

Episode 15

QPS TalkTime



A community of quality and patient safety improvers

Tuesday 7th November | 1pm to 2pm

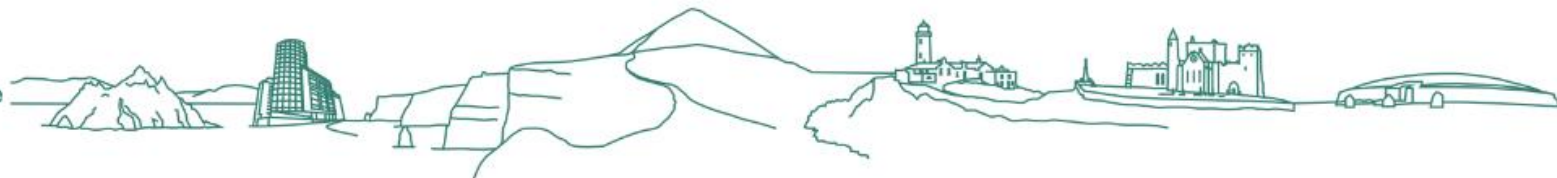
Hospice Friendly Hospitals

"QI approaches to improve End-of-Life Care"



An Stiúrthóireacht um Ardchaighdeán
agus Sábháilteacht Othar
Oifig an Phríomhoifigigh Cliniciúil

National Quality and
Patient Safety Directorate
Office of the Chief Clinical Officer



NQPSD Resources

Join the Q Community

Apply to become a member of Q Community – find out more via the Q Website



For information on how to apply contact:

qps.improvement@hse.ie

Your Health Your Voice resources



Scan to access resources



Improvement Collaborative Handbook

Find out more about our latest resource, scan the QR Code below



Listen to our podcast series

Listen to seven podcasts based on the Patient Safety Strategy themes.



Follow Us on Social Media



on X (Twitter)

@QPSTALKTIME



Watch back on YouTube

@NationalQPS

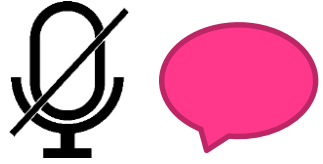


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How we are running today's session



- You will be muted but the chat is open throughout - please post any questions or comments there and we will address them after the presentation.



- If your tech fails, don't worry – we're recording it so you can watch back on the NQPSD YouTube channel and access the slides at your convenience.



- Audio is available via your PC or dial in:
+353-153-39982 Ireland Toll
+353-1526-0058 Ireland Toll 2
Access code: 2733 222 4821



Please feel free to continue the discussion on Twitter / X: **@QPSTALKTIME**
| @NationalQPS | @IrishHospice | @RoisinQPS | @johnfitzsimons9 | @EdelONeill9 |
| #QIreland | #patientsafety |



- Please help us to improve our QPS TalkTime Webinars by completing a short feedback form (pop up window before you log out)



- You will receive an email from QPS TalkTime confirming your attendance

To get started ... we invite you to

Share using the chat box

- Your name, work and where you are joining us from ...
- Finish this statement:

***“Who can have an impact on improving
End-of -Life care?”***

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What is the session about?

- Introduction to the Hospice Friendly Hospitals Programme and their Quality Improvement Awards with examples of previous awardees.
- Hear about the award winning QI project “Together in Sympathy” book in Mercy University Hospital Cork.
- Interactive session with the opportunity to explore QI in end-of-life care.



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A community of quality and patient safety improvers

Today's speakers



Alice Anderson

Programme Manager for
Hospice Friendly Hospitals,
Irish Hospice Foundation



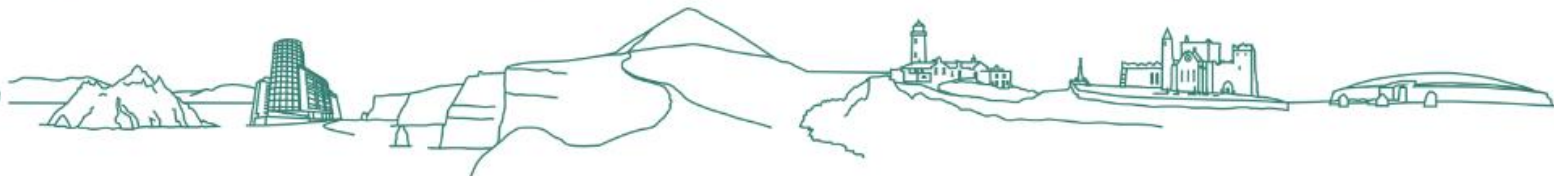
Lucy Andrews

Development Officer for
Hospice Friendly Hospitals,
Irish Hospice Foundation



Edel O'Neill

End-of-Life Care
Coordinator Mercy
University Hospital Cork





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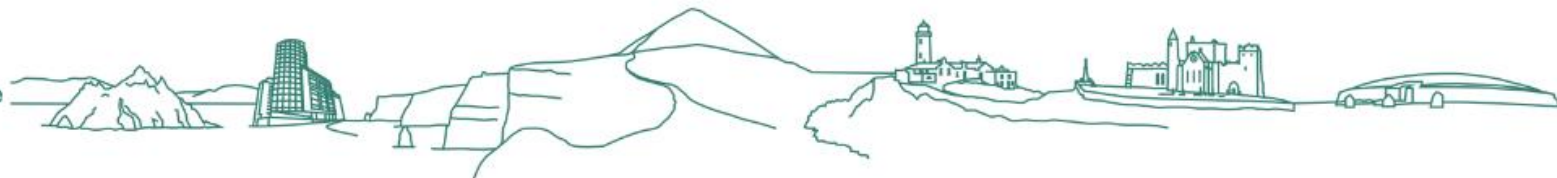
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Hospice Friendly
HOSPITALS



HfH QI Awards

Alice Anderson

Programme Manager Hospice Friendly
Hospitals

Irish Hospice Foundation

Our Vision

Is an Ireland where people experiencing dying, death and bereavement are provided with the care and support they need

Our Mission

Is to work towards the best end-of-life and bereavement care for all



Irish
Hospice
Foundation

Dying, death & bereavement



35,477 deaths
were registered in
Ireland in 2022



83% of these
deaths are people aged
65+



Up to 10 people are
significantly impacted
for every 1 death



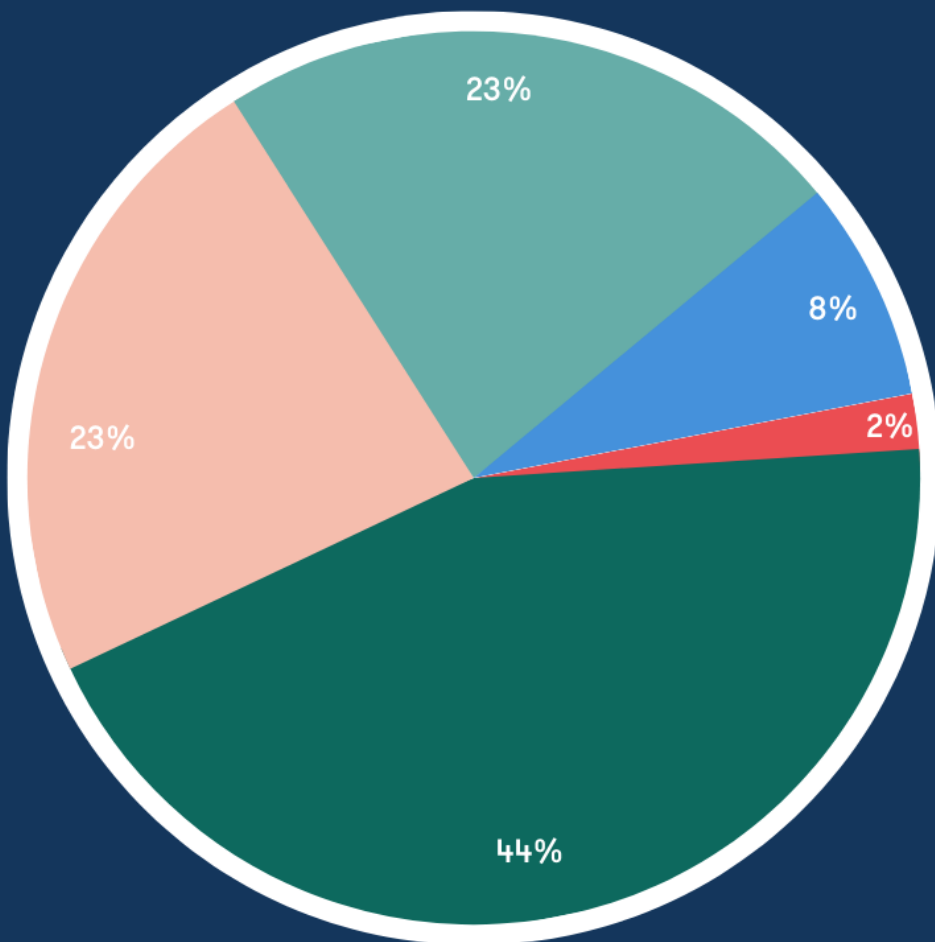
Nearly 100 people
die in Ireland every day








Cancer (31%) and heart-
related disease (29%) are
the leading causes of
death



Over 350,000
people are grieving
a death every year

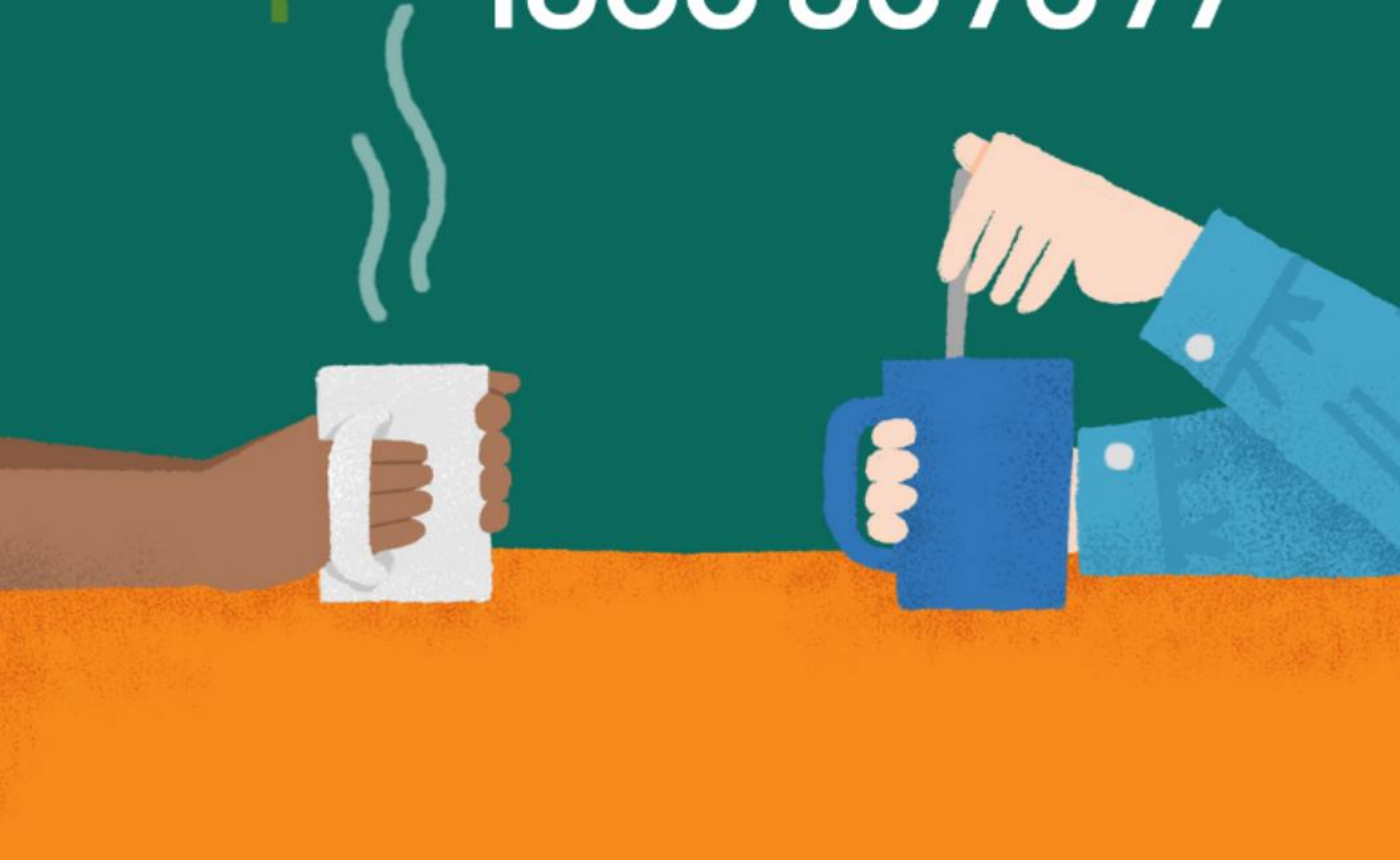


Place of Death - Ireland 2018

-  Hospitals
-  Nursing Homes
-  Home
-  Hospices
-  Elsewhere



Irish Hospice Foundation
**Bereavement
Support Line**
1800 80 70 77



- Freephone service
- Monday-Friday, 10am-1pm
- In partnership with HSE
- For anyone grieving;
 - a COVID-19 death
 - a death from other causes
 - Healthcare professionals (and others) who've been dealing with more death and dying at work
 - a previous loss
- www.hospicefoundation.ie



IHF Healthcare Programmes

Support best practice end-of-life care in:

Acute Hospitals Settings (2006): Hospice Friendly Hospitals

Nursing Homes Settings: – Caru (2022)

Home Setting: Dying Well at Home (2023/2024)



Hospice *friendly* Hospitals

The Hospice *friendly* Hospitals programme seeks to ensure that patients who have a life-limiting illness or those who die suddenly, and their families have a seamless experience of care in hospital, provided by well-coordinated and well-informed staff.

The aims of the programme include but are not limited:

- To develop the capacity of acute hospitals to meet the Quality Standards for End-of-Life Care in Hospitals
- To improve the culture in hospitals in relation to all aspects of dying, death and bereavement.
- To ensure that 'every person with a life-limiting or life-threatening condition can easily access a level of palliative care appropriate to their needs regardless of care setting or diagnosis in order to optimise quality of life', (HSE Adult Palliative Care Services, Model of Care for Ireland 2019).





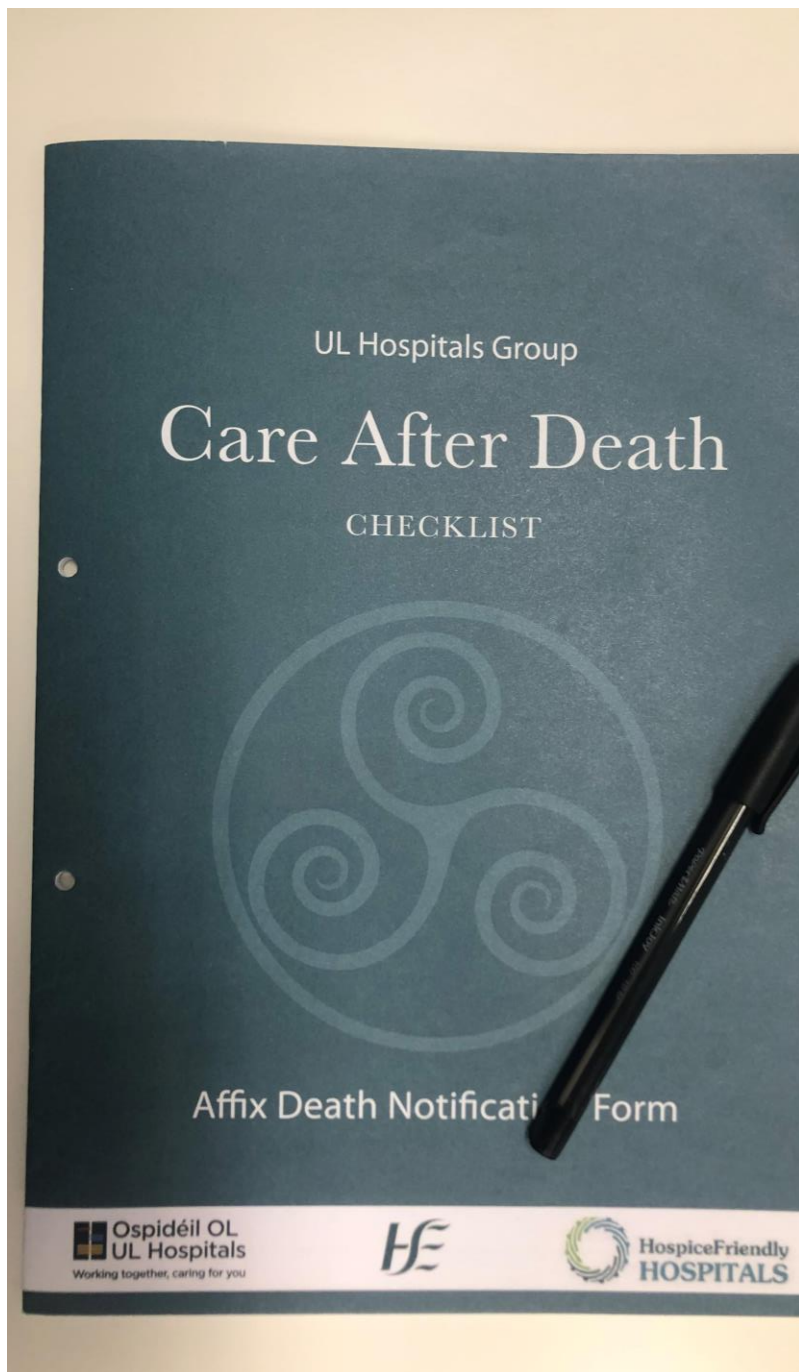
HfH QI Awards

Lucy Andrews

Development Officer

Hospice Friendly Hospitals

Irish Hospice Foundation



Raise Awareness

Financial Support

Innovation

Current ways of working

Person-centred

Quality Improvement

What are the HFHQI
Awards?

HFHQI STATISTICS

52



101

Applications
submitted across 34
hospital sites

52

Projects awarded
funding

€46,104



49%

increase of funding
awarded in 2023

28%

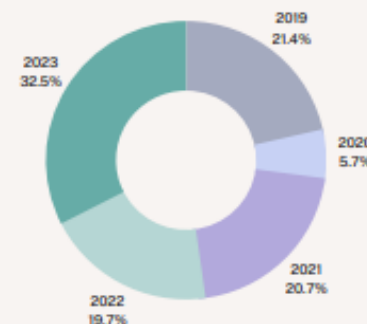
Of applicants
were applying for
the first time

32



9 OUT
OF 9

applicants that
attended a HFHQI
Support Session
were awarded
funding



To date €46,104
funding has been
awarded. This year,
we have seen the
largest amount of
funding provided.

SHOWCASING
A SELECTION
OF AWARDEES



WHAT DID WE DO DIFFERENTLY THIS YEAR?



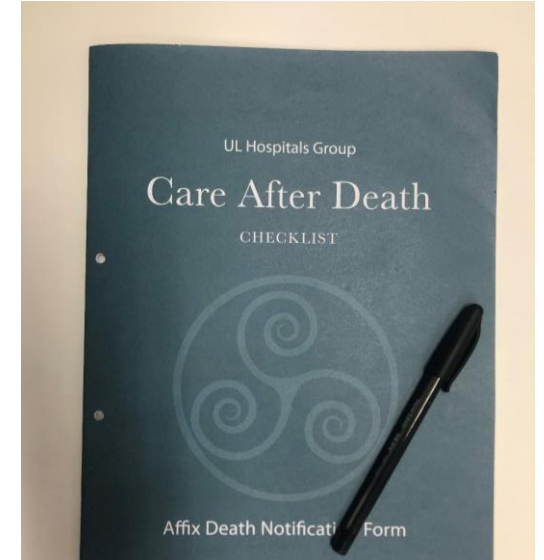
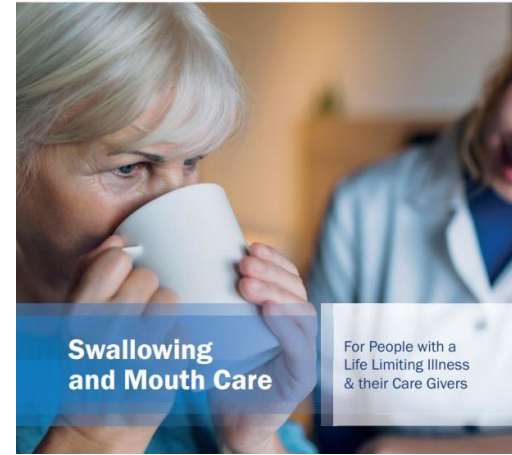
Support Sessions



HFHQI Project
Clinics



Updated Application
form and Pack



SCALABILITY

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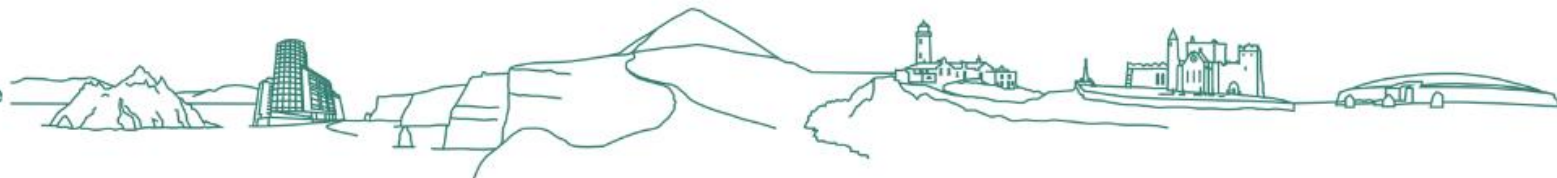
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QUALITY IMPROVEMENT

MERCY UNIVERSITY HOSPITAL, CORK

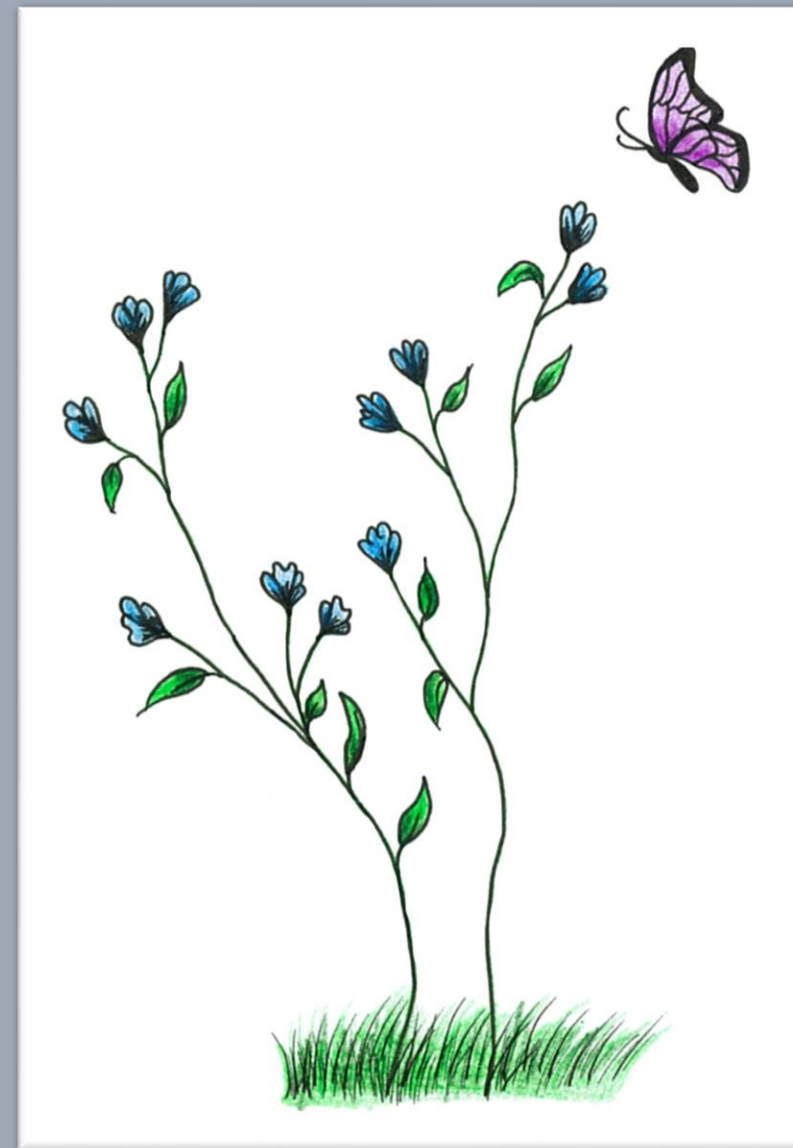
Edel O'Neill EOLC Coordinator



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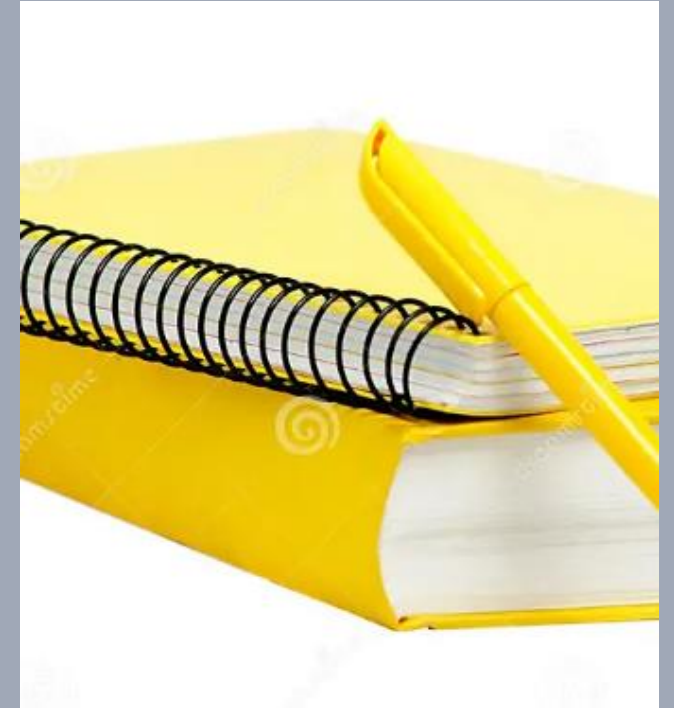
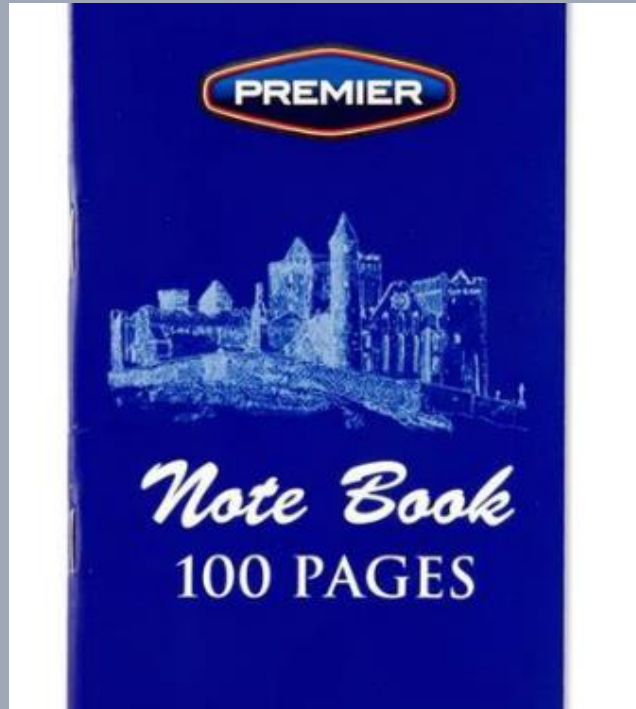
Sympathy Card



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mercy
UNIVERSITY HOSPITAL



PREVIOUS PRACTICE



Hospice Friendly
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Quality Standards for End-of-Life Care in Hospitals

Making end-of-life care central to hospital care

The Hospital

The Staff

The Family

The Patient



Project Aim

- DEVELOPMENT OF STANDARDISED BOOK
- ACKNOWLEDGE STAFF FOR THEIR CARE TO PATIENTS
- DOCUMENT SENDING OF SYMPATHY CARD
- CONTINUE OUR COMMITMENT TO DELIVER COMPASSIONATE CARE TO FAMILIES FOLLOWING THE DEATH OF A LOVED ONE



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Project Plan

- Identify Pilot Ward
- Involve all stakeholders
- Quality & Risk ,GDPR
- End of Life Committee
- Design Book



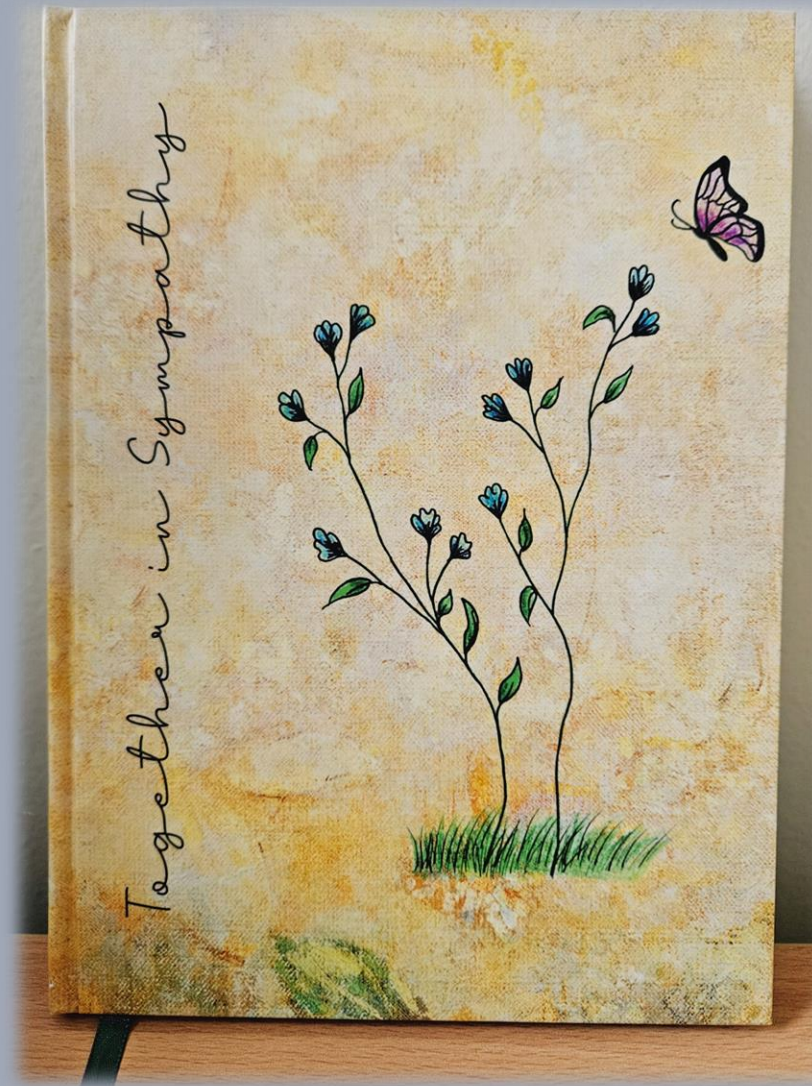
Resources

DESIGN & CONTENT

Budget

Meeting with all stakeholders



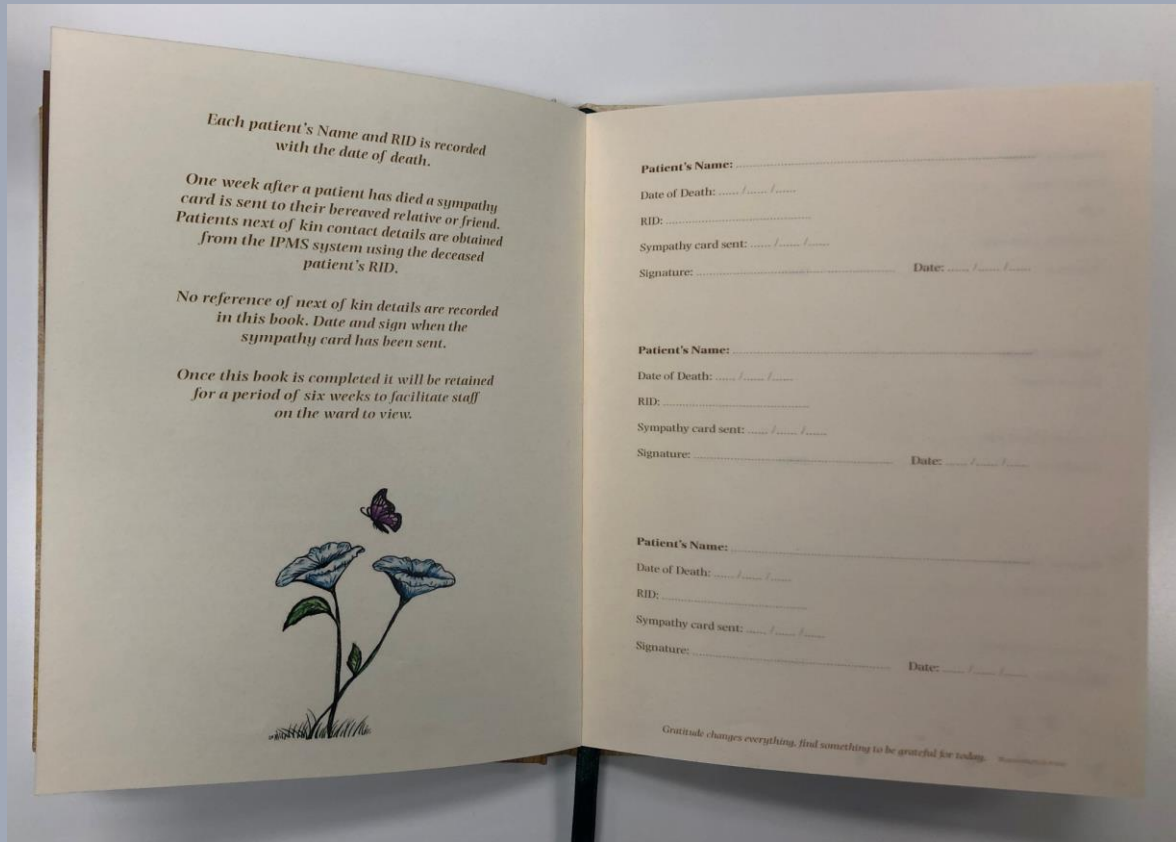
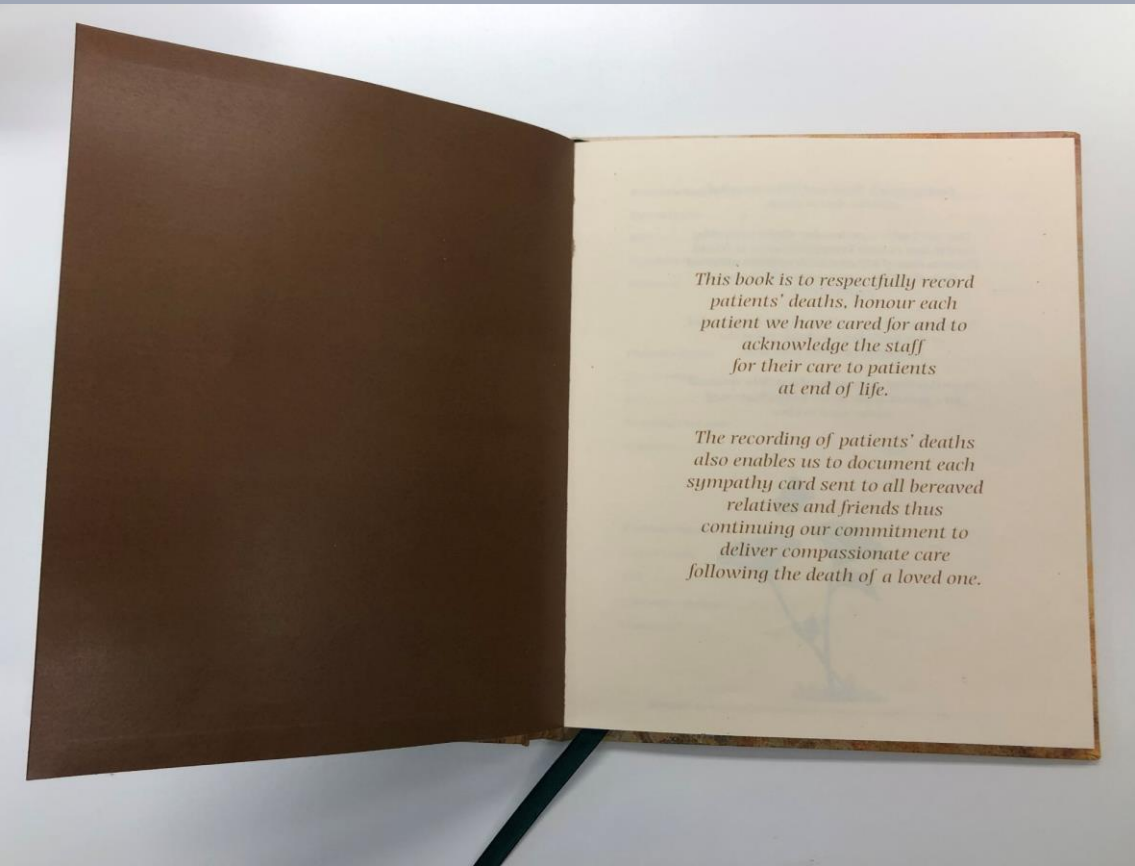


Irish
Hospice
Foundation



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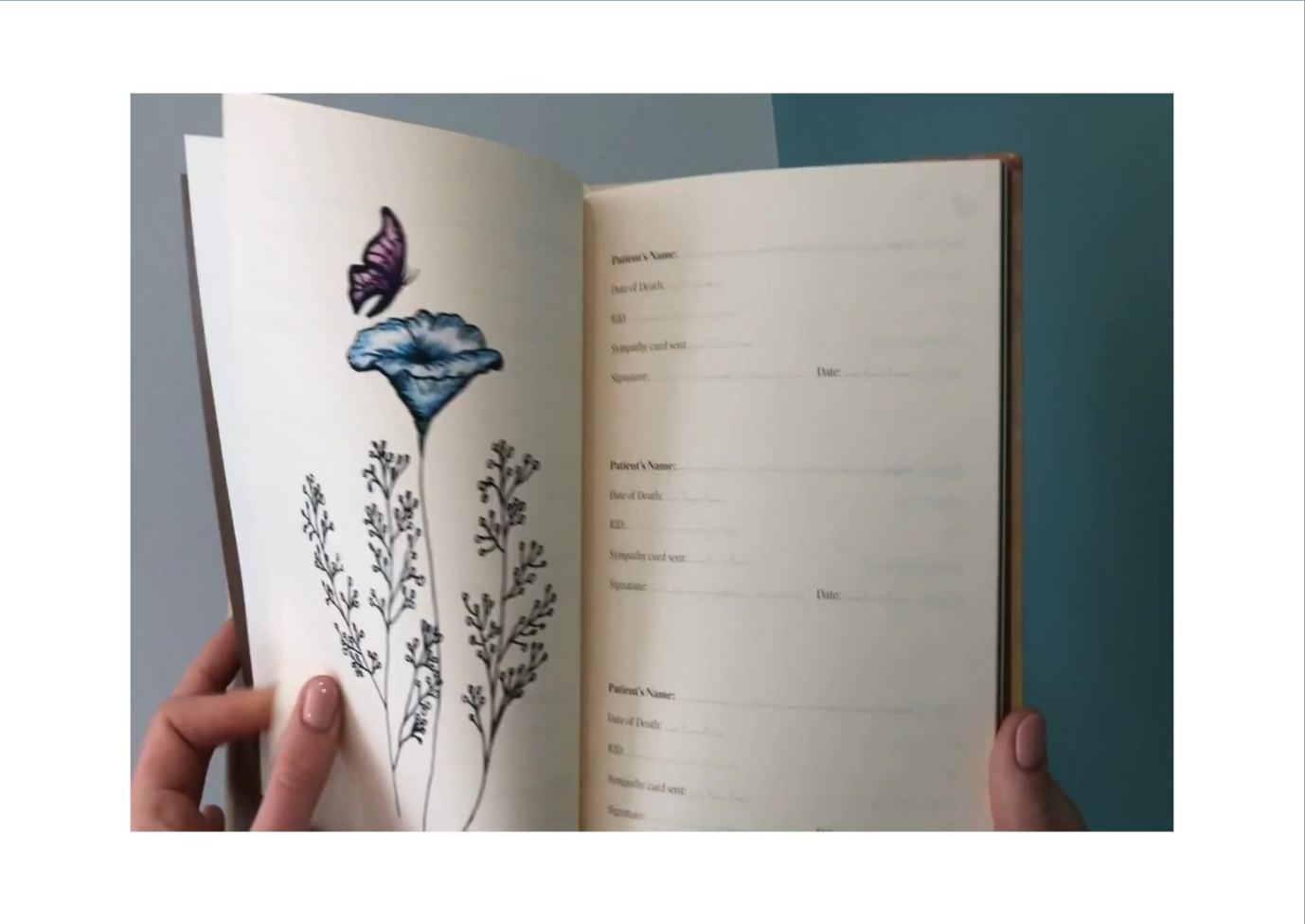
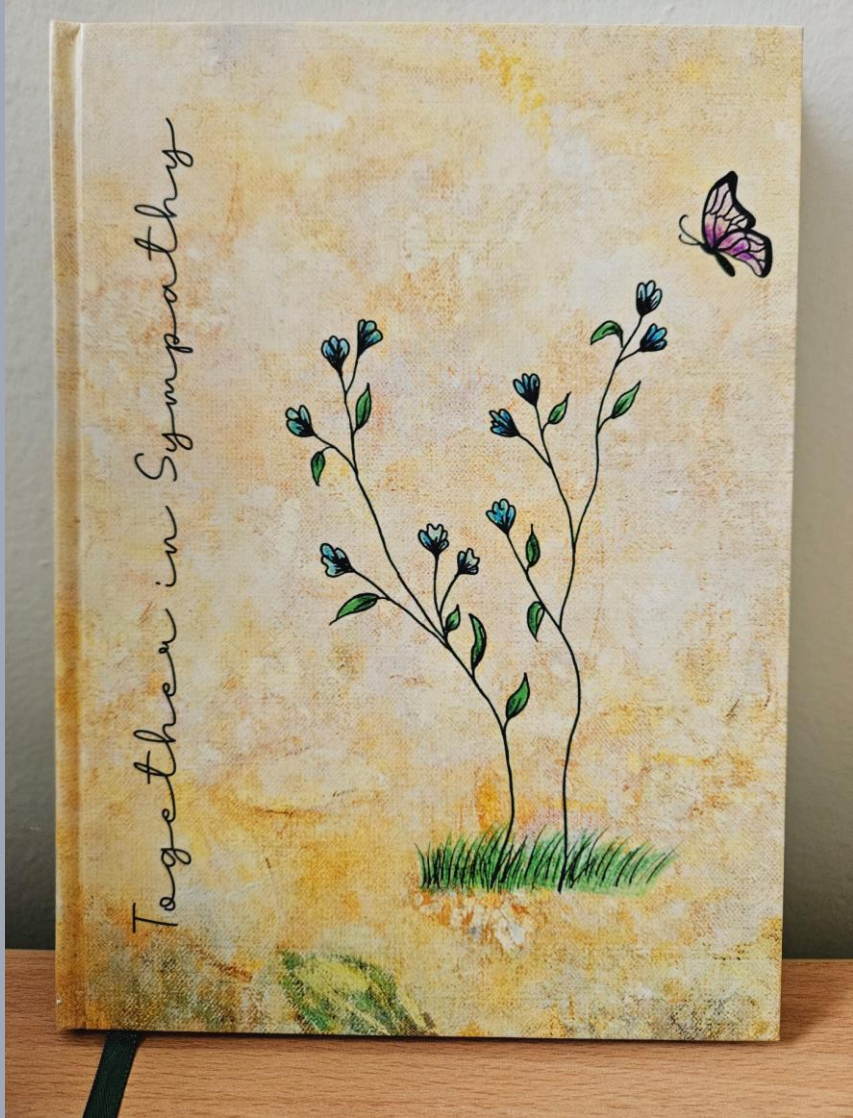




Together in Sympathy Book

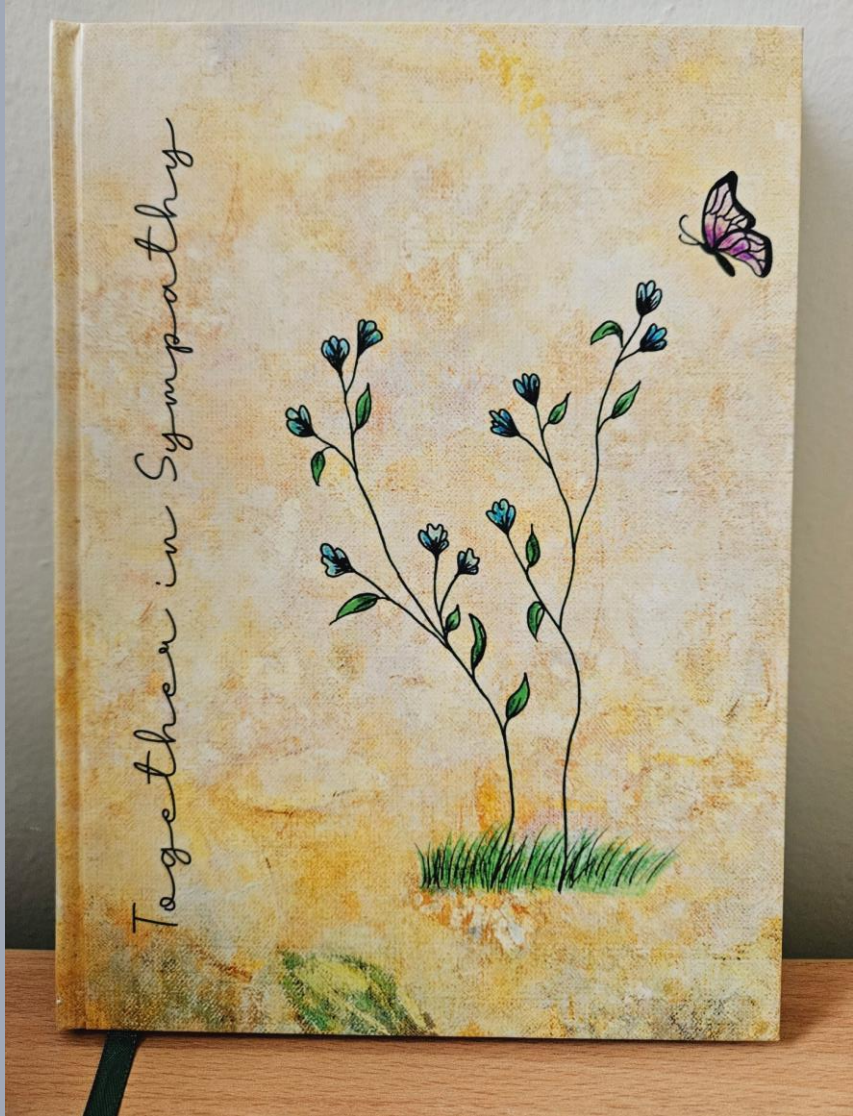






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Thank you

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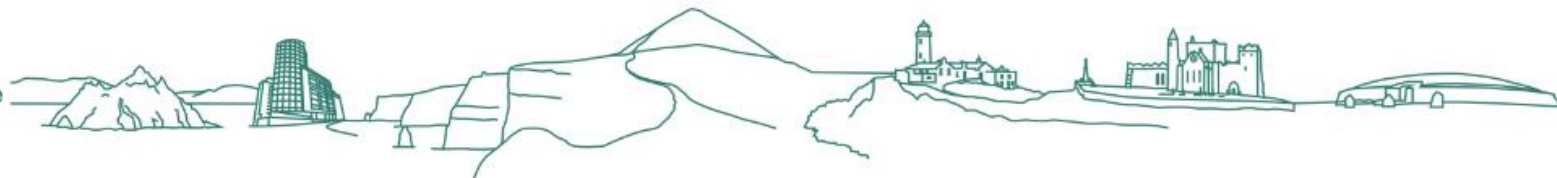
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Episode 16

QPS TalkTime



A community of quality and patient safety improvers

21 November 2023 | 1pm to 2pm

Using QI to improve Stroke Care

Scan me!



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Let us know how we did today

Reminder: Short questions (pop up) as you sign off, please help us to improve our QPS TalkTime Webinars by sharing your feedback

We really appreciate your time, thank you.

*Thank
you*

Contact: Kris.Kavanagh@hse.ie to be included on our mailing list to receive QPS TalkTime invitations