



## Community Hospital Programme



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### GSF Quality Improvement Programmes for generalist frontline staff enabling a gold standard of care for all people nearing the end of life.

#### Background

GSF service improvement training programmes are used extensively in various settings across the UK. Evidence suggests that 30% of acute hospital patients are in the final year of life (Clarke et al) but most do not identify this proportion in Community Hospitals.

#### Aim:

The study examines progress in 42 Community Hospitals undertaking GSF and the first 12 accredited hospital wards that received the GSF Quality Hallmark Award.

#### Method:

The 12–18 month programme is delivered through interactive workshops, based on the well used GSF programmes in other areas and using GSF intrinsic evaluations.

1. Key outcome ratios - run charts
2. Audits-Patient level - ADA - After death analysis, Staff confidence, Organisational level questionnaire, Qualitative patient/carer feedback
3. Portfolio of evidence
4. Hospital assessment visit

#### Key Messages

Teams from 42 community hospitals undertaking the GSF Community Hospitals programme, showed significant improvements in care with:-

- early recognition of patients in the final year of life (over 30%),
- more proactive care using needs-based coding and care planning to give right care at right time,
- more offered Advance Care Planning discussions,
- more rapid discharges and

#### Results

- Staff identifying patients thought to be in the last year of life, with an average of 37% across all wards
- A systematic plan included needs based coding and GSF core care plans
- More people offered Advance Care Planning discussions
- Ward teams showed improved communication with others, especially GPs and improved discharge letters
- Greater culture of openness in discussing dying and confidence of staff
- All accredited hospitals have annual appraisals and reaccreditation after 3 years

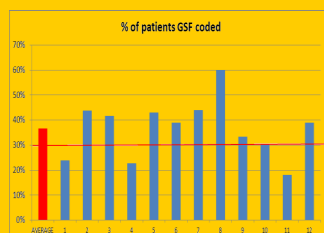
#### Conclusion

GSF Quality Improvement Programme for Community Hospitals helped improve the quality of end of life care in rural community hospitals, and enabled more to live well and die well inline with their wishes and preferences.



Cornwall Community Hospital Staff receive their GSF Quality Hallmark Award Sept 2014

*"It helped us be even more patient focussed in our care and give the kind of care they wanted more often."*  
Community Hospital Nurse



*"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."*  
Community Hospital Nurse



The right care, for the right people, in the right place, at the right time....every time

#### The National GSF Centre in End of Life Care

GSF gives outstanding training to professionals providing end of life care to ensure better lives for people and recognised standards of care .

For further information on the work of the National Gold Standards Framework Centre see

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