

(2013) – referred to the fact that ‘88% of hospices had a library space and 94% had subscriptions to academic and professional journals’, however, it acknowledged that there was no clear picture on the ‘extent to which these facilities are used’.

**Aims and method** This project aims to capture that missing data, and more, by surveying all adult and children’s hospices throughout the UK. It aims to build a ‘state of the nation’ picture of hospice libraries, service awareness, usage and staffing. The survey will be conducted in Summer 2016, with preliminary results available for presentation at Hospice UK’s 2016 conference.

**Outcomes: partnership and potential** With a better understanding of the services available, and usage of library services, the survey findings will enable hospice library staff and those involved in the wider hospice research, education and training remit to:

- Identify areas to develop and work collaboratively on to support research, education and continuing professional development
- Share expertise
- Explore the potential for shared purchasing and cost-saving efficiencies.

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## OACC VIRGINS – CHALLENGES AND OPPORTUNITIES OF IMPLEMENTING OUTCOME MEASURES INTO CLINICAL PRACTICE

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**Introduction** Health services are increasingly being required to demonstrate that they meet the needs of individual patients and their families, and that they do this in an effective and efficient way. This project describes the implementation of the ‘Outcome Assessment and Complexity Collaborative’ (OACC) suite of outcome measures into clinical practice within a hospice setting.

### Aims of the project

- Implement using outcome measures in clinical practice
- Using OACC to assist with informing, allocation of workload and caseload management by evidencing the complexity of patients
- Understand, challenge and address some of the cultural barriers to implementing outcome measures in a hospice environment.

### Approach used

<b>Research and resources</b>	Purchased OACC pack Sharing learning from another hospice taking part in OACC project pilot
<b>Training</b>	Partake in OACC webinars Attend ‘Train the Trainer’ OACC session at the Cicely Saunders Institute Roll out training to clinical teams
<b>Pilot implementation</b>	Meeting with clinical leads to plan implementation Two measures implemented in the clinical areas of inpatient unit, hospital palliative care team and community - measured at admission or first contact initially Monitoring of team compliance Increasing frequency of measurement and introduction into day services

**Results** The chart describes key learning points from implementing OACC into clinical practice.

<b>Organisational readiness and culture</b>	Consider organisational culture in terms of planning implementation Consider organisational readiness in terms of resources, IT system and able to ‘sell the reason’ for implementation Organisational readiness at the macro (organisational & strategic), meso (team, structure & processes) and micro (individual behaviours & actions) levels
<b>Stepped approach to implementation</b>	Evidence from national OACC pilot of staff feeling overwhelmed if all measures implemented together Stepped approach improves quality of measures and staff gain confidence Implementation takes at least a year
<b>Embed use within teams</b>	Identify your opinion leaders Use the language of OACC in everyday practice – MDT meetings, handovers, caseload reviews, Board and Committee meetings, report writing
<b>Importance of feedback</b>	Feedback to teams and all levels of the organisation (macro, meso & micro) is a powerful motivator and imperative to success of implementation Opportunity for staff to tell their experiences of use of OACC, what challenges there are Celebrate success

**Conclusion** Effective implementation of OACC has required a stepped approach, an understanding of organisational readiness and key barriers. OACC is already proving an invaluable tool in articulating the complexity of patients within hospice services.

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## EVALUATION OF THE OUTCOME ASSESSMENT AND COMPLEXITY COLLABORATIVE (OACC ) TRAIN THE TRAINERS WORKSHOPS

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**Background** The OACC project led by the Cicely Saunders Institute seeks to implement outcome measures to measure, demonstrate and improve palliative care for patients and their families. In collaboration with Hospice UK, four Train the Trainer interactive workshops were delivered March to June 2016.

**Aims** To enable participants familiar with the OACC measures to train people to implement and use OACC measures in their settings. To evaluate the delivery, relevance and usefulness to practice of the workshops.

**Method** Evaluation of attendance, workshop delivery, relevance, usefulness to practice and thematic analysis of the free text comments.

**Results** 98 participants from 46 organisations attended. 87% recommended the workshop to others (1% unsure, 12% did not say). Participants valued practical issues such as further information about OACC, change management, organisational readiness, feeding back data and teaching OACC. Accreditation was of low interest.