



The 2014 GSF Community Hospitals Quality Hallmark Awards

Quality Improvement

Quality Assurance

Quality Recognition

Congratulations to the GSF Accredited Community Hospitals 2014

Congratulations to the Community Hospitals from Peninsula Community Health CIC, Cornwall, who have achieved GSF Accreditation and will be presented with their awards by Suzanne Jones, Treasurer From the Community Hospitals Association, at our September conference.

- Anchor Ward, Bodmin Community Hospital
- Harbour Ward, Bodmin Community Hospital
- Lamorna Ward, Camborne Redruth Community Hospital
- Edward Hain Community Hospital
- Lismore Ward, Helston Community Hospital
- Launceston Community Hospital
- Oak Ward, Liskeard Community Hospital
- Newquay Community Hospital
- Harold White Ward, St Austell Community Hospital
- Heligan Ward, St Austell Community Hospital
- St Barnabas Community Hospital
- Stratton Community Hospital

Accredited wards from Round 1 and Round 2 with their Awards, September Conference 2014



"GSF has really helped usin improving our coordination and communication. For patients, this means we now engage in more detailed conversations with them about the care they want and where they want to receive it and share these wishes with our health colleagues in the community, which means everyone is working in unison." Pam Butler, Sister at Lamorna Ward, Camborne Redruth Community Hospital

"It [GSF] helped us be even more patient focussed in our care....we were able to discuss things more openly - there was a much more open and calm atmosphere and we knew we were listening to them and their families better." Phase 1, Community Hospital Programme, Staff Nurse

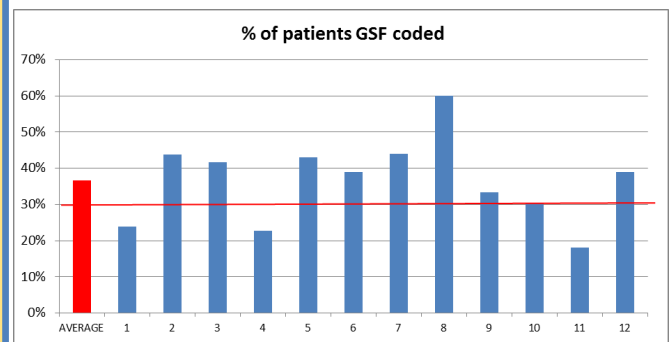
Examples of Best Practice

42 Community Hospitals in 3 areas currently.

What can be achieved by Community Hospitals doing the GSF Programme and Accreditation?

- Increased the number of patients identified in their last year of life
- Needs based coding and use of Core Care Plan
- Offering of Advance Care Planning discussions for all relevant patients
- Improved communication to GPs and community
- Development of hospital protocol to enable sustained long term quality improvement in all areas

Note average of 37% of patients identified to be in last year of life.



"This year's GSF Accredited Community Hospitals have demonstrated real improvements and show us what is possible and achievable in hospital care. They have made a real difference for their patients and families and shown that high quality care can be delivered for all people nearing the end of life. Most notably, they now achieve early identification rates of over 30% (some of the first hospitals in the UK to do this, in line with recent research evidence), offer Advance Care Planning discussions to all these patients and are able to work well with GPs and the community to support a more proactive approach. They are national trailblazers and are an inspiration to us all."

Prof. Keri Thomas, GSF Centre, 2014

For more details contact The National Gold Standards Framework Centre in End of Life Care

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What is the GSF Training Programme and Quality Hallmark Award?

GSF is about the right care, for the right person, in the right place, at the right time... every time.

The focus of the GSF in Community Hospitals Training Programme is on organisational and systems change, which leads to sustainable improvements in the co-ordination and quality of care. The Accreditation process assesses the impact of this training on the quality of hospital care and patient outcomes with a well-established quality assurance process.

The successful Community Hospital wards have:

- Undertaken the full GSF Community Hospital Training as a community health team over 12-18 months
- Progressed to Accreditation, which includes a summary of key outcome ratios, portfolio with inclusion of a ward protocol for sustainability, submission of further audit information at patient, organisation and staff level and an assessment visit to view GSF in practice on the ward
- Had their information collated and results presented to a panel consisting of GPs and nurses
- Received a full report following Accreditation, with cumulated ratios and noting areas of excellence and areas requiring further improvement
- Been presented with the GSF Quality Hallmark Award, endorsed by CHA, which lasts for 3 years with annual appraisals of the key outcome ratios
- Have demonstrated really significant changes (see below) and have plans for sustained coordinated care for patients in the final year of life and for their carers

We hope that the inspiration and enthusiasm of these hospitals will inspire and encourage others to go forward for GSF Training and Accreditation in future and deliver gold standard levels of end of life care for their patients.

Feedback from Community Hospitals on GSF Training

"Community hospitals take naturally to this work, ...and GSF helps us focus even more on proactive thinking and planning ahead. It helps us work better and things go smoothly."

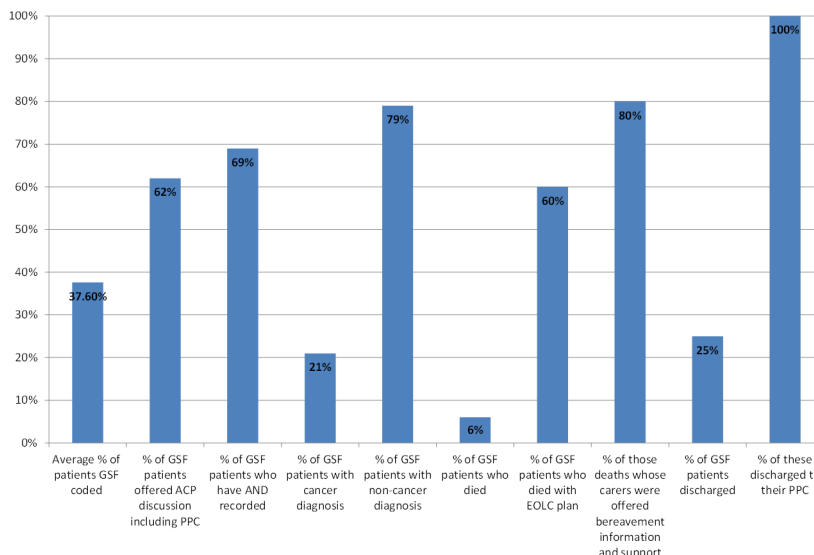
"It helped us be even more patient focussed in our care....we were able to discuss things more openly - there was a much more open and calm atmosphere and we knew we were listening to them and their families better."

"We can identify 30-40% of our patients early, code them according to their needs and try to help them earlier."

Key Outcome Ratios

The percentage of patients identified to be in their last year of life and GSF coded in Accredited Cornwall Community Hospital wards following GSF training.

Community Hospitals key ratio outcomes - average percentages across 12 wards



Key Outcomes - September 2014

- 37% Patients identified
- 62% Offered ACP
- 69% AND/DNAR recorded
- 80% Carers for those who died were offered bereavement support



The Community Hospital Association supports the GSF Accreditation Quality Hallmark Award.

