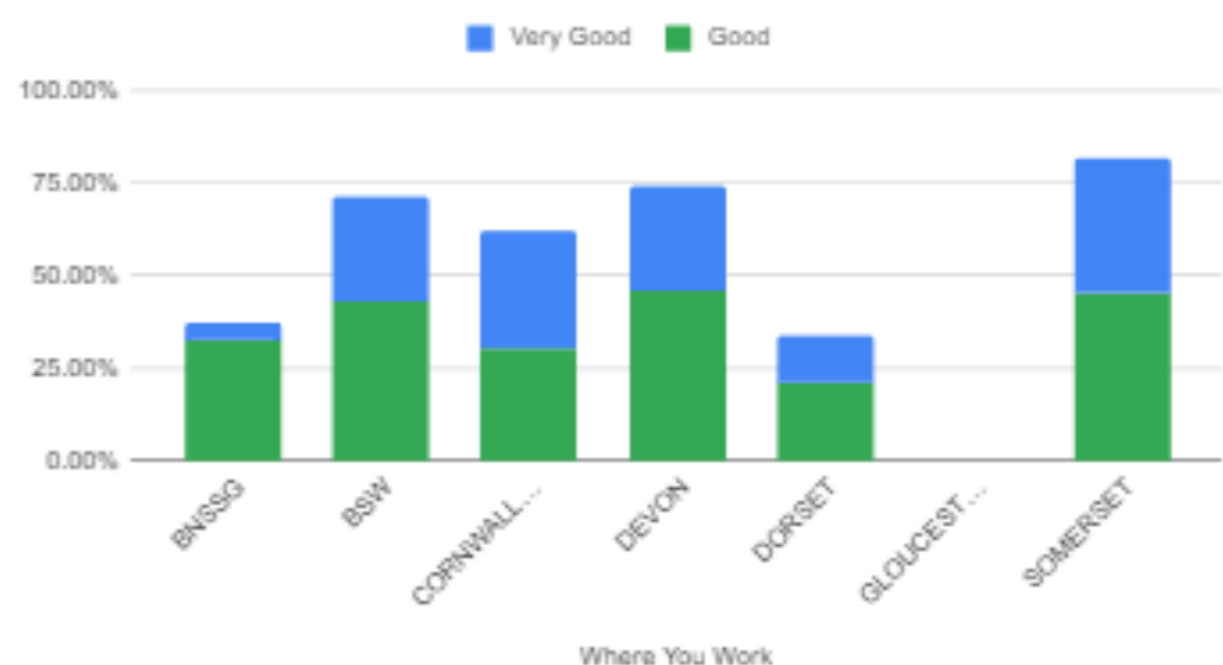
We are starting to explore what the data tells us from different perspectives – commissioner, clinician, manager...



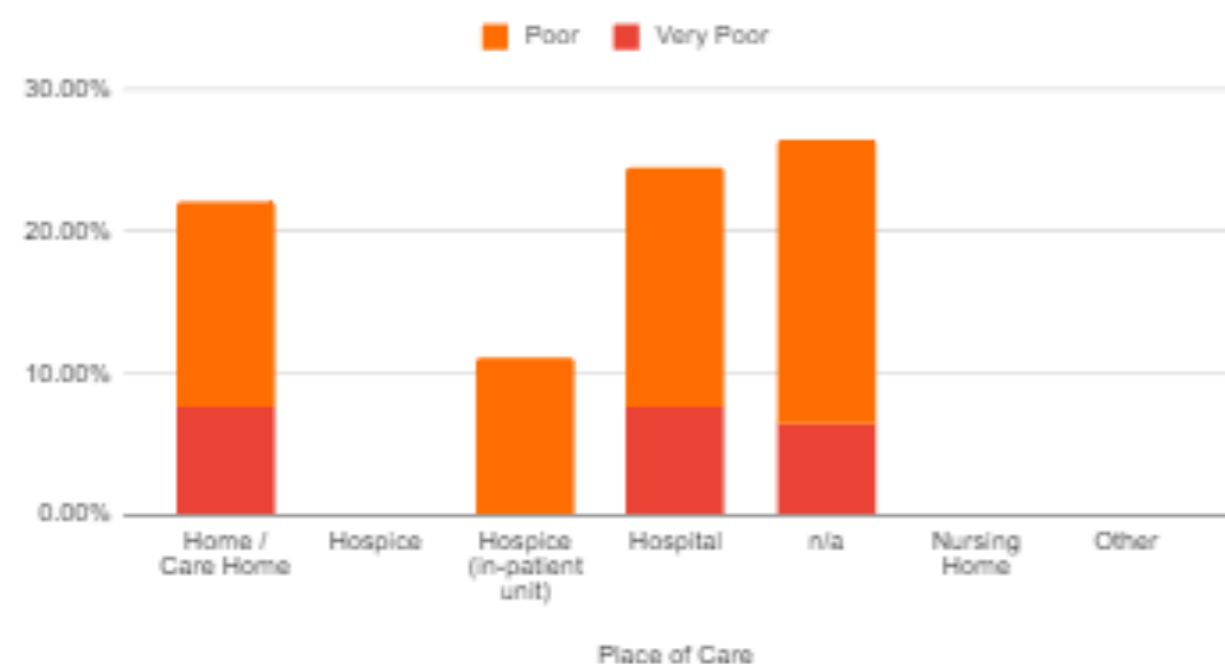
How do 'Poor' and 'Very Poor' ratings vary by ICS?



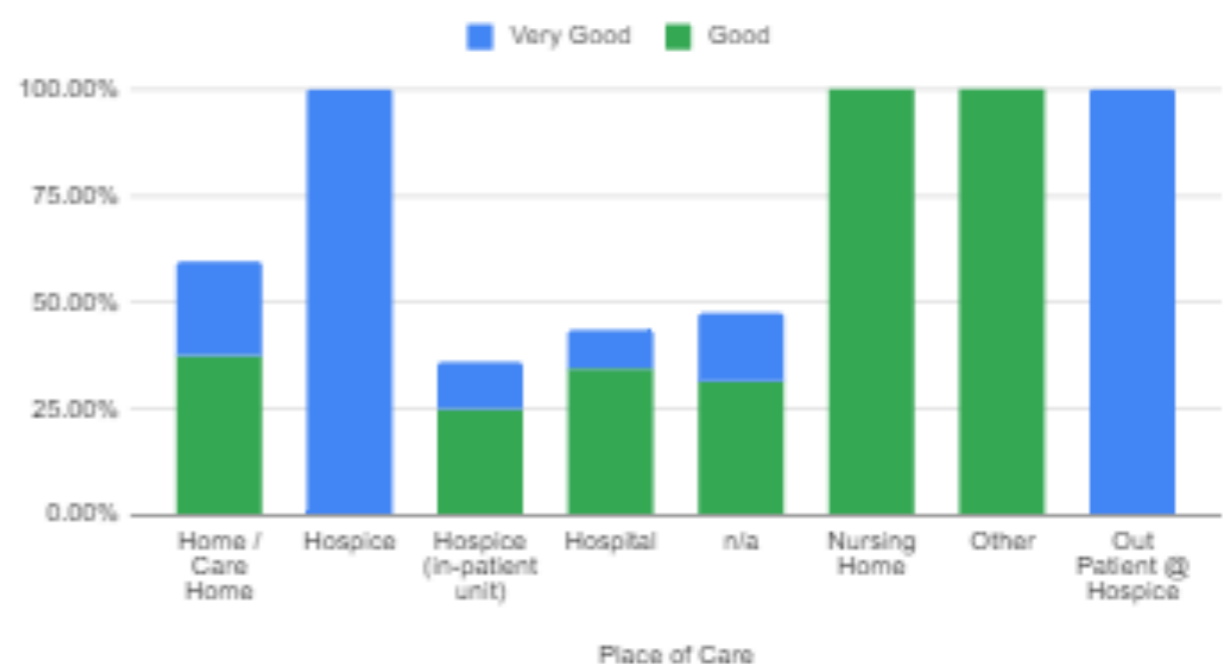
How do 'Good' and 'Very Good' ratings vary by ICS?



How do 'Poor' and 'Very Poor' ratings vary by Place of Care?



How do 'Good' and 'Very Good' ratings vary by Place of Care?



Possible themes...



Reasonable



Poor



Good

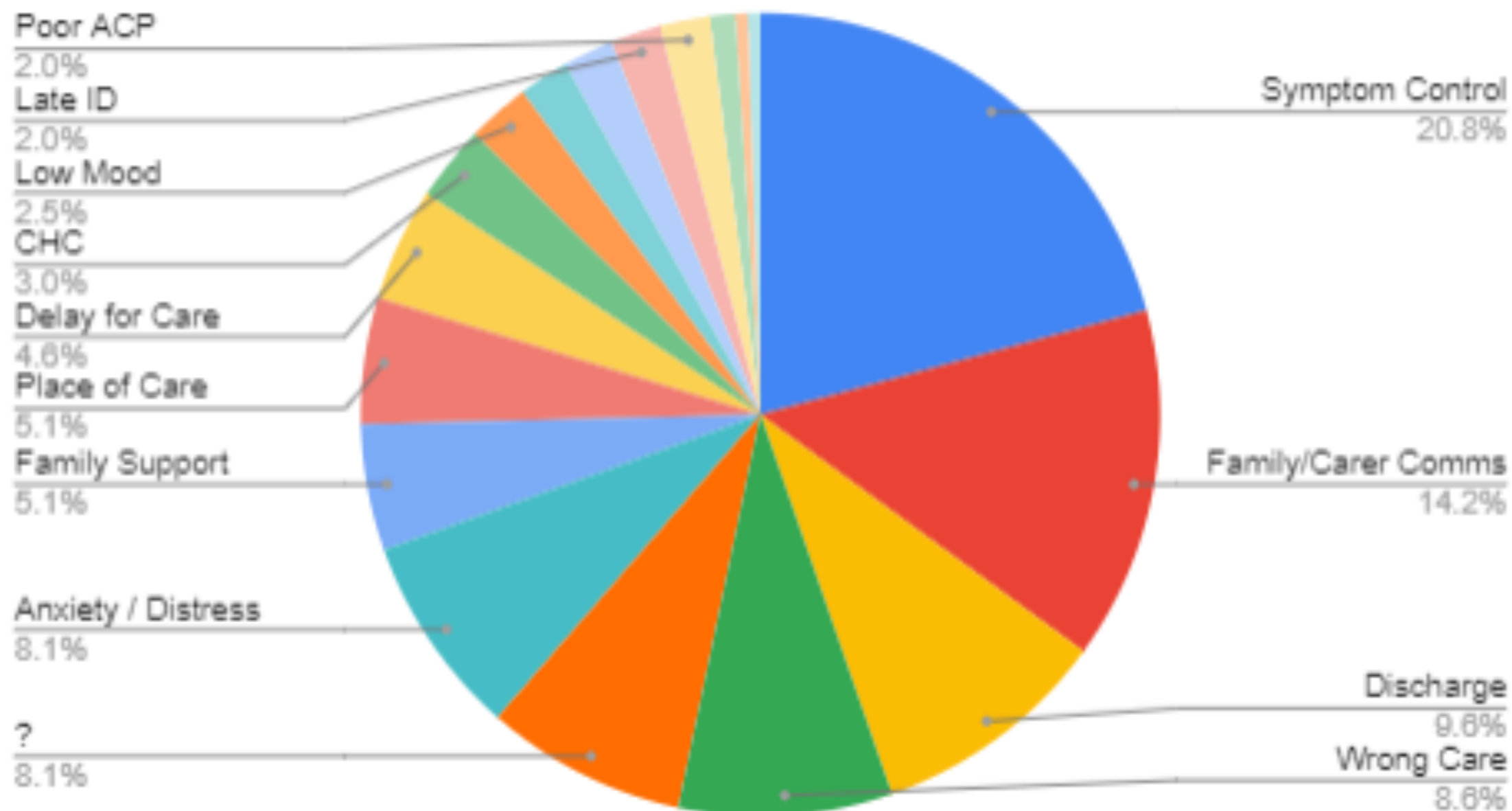


Very poor

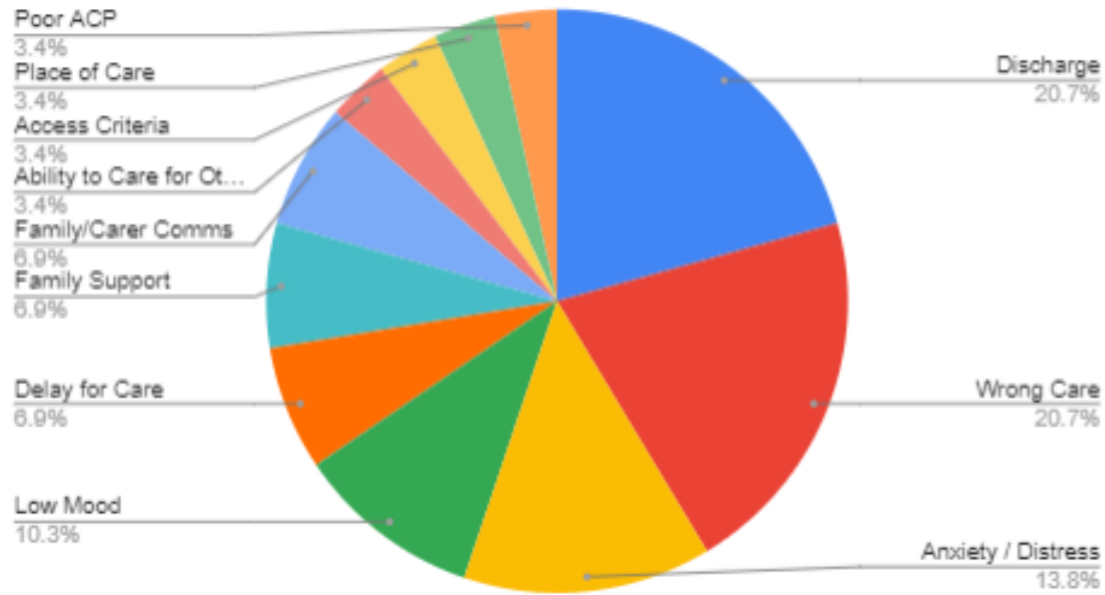


Very good

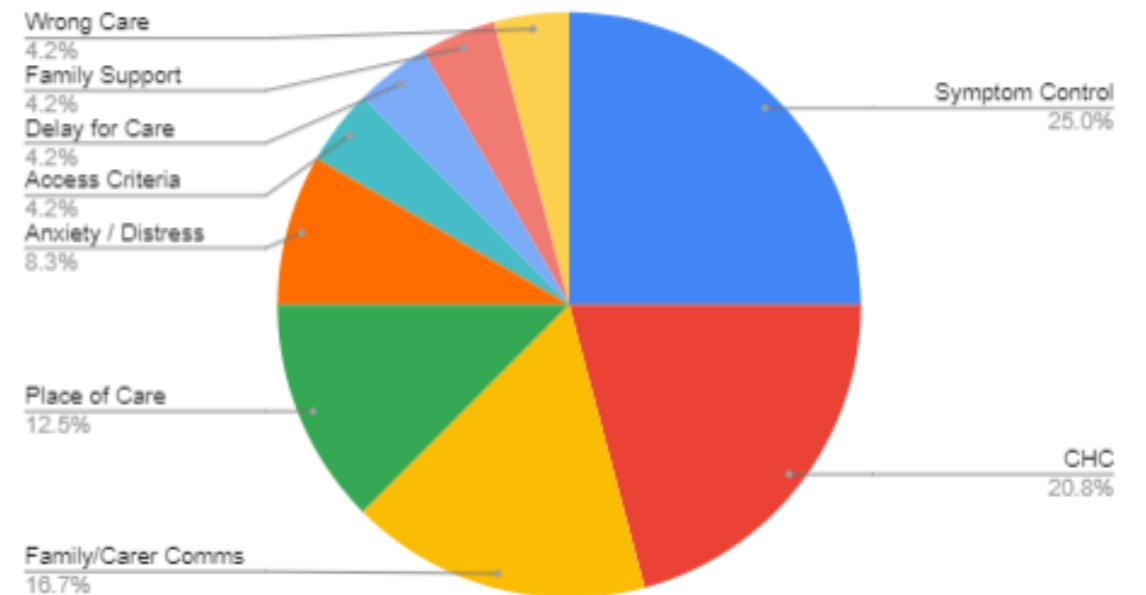
Prevalence of Themes for 'Poor' and 'Very Poor' Ratings



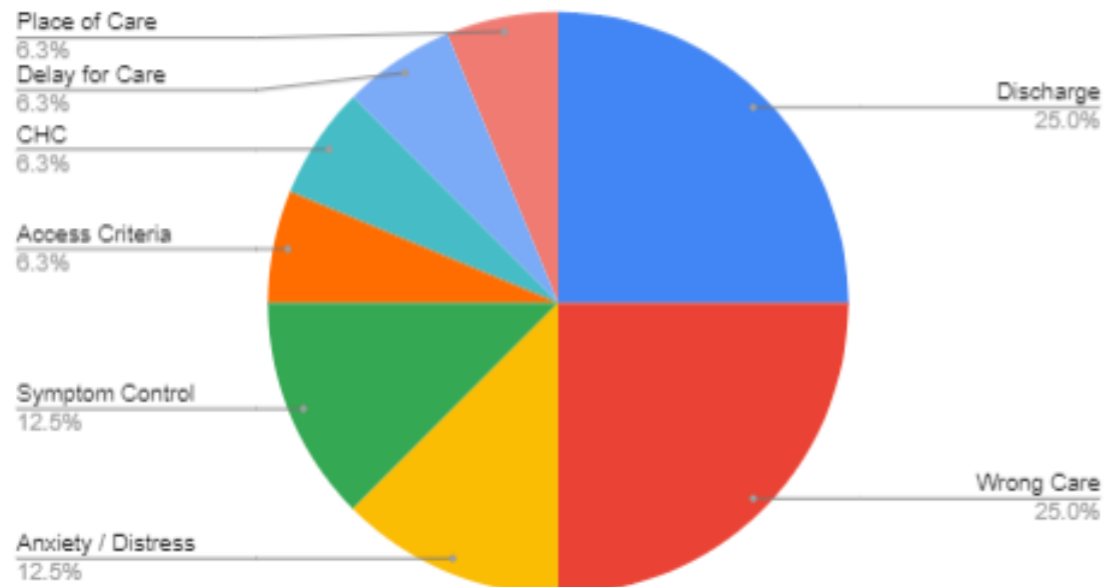
Prevalence of themes linked to 'Symptom Control'



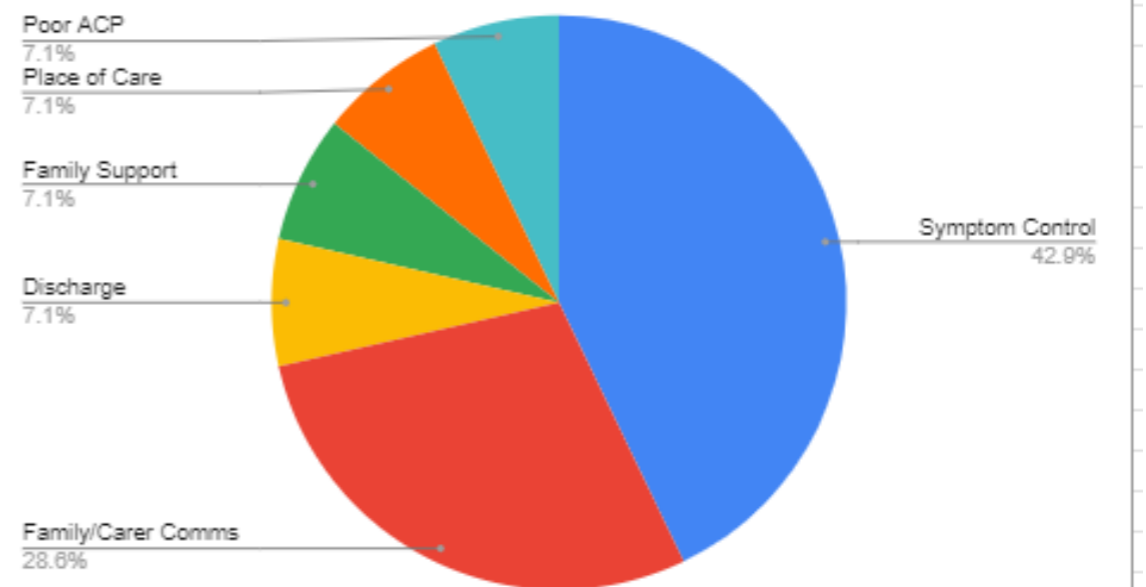
Prevalence of themes linked to 'Discharge'



Prevalence of themes linked to 'Family/Carer Comms'

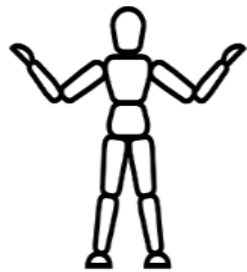


Prevalence of themes linked to 'Wrong Care'



How might this impact patient care?

At patient-level



1. Encourage team to enquire about patient/family experience
2. Focus on what matters
3. Enable improvements in real-time

At system-level



- Highlight issues affecting patient/carer/staff experience
- Enable direct feedback to commissioners
- Enable change at team/department/organisational/ local/ regional level

So, to summarise...
We are trying to
capture this bit...

- By asking clinical/care teams;
1. How DO YOU think it's going?
 2. How do you think PATIENT/
FAMILY think it's going?
 3. Why?

Vital Signs: Core Metrics



Recognition:

Identify patients on register, identify carer and family members



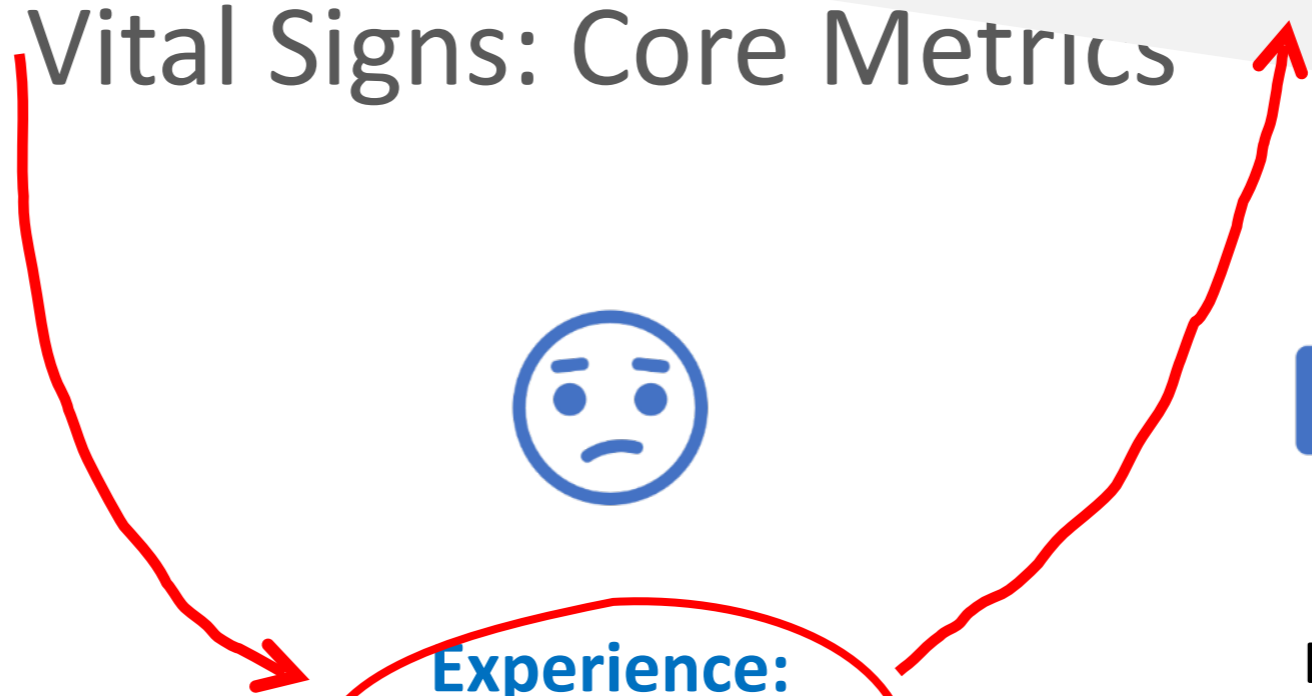
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AND

We are now starting to work on how we can get similar direct feedback from patients, families, friends and carers

Next steps....



- Would you like to be part of this?



- How would you want to use the data?



- What questions would you ask?



- Will you contact us to take the next step?

Please email saskie.dorman@nhs.net or england.sweol@nhs.net