Support for implementation of OACC outcome measures: what will the Level 2 package of support entail?

Having provided the Level 1 package of support to palliative care services via The OACC Palliative Care Outcome Measures Resource Packs (the boxes), our next step is to try and support hospices and other specialist palliative care providers further with implementation and use of the OACC suite of outcome measures. In our proposed Level 2 package of support, we aim to help services who are committed to implementing the OACC measures and who are either starting to embed these within routine clinical practice or who are part way towards achieving this.

Level 2 support will require from providers:

- That they are providers of specialist palliative care services in the UK, and committed to implementing some or all of the OACC recommended suite of outcome measures, in accordance with any national recommendations. (Note that if national recommendations in England change after April 2016 when the national pilots for a new palliative care data set (led by PHE) and the currency development (led by NHSE) complete and report, we will adapt the OACC measures to align. Please also note that the OACC measures are suitable for use in all parts of the UK).
- That they identify outcomes leaders/trainers to participate in a ‘Train-the-trainer’ workshop and become part of a virtual network of trainers in palliative care outcomes around the UK.

Level 2 support will provide to participating organisations:

- A ‘Train-the-trainer’ workshop, run by Hospice UK and Quality Improvement Facilitators from the Cicely Saunders Institute working on the OACC project, to provide participants with the knowledge and skills to train professionals in their own workplace in implementing the OACC suite of measures, so that they can become an OACC accredited palliative care outcomes trainer.
- We will share recommendations about the use of the outcomes data, both at individual patient level to improve care, and at team/organisational level, using the templates developed by the OACC team to feedback aggregated, anonymised data to each team/service. These templates are also informed by national requirements where relevant (e.g. in England in light of the work by Public Health England and NHS England).
- We will ask each outcomes lead/trainer/participant to share their experiences and what they have learnt whilst working to implement outcome measures, regarding what works and what doesn’t for each different palliative care setting, so that mutual learning can be developed.
- Each cohort of outcomes lead/trainers/participants completing the workshop will then become part of a ‘virtual network’ of trainers in palliative care outcomes, with access to:
  - Monthly webinars dedicated specifically for those who have completed the ‘Train-the-trainer’ training, for the subsequent 6-12 months.
  - Quarterly half day face-to-face meetings/workshops, for the subsequent 6-12 months.
- If there is enough demand, we would anticipate this developing into regional locality meetings to maximise local support, including peer support.

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