The Hospice Friendly Hospital Programme
An Overview

27 April 2016
Sharon Foley
CEO, Irish Hospice Foundation
sharon.foley@hospicefoundation.ie
Our Vision & Mission

Our vision
No-one will face death or bereavement without the care and support they need

Our mission
To strive for the best care at end of life, for all
Why invest in palliative and end-of-life care in acute hospitals?

Size of problem: 30% of inpatient cohort have died by following year, 43% of all deaths occur in hospital. ¾ deaths in hospital are expected – we can plan better for these deaths

Quality: End-of-life care a major source of complaints. Everyone deserves the best care at end of life. HFH national audit showed areas of improvement – gets into patient / bereaved relatives experience.

Access & efficiency: More preference for rapid discharge and death at home, better symptom management, better use of hospital resources.

Cost: End of life care costs – exponential rise in costs towards end of life (Recent research shows 13% of estimated health care budget).
DYING IN HOSPITALS WILL CONTINUE

![Graph showing the proportion of deaths at home and in hospitals and institutions in Ireland from 1885 to 2013. The graph is based on original analysis by McKeown and updated by Irish Hospice Foundation, 2016.]}
Irish Hospice Foundation Programmes

Bereavement

Education & Research

Healthcare

Public Engagement

Final Journeys, What Matters to Me
Supporting Families
Communicating with a person with dementia
The HFH seeks to ensure that end of life, palliative and bereavement care is central to the everyday business of hospitals. The HFH Programme supports individual hospitals, hospital groups & the HSE via the HFH HUB.
Where do agendas meet?

- **Better quality of care at end of life** – earlier access to palliative care, 360° approach towards end of life, standards for end of life care
- **Compassion** in communication and approach towards patient
- **Responsiveness** to sudden deaths and adverse events – person and thinking in place
- **Decrease in complaints** or better complaint handling (Ombudsman report)
- More consideration of **facilitating people to die at home**
- **Infrastructure** to plan and develop quality initiatives concerning end of life
- Potential efficiencies and financial savings
HFH promotes a systems approach to end of life care. It looks at end of life care and response for ALL patients, regardless of disease and whether their death was sudden or expected. 

System wide approach towards end of life across all of the hospital 

Palliative care – general and specialist across the hospital
## Achievements

### HFH KEY MILESTONES

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Joint IHF &amp; HSE pilot in Our Lady of Lourdes Hospital, Drogheda</td>
<td><strong>HFH Programme launch</strong></td>
<td>12.5 End-of-Life Care Development Coordinators recruited to support national roll out</td>
<td>Acute &amp; Community Hospital Networks established</td>
<td>Maternity &amp; Neonatal Network established</td>
<td>40 hospitals linked to the HFH programme</td>
<td>4 acute hospitals directly employ End-of-Life Care Coordinators</td>
</tr>
</tbody>
</table>

### 2016 update

**43% of people in Ireland die in hospital. That’s over 12,000 people every year.**

- The HFH Programme began in 2007 to improve the standard of end-of-life care in hospitals.
- Over 40 public and private hospitals are now linked to the programme. This includes general, maternity and children’s hospitals.
- Seven End-of-Life Care Coordinators are now in post in hospitals/across hospital groups. (Nov. 2015)
Achievements
IMPLEMENTATION
OF STANDARDS

1. The Hospital
   The hospital has systems in place to ensure that end-of-life care is central to the mission of the hospital and is organised around the needs of patients.

2. The Staff
   Staff are supported through training and development to ensure they are competent and compassionate in carrying out their roles in end-of-life care.

3. The Patient
   Each patient receives high quality end-of-life care that is appropriate to his/her needs and wishes.

4. The Family
   Family members are provided with compassionate support and, subject to the patient’s consent, given information before, during and after the patient’s death.
## Implementing the standards

<table>
<thead>
<tr>
<th>The governance of end-of-life care:</th>
</tr>
</thead>
<tbody>
<tr>
<td>End-of-Life Care Committee in each hospital</td>
</tr>
<tr>
<td>Senior lead for End-of-Life Care (e.g. CEO, DON)</td>
</tr>
<tr>
<td>Quality improvement plans</td>
</tr>
<tr>
<td>End-of-Life Care Coordinator</td>
</tr>
<tr>
<td>Policies and guidelines</td>
</tr>
<tr>
<td>Design &amp; Dignity Project funding and specialist advice</td>
</tr>
<tr>
<td>Complaints (Ombudsman’s report 2014)</td>
</tr>
</tbody>
</table>

*The hospital has systems in place to ensure that end-of-life care is central to the mission of the hospital and is organised around the needs of patients.*
Implementing the standards

- Staff training (6,000+ through IHF courses such as ‘Final Journeys’ and Dealing with Bad News’)
- National HFH Networks for hospital champions & End-of-Life Care Coordinators
- Support for staff; formal & informal
- Publications & research for hospital staff
Implementing the standards

- Huge development in clinical palliative care – standards etc
- Patient wishes; Think Ahead, DNACPR
- Privacy & dignity. Increasing %deaths in single rooms
- End-of-Life Care map for doctors, the Ethical Framework
- National HFH nurse practice development project
- Information provision for families
Implementing the standards

- Breaking bad news: clear communication & private space
- End of Life symbol
- Information leaflets for relatives e.g. on post mortems
- Sympathy cards, property bags, remembrance services
- Bereaved relatives survey
ACHIEVEMENTS
Design and Dignity Programme

Transforming hospital spaces for people at end of life

20 sites – throughout Ireland

- Family rooms (12)
- Mortuary renovations (6)
- Bereavement suite
- Patient room
- ED Viewing room and Family room
- Infant viewing room
- Waiting room

The aim of Design & Dignity Programme is to transform the way hospital spaces are designed for people at the end of life and their families, create exemplar end-of-life care facilities in public hospitals and set the standard for other hospitals to follow and foster a sense of ownership of the hospital environment through engagement with hospital staff in the design process.
Achievement – Engagement

• 43 hospital signed up to programme
• 5 F/T co-ordinators
• 2 P/T co-ordinators
• Meetings with CEO group and management teams of all groups

• Always an area for improvement
Hospitals linked to the HFH Programme

**Saolta University Health Care Group**
- University Hospital Galway and Merlin Park
- Letterkenny General Hospital
- Sligo Regional Hospital
- Mayo General Hospital
- Roscommon County Hospital
- Portiuncula Hospital, Ballinasloe

**University of Limerick Hospitals Group**
- University Hospital, Limerick
- University Maternity Hospital, Limerick
- Nenagh Hospital
- Ennis Hospital
- St John’s Hospital

**South / South West Hospital Group**
- Cork University Hospital
- Cork University Maternity Hospital
- Bantry General Hospital
- Mercy University Hospital
- South Tipperary General Hospital
- Kerry General Hospital
- University Hospital Waterford

**Dublin Midlands Hospital Group**
- St James's Hospital
- Tallaght Hospital
- The Coombe Women and Infant University Hospital
- Naas General Hospital
- Midland Regional Hospital, Portlaoise
- Tullamore Hospital

**RCSI Hospitals Groups**
- Rotunda Hospital, Dublin
- Beaumont Hospital
- Connolly Hospital, Blanchardstown
- Cavan General Hospital
- Louth County Hospital, Dundalk
- Our Lady of Lourdes Hospital, Drogheda

**Ireland East Hospitals Group**
- Mater Misericordiae University Hospital
- National Maternity Hospital, Holles St
- Midland Regional Hospital Mullingar
- St Luke’s General Hospital, Kilkenny
- Wexford General Hospital
- Our Lady’s Hospital, Navan
- St Columcille’s Hospital, Loughlinstown
- St Vincent’s University Hospital (Public)
- St Michael’s Hospital, Dun Laoghaire

**Children’s Hospitals**
- Our Lady’s Children’s Hospital, Crumlin
- Temple St Children’s University Hospital

**Private Hospitals**
- Mater Private Hospital
- The Galway Clinic
- Bons Secours Hospital, Dublin
- The Beacon Hospital, Dublin
- The Hermitage Medical Clinic
Where to next?

1. LEADERSHIP AND DIRECTION FROM HSE
   • Memo re: operational plan for end of life, palliative & bereavement care – May 2015;
   • Implementation of Maternity standards
   • Development and implementation of maternity and bereavement standards
   • Meetings with Hospital group to strengthen commitment
   • Update HFH quality end of life care standards in hospitals

2. USING DATA TO INFORM CHANGE
   • Monitoring STANDARDS - development of metrics for monitoring success
   • SPC MDS – input of SPC in hospitals
   • HIPE and changes in place of death
   • Address 24/7 care in hospitals – improved access to specialist care out of hours
   • Hearing voice of family – VOICES

3. COORDINATION AND SUPPORT FOR HOSPITALS
   • Local & Regional End of Life Care Coordinators - needed in all groups and hospitals
   • Strengthen EOLC committees (in place in most hospitals).
   • Individual plan within each hospital
The Hospice Friendly Hospitals Programme is an initiative of the Irish Hospice Foundation. It seeks to ensure that end of life, palliative and bereavement care are central to the everyday business of hospitals.

The Hospice Friendly Hospitals Programme supports individual hospitals, hospital groups and the HSE. This support is coordinated through the HFH Hub.
HSE COMMITMENT

- Assure access to Specialist Palliative Care for all
- Identify end of life champion in HSE Directorate
- Embed the HFH approach within each Hospital Group
- Appoint end of life co-ordinators in each group
- Support the HFH networks
- Implement the rapid discharge policy to support more people to die at home