

# End-of-Life Education to Support Use of the Liverpool Care Pathway (LCP): Lifting the Lid

Tracy Smith (LCP Lead Facilitator) • Emma Trotter (LCP Facilitator) • Lynn Darke (LCP Facilitator)  
NHS Lothian University Hospitals Division.

## Introduction

Continuous quality improvement driven by clinical audit and evaluation is required to achieve excellence in end-of-life care. This in turn informs and supports the design and delivery of educational programmes to hospital staff and facilitates sharing of best practice.

The three year project to implement the Liverpool Care Pathway (LCP)- an end-of-life pathway used in the last hours and days of life- began in 2010 in NHS Lothian hospitals. During early discussions and training with clinical staff it appeared that the LCP stimulated an enthusiasm and appetite to talk about end-of-life issues and to 'lift the lid' on gaps in knowledge.

Levels of knowledge and awareness on aspects of care varied but a desire to provide the best possible care for dying patients and their families was universal.

## Key messages for successful implementation of the LCP

- The LCP should not be used without the support of education and training
- Good communication is pivotal to success
- The LCP is only as good as the people using it.

## The Educational Themes



## Educational Activities and Events

Overarching Approach
A problem based approach to learning, using small group work and one to one facilitation was used to deliver the learning events.
<b>Preparatory ward education</b> All CSWs and RNs are required to attend a one hour training session. To date 2318 staff have attended, meeting the minimum target of 80% required for implementation.
<b>Champions study day</b> Clinical support workers (CSWs) and registered nurses (RNs) are nominated by the charge nurse. There are currently 182 champions who have completed this study day.
<b>Ward based facilitation (6 months)</b> Reflection in action and consolidation of the learning.
<b>Foundation doctors education</b> Reflection and case review focusing on prescribing, ethical challenges and communication.
<b>Multi-professional awareness sessions</b>
<b>Effective Communication for Healthcare: A national postgraduate clinical communication programme based in NHS Lothian Healthcare.</b> Communication challenges in clinical practice. Designed for a wide range of specialties that address key communication issues. The LCP facilitators have led 8 multi-professional workshops with 3 more planned for 2012.
<b>End of life Study day</b> Multi-professional day focusing on anticipatory planning in the last months and days of life. 3 highly evaluated and well attended days have run with 3 more planned in 2012.

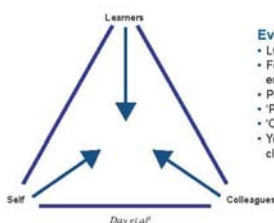
## Links and Sessional Input 2010-2012

- Levels 7-10 of the Scottish Credit Qualifications Framework, Queen Margaret University, Edinburgh Napier University
- Advanced Nurse Practitioner Critical Care Course
- Communication skills course for Healthcare support workers and ward clerks - joint project with Edinburgh Napier University & Compassionate Care Project
- Palliative care courses, Clinical Education Department, NHS Lothian
- Internship programme, Clinical Education Department, NHS Lothian
- Consultancy for NHS Education for Scotland 'Palliative Care in Practice'
- Heart Disease Learning Forum - conference presentation, Health Improvement Scotland & Heart Disease Managed Clinical Networks (MCN)
- Lothian MCN for Palliative Care

## Evaluation

Evaluation supports the development of programmes of education by appraising the quality of teaching and learning, contributing to improving the learning environment and establishing how effective the educational input has been.

Formal and informal methods are used by the LCP team to generate a 'triangle of perspectives' which support the process of evaluation and guided educational developments.



## Evaluation tools used

- LCP post-implementation audit tool
- Feedback during active facilitation using a collaborative enquiry approach
- Pre and post questionnaires from study days and workshops
- 'Post-its'
- 'One minute essay'
- Year on survey of staff perceptions of impact LCP has on clinical practice and quality of patient care

## Influencing Practice Ward-based facilitation



## Communication Challenges workshops

Pre and post workshop questionnaires are used to measure self-assessed ratings of confidence in dealing with challenging communication situations. These include handling anger and emotional distress, giving complex information, eliciting patients concerns and responding to complaints about patient care.

*"It's reassuring to know that I don't always have to be giving good news"*

*"I think I'm more likely to discuss difficult issues now with colleagues"*

## LCP Champions Days

A post study day questionnaire asked participants to rate the effectiveness of the day (1 = 'not confident at all' and 5 = 'fully prepared').

Q1. How confident would you be now to explain what the LCP is to a colleague and what it aims to achieve?  
87% of participants rated themselves 4-5

Q2. How well did the study session help you to prepare for the role of LCP champion?  
91% of participants rated the training 4-5

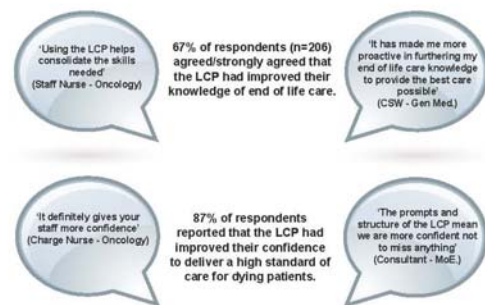
## End of Life study days

A 'post-it wall' allows feedback to be grouped into themes which reflect the learning gained and its potential for impact on future practice.



## Staff Questionnaire

The pathway in itself can improve knowledge and skill relating to end of life care. Medical and nursing staff are invited to complete a questionnaire approximately one year post-implementation. The questionnaire focuses on all aspects of the tool including confidence and competence.



## Sustainability - Working in Partnership

- Build on input with under/post graduate clinical programmes
- Link with NHS Lothian workstreams e.g. Compassionate Care, Delivering Better Care, Patient Experience
- Collaborate with Clinical Education Department

## References

1. DoH. 2009. Common Core Competencies and Principles: A guide for health and social care workers working with adults at the end of life. Available from: [www.endoflifeareforadults.nhs.uk](http://www.endoflifeareforadults.nhs.uk)
2. Weir, B. and Hughes, N. 2007. Education in Palliative Care: Building a Culture of Learning. Oxford: Oxford University Press.
3. Day, K., Grant, R. and Housell, D. 1998. Reviewing Your Teaching. Edinburgh and Sheffield: University of Edinburgh, TLA Centre/CVCP Universities' and Colleges' Staff Development Agency.