Marie Curie Delivering Choice Programme

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Marie Curie Cancer Care

Delivering Choice Programme™
Working together to provide patient choice at the end of life

"If I could wave a magic wand, I would just go home."

Patient choice is so important at the end of life

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Choice - The art of selecting and choosing

…Information and communication…

Patients and their carers should know that they have a choice and what they can choose from…

Be able to choose services…

….Services…

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Delivering Choice Programme

"Together, we will develop and provide the best possible services for palliative care patients, allowing them to be cared for in the place of their choice"

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Programme objectives

Working in partnership with the NHS, social services, and the voluntary sector, we aim to provide:

1) Patient-focused 24-hour service models that serve local needs and ensure:

- The best possible care for palliative care patients
- Choice in place of care and death is available to all
- Improved equity of access to services
- Appropriate support services to palliative care patients and their carers
- Information on choice is available and known to all
- Improved co-ordination of care among stakeholders

Programme objectives

2) Independent evaluation of the economic impact to healthcare services of more patients receiving palliative care at home as compared with hospitals

3) Dissemination of findings to other health and social care providers leading to the replication of solutions across the UK

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Systems thinking

A system is an entity which maintains its existence through the mutual interactions of its parts

- Palliative and end of life care is provided by a variety of organisations and professional groups.
- Improving the whole system in order to provide choice and improve the experience.

Project duration: Three years

Project structure

- **Phase I (4-5 months)**
  Understanding the current state of services

- **Phase II (4 months)**
  Designing service models to address barriers

- **Phase III (2 years)**
  Implementing and monitoring service models

Phase I investigation

- Identify barriers in the system
- Produce process maps (LEAN)
- Understand current provision
- Understand need (demography epidemiology)
- Understand current resource utilisation
- Understand current initiatives for improvements

Service models: Lincolnshire

1. Discharge Community Liaison Nurses

Reduced length of hospital stay
Improve quality of care

2. Rapid Response Team

Prevention of admissions
Improve quality of care

4. Support for carers
5. Training and education

3. Palliative Care Coordination Centre
(*Improve coordination and save nursing time*)

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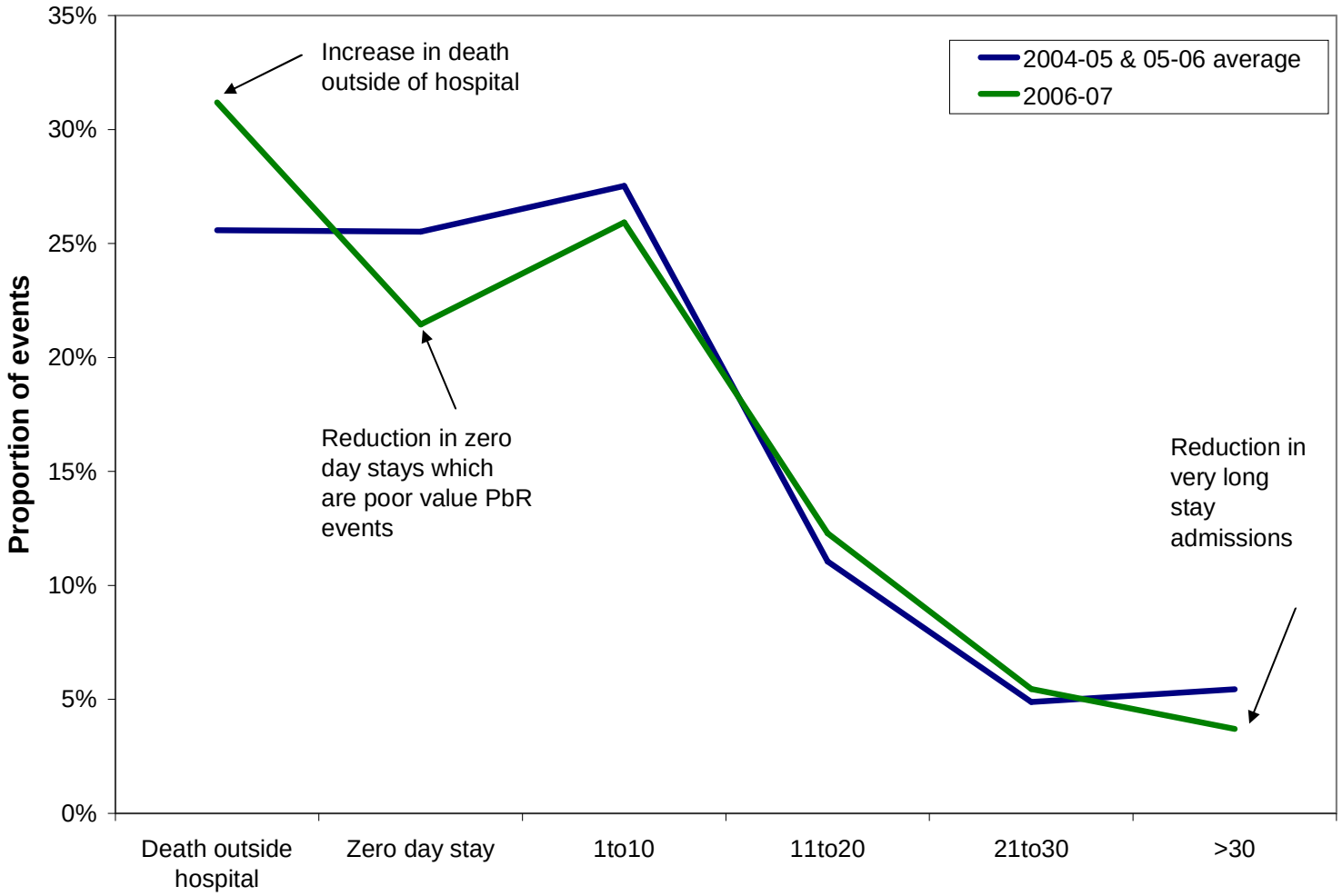
Reasons for requesting care from the Rapid Response Team

Reason	Total no	% of calls
Symptom control	1468	51
Psychological support	715	25
Social reasons	324	11
Others	345	13

The model of community rapid response and fast discharge

Year	Hospital	Home	Care Home	Hospice	Total
2004-05	(684) 63.5%	(186)17.3%	(195) 18.1%	(13) 1.2%	1078
2005-06	(672) 62.6%	(205) 19.1%	(188) 17.5%	(9) 0.8%	1074
2006-07 no-DCP	(529) 60.8%	(166) 19.1%	(166) 19.1%	(9) 1.0%	870
2006-07 DCP	(85) 45.0%	(80) 42.3%	(21) 11.1%	(3) 1.6%	189

Figure 1: The last 8 weeks of life: The change in admission characteristics and number of cancer deaths outside hospital after the introduction of the Programme interventions in the Boston location (Pre-DCP is the average of 2004-05 and 2005-06). 2006-07 is the year that the DCP was implemented.



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Each project is unique

- Models differ from project to project because the services, barriers and needs are different.
- The importance of investigating local barriers and local need

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Service models: Leeds

1. Discharge Liaison Nurse

Reduced length of hospital stay
Improve quality of care

3. Meet and Greet
4. Generic workers

2. Palliative Care Ambulance

Prevention of admissions
Improve quality of care

5. Support for patients & carers
6. Training and education

7. Ethnic minorities
8. Care homes
9. Palliative Care Coordinator
10. Palliative care register

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Evaluation is important

Lancaster University: service improvements

King's Fund: economic evaluation

www.deliveringchoiceprogramme.org.uk

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