

Living well through our new Day Hospice:

measuring patient outcomes



Empowering people to live well with terminal illness

Our Day Hospice services aim to empower people with long term conditions and terminal illnesses. The specialised 12 week therapeutic programme incorporates a range of self-management and confidence building activities such as exercise, group discussions on symptom control topics, arts and music therapy and relaxation techniques.

All attendees have an ongoing, individualised assessment with a nurse & physiotherapist as part of the structured programme, with ongoing 1:1 support from the Multi-Disciplinary Team (MDT).

Measuring the impact

Using the Outcome Assessment and Complexity Collaborative (OACC) Suite of Measures we embarked on a 12 month review of our Day Hospice programme to assess and measure individual patient assessment and experience and carer needs.

Outcome measures

IPOS

Carers questionnaires (first week, midway and end programme)

Phase of Illness

Karnofsky

Data source:

169 referrals. 100 people accessed service.

Average 15 patients on waiting list per week

71% malignancy; 29% non-malignant

83% feel the programme has helped increase confidence to self-manage their illness and symptoms.

95% say their quality of life has improved

95% feel their main problems/concerns are better since joining the programme

100% feel they are given the opportunity to have honest, informed and timely conversations.

Patterns in phase of illness (which may help to guide decision making regarding follow-up):

- 100% patients discharged from specialist hospice services, had consecutive 'stable' status throughout care.
- All patients needing specialist follow-up had 'deteriorating' or 'unstable' phase during programme.

Looking to the future – responding to challenges

Challenge	Solution
Measuring outcomes remains a challenge	Clearer pattern particularly with IPOS may emerge through collation of more data. Need to wait to benchmark against other similar services or baseline population
Patient feedback shows interest in extension to current 12 week programme format	Successful launch of volunteer led, Welcome Group which offers social and peer support
Programme can be restrictive due to current structured nature of its content	Development/scoping of a more individualised, flexible approach to patient participation to be undertaken

Author details:
Jennifer Evitts
Day Hospice Sister

“The weekly chat with a professional has given me the confidence to carry on getting the most out of life.”
 “By meeting people and talking over your problems you find you are not on your own!”
 “Useful guidance on dietary and drug related matters to make end of life as good as possible.”
 “It’s helped to control my breathing better.”