

Proactive Discharge

A person centred approach to wellbeing within a Hospice Day Service



Feedback demonstrated patients felt unprepared for discharge from a palliative care day service. As a result, we sought a more effective method to support patients through the discharge process.

The Wellbeing Group is nurse and complementary therapist led. It focuses on enhancing knowledge and self-empowerment using a person centred approach. Self-management techniques enable and empower patients to make shared decisions, in keeping with Scottish Government realistic medicine⁽¹⁾.

This resulted in an inclusive and positive discharge process, putting patients at the centre of decision making. Outcomes were evaluated through the use of evaluation, Patient Activation Measure (PAM)⁽²⁾ and Views on Care VoC⁽³⁾

The aim of the Wellbeing Group is to empower patients, reducing dependency on hospice and statutory services and focusing on what matters most to the patient.

Methodology was a prospective study to identify outcomes of Wellbeing Group n=17.

Sample aged 54-74, Female 80%, Male 20%, analysis was carried out by 2 researchers.

As a result of Patient feedback, Kilbryde Hospice Day Services have tailored service delivery by introducing a new and innovative Wellbeing Group.

The Group has had a positive impact on all individuals with all 9 PAM questions and evaluation results demonstrating improvement.

Patients feel more prepared for discharge and confident they have the skills to take an active role in their own health and wellbeing.



100%

felt benefit from attending Wellbeing Group

92.3%

increased confidence

84.6%

learned techniques that enhance physical and mental wellbeing

84.6%

improvement in main problems and concerns

73.3%

improvement in the response to the question: 'when all is said and done, I am the person who is responsible for taking care of my health'.

69.2%

improvement in quality of life

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(2) Hibbard, J., Gilbert, H., (2014) *Patient Activation Measure*, Supporting people to manage their health, An introduction to patient activation, The Kings Fund Patient Activation Measure, <https://www.kingsfund.org.uk/publications/supporting-people-manage-their-health> accessed on 31/08/17
(3) Witt J, Murtagh FEM, de Wolf-Linder S et al (2013) *Views on Care* Introducing the Outcome Assessment and Complexity Collaborative (OACC) Suite of Measures A Brief Introduction Kings College London, <https://www.kcl.ac.uk/ism/research/divisions/cicelysaunders/attachments/Studies-OACC-Brief-Introduction-Booklet.pdf> p15 accessed on 31/08/17