Generating research, knowledge and outcomes

FROM BLACK AND WHITE DATA TO HIGH DEFINITION INTELLIGENCE

Pauline Flanagan, Steve Ledoux, Douglas Macmillan Hospice, Stoke on Trent, UK
10.1136/bmjspcare-2017-hospice.100

Background Lack of impactful data in the hospice sector is widely recognised (NHS England, 2017) and many hospices struggle to evaluate the true cost of care. Based on hard facts, this hospice has striven to develop meaningful intelligence to strengthen our position within the local healthcare economy by emphasising the difference we make to our local population.

Aims Our aims are as follows:

- to refine a mountain of data into useful intelligence
- to communicate effectively
- to evidence our impact on our local community
- to justify our inclusion in high level discussions around EOL care and provision of palliative care (National Palliative & End of Life Care Partnerships, 2015).

Method The following tools and skills are essential:

- Electronic patient notes
- Ability to analyse data
- Advanced Excel training
- Use of the OACC measures
- Ability to convert data to intelligence
- Ability to communicate effectively
- Use of population-based intelligence e.g., current data from ONS and NEoLCIN.

Data are scrutinised monthly to identify anomalies. Comprehensive quarterly reports are sent to the CQC and commissioners. Annual analysis highlights trends e.g., impact of local demographics; proportion of non-cancer patient referrals; reduction in hospital deaths.

Results Top level intelligence being shared with the CCGs

- The cost estimates used in the EOL tender process were too low
- Of all the cancer deaths in our area over the past year, 84% had been referred to the hospice
- All patients identified as palliative had been referred to the hospice
- Increasing numbers of EOL patient are being transferred from hospital
- Increasing numbers of in-patient admitted within two days

The true cost of care bands can be evaluated.

Conclusion Communication based on robust data is paramount to the survival of hospices. Feedback from our commissioner was ‘The hospice makes an invaluable contribution to the Staffordshire Hospices Clinical Quality Review Meeting sharing experiences and making positive suggestions and providing support to both commissioners and other Staffordshire Hospices.’ (Douglas Macmillan Hospice, 2017)