



GSF Quality Hallmark Awards in Acute Hospitals

the gold standards
framework[®]
in acute hospitals

Spring 2015

Quality Improvement

Quality Assurance

Quality Recognition

Congratulations to the first GSF Accredited Hospital Wards!

Congratulations to Wards 23 from Morecambe Bay NHS Foundation Trust and Yeo and Yarty Wards at the Royal Devon and Exeter NHS Foundation Trust who have achieved GSF Accreditation and the Quality Hallmark Awards, endorsed by the British Geriatric Society and presented by Prof Sir Mike Richards, Chief Inspector of Acute Hospitals, Care Quality Commission. **These wards demonstrate the high standards of end of life care that can be achieved by hospitals.**



Round 1 Accredited wards Yarty & Yeo from RD & E (top left) and Ward 23 from Morecambe Bay (top right) with their Awards, March Conference 2015

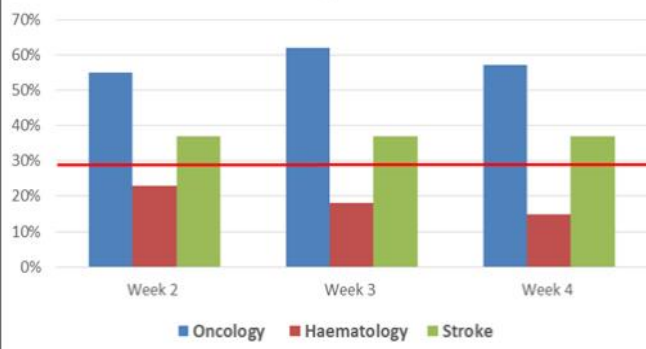
British Geriatric Society endorses GSF AH Training and Accreditation



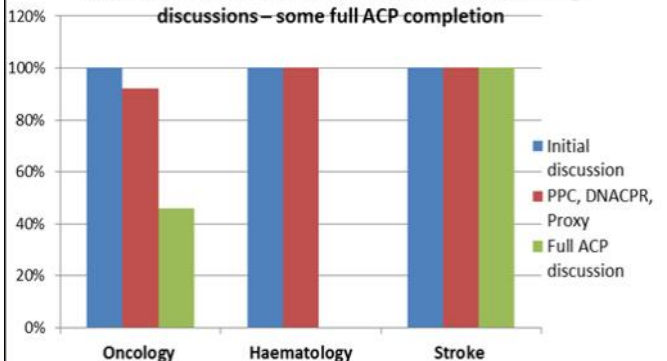
"The BGS are delighted to work with the GSF Team to help drive up standards of care across the country, by supporting the GSF accreditation process and Quality Hallmark Award for End of Life Care in Acute Hospitals. In working together, we think this will help raise the profile of end of life care in hospitals, and support geriatricians and others to provide more proactive quality care for the 30% of hospital patients considered to be in the final year of life."

Martin Vernon, British Geriatric Society EOLC Lead

Earlier recognition of decline - average 37% across all wards – range 20% - 58%



Snapshot at Accreditation of the first three wards. All patients offered at least initial advance care planning discussions – some full ACP completion



Examples of Best Practice

- Over 30% patients recognised as declining and identified for GSF register for pro-active supportive care, in line with evidence suggesting 30% hospital patients are in the last year of life (Clarke 2014).
- Patients coded at daily MDT Board rounds.
- All offered initial Advance Care Planning discussion.
- Communication to GPs + suggestion to include on register, code + ACP progress.
- GSF Care Plan and check list on ACP file.
- Rapid discharge planning, some same day.
- Personalised care plans in final days.
- Helpful localised information leaflets.
- Support for families/carers enhanced.



What's special about the GSF Acute Hospitals Programme in EOLC?

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 Acute 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 Acute Hospital wards have:

- Undertaken the full GSF Acute Hospital Training (two year programme).
- Progressed to Accreditation, which includes a summary of key outcome ratios, portfolio, 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, noting areas of excellence and areas requiring further improvement
- Been presented with the GSF Quality Hallmark Award, endorsed by BGS, 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 Acute Hospitals on GSF Training

"GSF has then given us the framework to engage with relatives and put things in place to ensure the outcome they want for their relative.

The best bit is making sure that patients receive the care they want, where they want it, when and how they want it and the satisfaction they and we get from that."

- Dr Kumar, Consultant Geriatrician Royal Lancaster Infirmary

What is included in the GSAH programme?

1. **All resources required** including teaching materials, posters, DVDs, ward folders, Good Practice Guides etc.
2. **Interactive workshops** with colleagues to share good practice and progress with others.
3. **Support** - individualised coaching, conference calls and project management support.
4. **Independent evaluation** plus intrinsic Evaluations showing benchmarked change.



The full 2 year step-by-step programme leads to Foundation Level in Year 1, Enhanced level in Year 2 and then Hospitals can apply for Accreditation GSF BGS Quality Hallmark Award.

For further information, a registration form, reports or a discussion on how this could be of benefit to you

please contact The Gold Standards Framework Centre on:

hospitals@gsfcentre.co.uk • 01743 291891 • www.goldstandardsframework.org.uk