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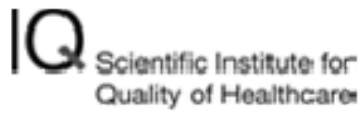
## Quality indicators for the organisation of palliative care

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**Do we know enough?**

Doctor: *"I did a good job!"*


Researcher: *"No, you should really improve your pain treatment"*

Doctor: *"Why, Mrs. White's pain complaints were solved, so mission accomplished!"*

Researcher: *"..."*

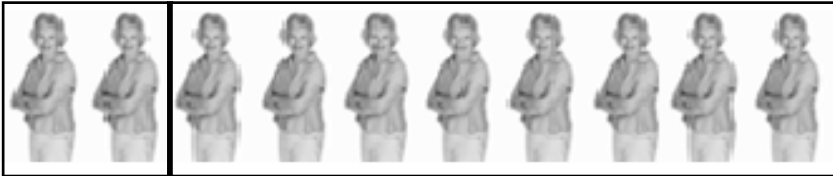
 



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**Mrs. White vs other patients**



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**Mrs. White vs other patients**



Literature: Always use a validated instrument (ie. VAS or NRS)

This doctor:


Yes:



No:




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**Quality indicator = measurement tool**

- a) Assessment of own setting
- b) Feedback
- c) Quality improvement program
- d) Comparing with other professionals / services
- e) (accreditation, certification etc)





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### Implementation of quality indicators in PALLiative Care sTudy: IMPACT

- 7th framework
- 2011-2015
- 10 European countries  
(plus Australia)



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Year 1:  
Mapping the organisation of palliative care settings in Europe

Year 2:  
Developing QIs and setting-specific implementation models

Year 3:  
Assessing and improving the organisation

Year 4:  
Factors influencing implementation

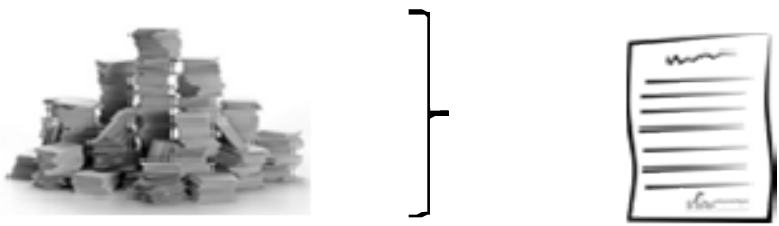


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INFORMATION BY QUALITY INDICATORS IN POLITICAL LIFE STUDY


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### Selection of quality indicators




The image shows a stack of papers on the left and a document with a signature on the right, connected by a bracket. This visualizes the process of selecting quality indicators from a large set of documents.






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INFORMATION BY QUALITY INDICATORS IN POLITICAL LIFE STUDY

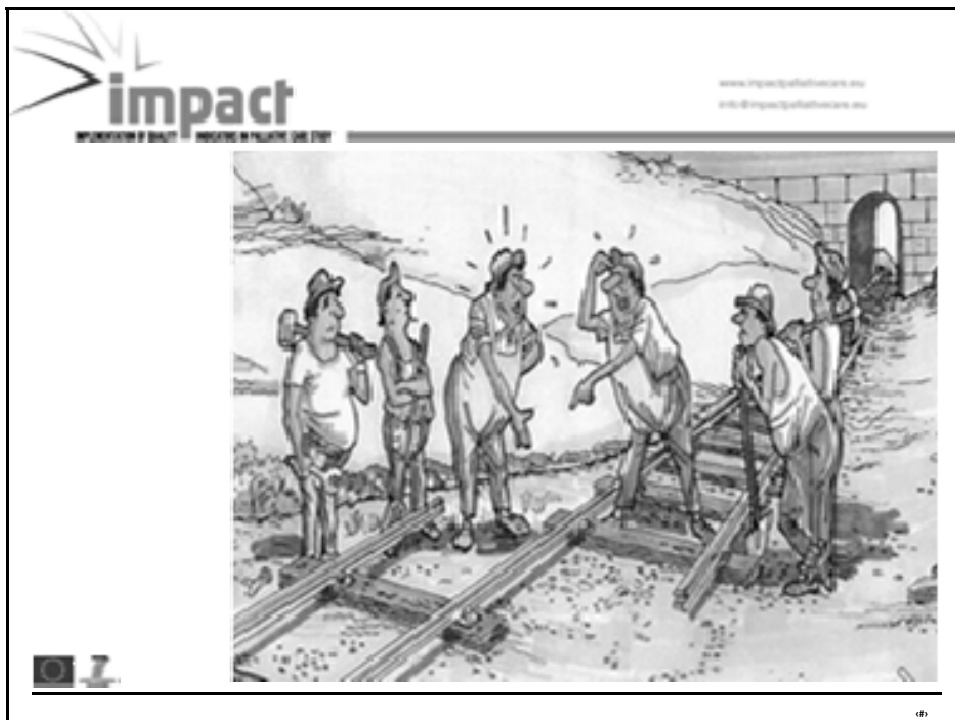
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The image shows a large photograph of ancient ruins, including a circular structure with columns, set against a mountainous background.









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### Example of quality indicators



There are facilities for relatives to stay overnight



Patients in need of palliative care have an assigned contact person who maintains regular contact with patients and their families, and ensures coordinated delivery of health and social care




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### Example of quality indicators



The patient file contains documentation of a discussion about the medical condition

Bereaved family members and/or professionals involved in care of a patient in need of palliative care are offered support during the bereavement process



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**Example of quality indicators**

There is a weekly multidisciplinary meeting with at least the physician and nurse in charge of the person in need of palliative care to review treatment and care plans.



An end-of-life care pathway (such as the Liverpool Care Pathway) was used for the last 3 days of life of a person in need of palliative care.






 

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### Using quality indicators to change your organisation

1. What is the problem?  
 2. What can we change?

3. What is the improvement objective?

4. Which factors influence this objective?

5. Which strategy do we need for this objective?

6. Implementation of the strategy

7. Evaluation of the strategy

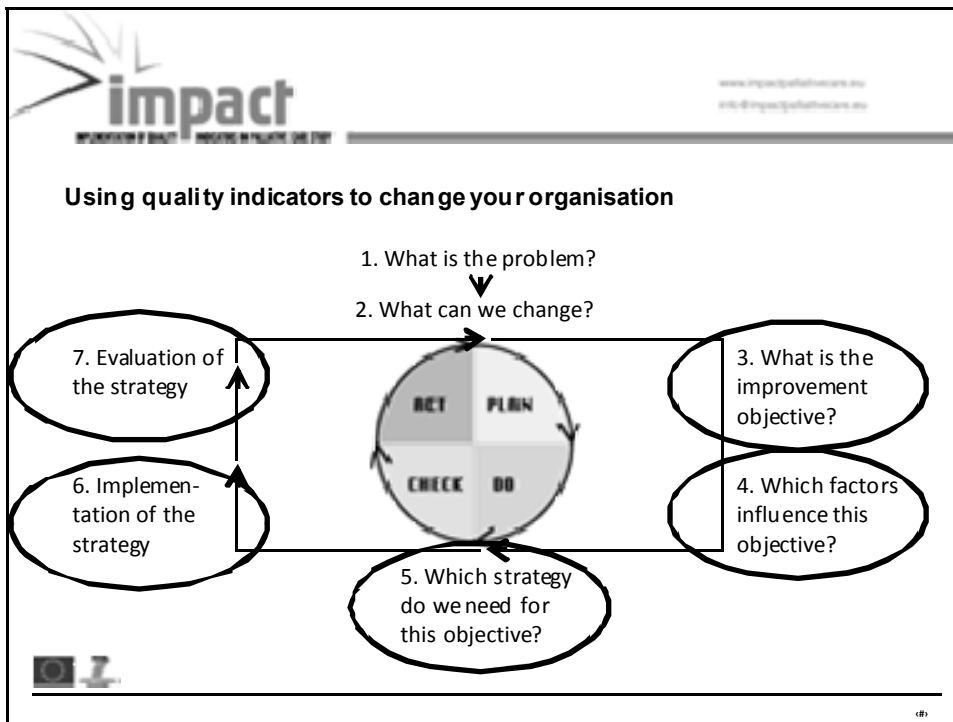
**SET PLAN**  
**CHECK DO**

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**PRIORITY LIST**

- 1. Behaviour support
- 2. Contact person
- 3. Availability of oploids
- 4. Use of assessment tool
- 5. Documentation
- 6. \_\_\_\_\_
- 7. \_\_\_\_\_
- 8. \_\_\_\_\_
- 9. \_\_\_\_\_
- 10. \_\_\_\_\_



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**More information:**

van Riet Paap et al.: **Consensus on quality indicators to assess the organisation of palliative cancer and dementia care applicable across national healthcare systems and selected by international experts.** BMC Health Services Research 2014 14:396.

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NB. Mrs. White is not a real patient and the pictures do not reflect a real patient



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