

Benefits of integrating IPOS and associated tools into everyday practice within SystemOne

Patient and Carer Benefits

- Patient centred assessment of need, scoring presenting issues.
- Supports consistent and methodical approach to assessing and managing patient identified needs.
- Encourages ongoing assessment of carer needs and has led to the adoption within the team of the Zarit Burden Carer interview tool, facilitating better support for carers of patients on caseloads.
- Holistic assessment throughout the patient journey allowing for report running at first and final intervention to support rationale for discharge.
- Staff version utilised but with focus on supporting patient's perspective of their symptoms and severity of need.
- 24/7 shared access of specialist assessment through SystemOne available to Out of Hours services, avoiding duplication of questioning of patients and clarity of the plan.

Specialist Palliative Care Team

- Has led to a unified approach to assessment and consistency in documentation within SystemOne patient records.
- Encourages tighter control of caseloads with clear rationale for discharge of patients with open access to the service should problems occur in the future.
- Gives clear evidence and clarity of care input when exploring Datix reporting or complaints.
- Gives the Specialist Palliative Care Team full reporting on all aspects of the effectiveness of their interventions on the Integrated Palliative Care Outcome measures.
- Allows GPs who share SystemOne to have full view and access to our assessment, evaluation and plan of care in and out of hours.

City Health Care Partnership CIC

The CHCP CIC Business Intelligence Analysts and Project Support Manager have worked collaboratively with the Macmillan Team to develop the reporting system now in place.

Regular report running of the IPOS and other Accredited Tools embedded electronically in SystemOne allows;

- Clear demonstration of effective working within the Specialist Palliative Care service.
- Shows uniformity of approach within the clinical team.
- Monitors outcome measures for the patients and their carers under our care.
- Provides an insight into care provider gaps to support service development with CCGs.
- Demonstrates evidence based care is delivered.
- Supports inter-organisational dialogue understood by all.
- Allows swift and effective exploration and feedback of complaints or Datix issues raised.

Tools used

Integrated Palliative Care Outcome Scale Staff Version / Palliative Care Outcomes Collaborative (PCOC) Phase of Illness / Australian - modified Karnofsky Performance Scale (AKPS) / Advance Care Plan Template (includes Preferred Place of Care and Death, Gold Standards Framework, Palliative Care Medications, DNACPR / ReSPECT documentation -confirmation of in place) etc. / Waterlow Assessment.

Partner Organisations

- Through the adoption of these accredited tools, we now share a common language of understanding with our partner organisations (acute hospitals/ hospices) to facilitate admission or discharge in a more seamless way.
- Through SystemOne we have shared Specialist Palliative Care access with our partner organisations (Hull and East Yorkshire Hospital Trust / St Catherine's Hospice, Scarborough / St Leonards Hospice, York / Dove House Hospice, Hull / Lyndsey Lodge, Scunthorpe). They can now view our assessments, interventions and evaluations, and the patients advance care plan electronically.

Commissioning Care Group (CCG)

Electronic embedding of the above tools in SystemOne allows provision of reports in relation to:

- Outcome measures for patients and carers following Specialist Palliative Care interventions. Clearly demonstrating value of these services in care provision.
- Evidence for informing CCG's future planning for commissioning for End of Life / palliative care services.
- Evidence for meeting CQUINS.