

Advance Care Planning in Memory Services - City and Hackney

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Background

Focus has been on diagnosis and treatment

Shifting toward better post diagnostic care

Evidence supports value of advance care planning -
increased sense of control and autonomy_{1, 2};
opportunity to prepare₃, sense of removing a
burden from families₁.

Aims:

Introduce ACP to memory services

To ensure reliable offer of ACP discussion to 100% of those with capacity newly diagnosed with dementia

Primary Drivers

Revised pathway to include follow up

Knowledge and skills

Partnership working

Reporting and feedback loop

Secondary Drivers

Capacity

Need to formalise pathway

Specialist additional training

Staff support

Sharing with primary care and CCG

Scoping

Development of integrated care models

Database

Reliable use of Rio codes

Change ideas

Appointed specialist nurse

Redesigned pathway

Redesigned discharge pathway to increase capacity

Provide training

Regular case discussion meetings – logistics and developing clinical approach

Resources

Sharing events with GPs and CCG EOL care

Identify partners

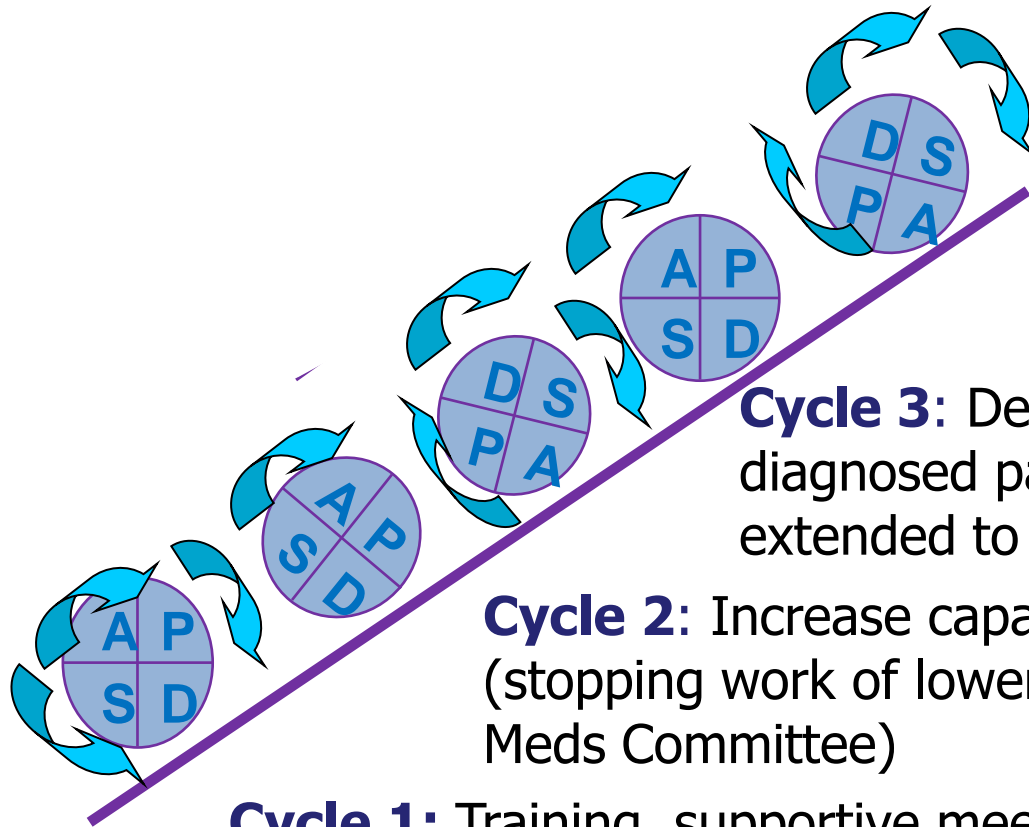
Identify shared pathway and communications

Develop user-friendly database

Develop process measures – reliable offer, follow up and coding

Administrative lead on coding and feedback to clinicians

Sequence of PDSA's – for one change idea or secondary driver



Cycle 3: Developed approach to newly diagnosed patients, which was extended to carers when appropriate

Cycle 2: Increase capacity in memory clinic (stopping work of lower value / negotiation with Meds Committee)

Cycle 1: Training, supportive meetings and increased resource in form of specialist nurse

Learning

- Benefits of whole team approach to a clinical problem
- Used opportunity to review service and streamline it
- Challenged by length of outcome measures

What next?

- Working on measurement:
 - process measures
 - qualitative analysis of patient and carer experience