Palliative Care- an Essential Element of Safe and Effective Care

Dr Mary Browne and Dr Karen Ryan

Quality and Patient Safety Directorate and Clinical Strategy and Programmes Directorate
National Standards for Safer Better Healthcare

Capacity and Capability Dimensions

Quality Dimensions
Translation of National Standards

NATIONAL STANDARDS FOR SAFER BETTER HEALTHCARE

45 Standards
241 ‘Features’

Translated

QA+I TOOL
53 Essential Elements of Quality
<table>
<thead>
<tr>
<th>THEME</th>
<th>NUMBER OF STANDARDS</th>
<th>NUMBER OF ESSENTIAL ELEMENTS</th>
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<tbody>
<tr>
<td>THEME 1: Person Centred Care and Support</td>
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<td>THEME 2: Effective Care and Support</td>
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<td>THEME 3: Safe Care and Support</td>
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<td>THEME 4: Better Health and Wellbeing</td>
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<td>THEME 5: Leadership, Governance and Management</td>
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<td>THEME 6: Workforce</td>
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<td>THEME 7: Use of Resources</td>
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<td>THEME 8: Use of Information</td>
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<td>TOTAL</td>
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**STANDARD 2.2**

Care is planned and delivered to meet the individual service user’s initial and ongoing assessed healthcare needs, while taking account of the needs of other service users.

**Essential Element: Palliative Care**

Service users receive palliative care that is integrated, organised and appropriate to their needs and wishes.

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<tr>
<th>LEVEL OF QUALITY</th>
<th>GUIDING PROMPTS</th>
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| Emerging Improvement (EI) | • Policies and procedures are developed in line with national programmes and standards to support the delivery of palliative care.  
• Staff responsible for the provision of palliative care have relevant competencies and training. |        |
| Continuous Improvement (CI) | • Palliative care provision is reviewed and audited with improvement plans implemented.  
• Comprehensive, timely and interdisciplinary assessment of palliative care needs is based on best available evidence which forms the basis of care planning.  
• Feedback and incidents are analysed and addressed to improve the quality of palliative care.  
• Palliative care education and training programme supports clinical and non clinical staff. |        |
| Sustained Improvement (SI) | • Service develops and monitors performance against palliative care quality indicators.  
• Delivery of palliative care is evaluated which includes feedback from families, carers and staff.  
• Implementation and monitoring of external report recommendations.  
• Learning is shared from audits, report recommendations and performance reports throughout the service. |        |
| Excellence (E) | • Collaboration and partnerships between hospital and community services to respond to the needs of people who have a life limiting illness.  
• Benchmarking with other service providers is undertaken to support the implementation of improved practice. |        |
### EVIDENCE TO VERIFY SELECTED LEVEL OF QUALITY

#### EXAMPLES

- Implementation of recommendations from National Advisory Committee on Palliative Care, 2001.
- Implementation of policies relating to palliative care.
- Implementation of National Clinical Programme for Palliative Care.
- Implementation of the Quality Standards for End-of-Life Care in Hospitals.
- Palliative care resources e.g. spiral symbol and information leaflets.
- Review of the design and dignity within the physical environment in partnership with patients and families.
- Attendance at staff training e.g. dealing with bad news.
- Implementation of improvement plans from local and national audits e.g. National Audit of End-of-Life Care.

#### ADD YOUR OWN EVIDENCE

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<th>Evidence to Verify Selected Level of Quality</th>
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#### ADDITIONAL INFORMATION

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Quality Continuum

Levels of Quality

Emerging Improvement (EI) → Continuous Improvement (CI) → Sustained Improvement (SI) → Excellence (E)

Increasing organisational maturity and sustainability
Resources to support assessment

- 8 QA+I Workbooks
- Web enabled QA+I Tool
- Practical guidance to assessment process
- Regional Standards Support Groups
- Palliative Care Programme resources
Welcome to the HSE Quality Assessment and Improvement Tool. This Tool will support acute hospitals in assessing their services against the National Standards for Safer Better Healthcare and the development of quality improvement plans.

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Quality Assessment and Improvement Resource
A Practical Guide
8 Workbooks
Supporting services to deliver quality healthcare
• www.hse.ie/palliativeprogramme.ie