

# 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<sup>(1)</sup>.

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)<sup>(2)</sup> and Views on Care VoC<sup>(3)</sup>

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