ELCQuA: End of Life Care Quality Assessment

The tool for keeping track of progress in delivering end of life care

www.elcqua.nhs.uk

Background

ELCQuA is a free web-based tool for **providers and commissioners of end of life care** to help users apply the NICE Quality Standard and other priorities in practice

Initially based on the Department of Health *Quality Markers and Measures for End of Life Care (2009)*.

Updated in 2012 to cover core measures structured around the *NICE Quality Standard for end of life care for adults (2011)*.

Measures also mapped against CQC regulations, NHS, social care and public health outcomes frameworks and the National Cancer Peer Review Programme's Specialist Palliative Care Measures.

ELCQuA links to NHS QIPP, and metrics for National End of Life Care Programme's Transforming End of Life Care in Acute Hospitals (2012).

How can the ELCQuA tool help?

- Electronically self-assess and track progress against NICE Quality Standard for end of life care

- Plan priorities for end of life care

- Share good practice with other organisations

- Support the best investment decisions for patients

- Gather information needed for CQC and other assessments

What does the ELCQuA tool include?

- 42 measures linked to NICE Quality Standard for end of life care
- Alignment of all measures to the NICE standard
- Red/amber/green rating of performance against NICE quality statements
- A mix of patient outcomes and process/structure indicators
- Specific measures for particular groups- e.g. care homes, acute hospitals
- Opportunity for reports and evidence to be uploaded and shared

See following slides for examples…

ELCQuA
End of Life Care Quality Assessment Tool

National end of life care
INTELLIGENCE NETWORK

National End of Life
Care Programme
Improving end of life care

Assess or View Measures for Training Example PCT

Do you need help?... Click

▸ **Show Search Filters**

ⓘ Assessment data for Training Example PCT is public. All ELCQuA registered users may view assessments. To change please contact Mayden

Key: ◼ NICE Quality Statement ◼ Measure (applicable)

NICE Quality Statement: 1. Identification

People approaching end of life are identified in timely way.

▶ **101:** People approaching the end of life are identified in a timely way.

▶ **103:** Strategic end of life care plan in place.

NICE Quality Statement: 2. Communication & Information

People approaching the end of life and their families and carers are communicated with and offered information in an accessible and sensitive way, in response to their needs and preferences.

▶ **201:** People approaching the end of life and their families and carers feel satisfied with how they are communicated with.

▶ **202:** People approaching the end of life and their families and carers feel sufficiently informed

NICE Quality Statement: 3. Assessment, Care Planning and Review

People approaching the end of life are offered comprehensive holistic assessments in response to their changing needs and preferences, with the opportunity to discuss, develop and review a personalised care plan for current and future support and treatment. (NICE Quality statement 3) People approaching the end of life have their physical and specific psychological needs safely, effectively and appropriately met at any time of day or night, including access to medicines and equipment (NICE Quality NICE Quality statement 4)

Tuesday, February 12, 2013

Assess | Information | Action Plan | View Related Organisations

Measure: 101
People approaching the end of life are identified in a timely way. (NICE Quality Statement 1)

Author: Oliver Bateson   **Date last updated:** 07 Dec 12

Proportion of people identified as approaching the end of life.

n Number of deaths recorded on EPaCCS OR GSF OR other service improvement programme e.g. Six Steps OR with identified ACP documentation.
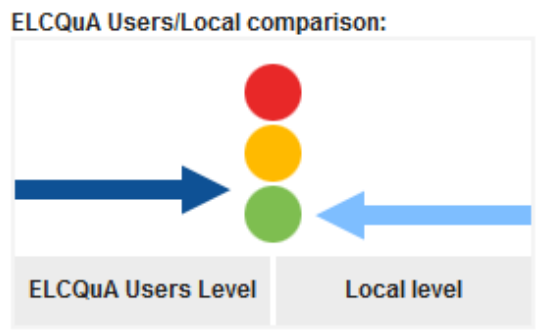
d Total adult deaths for same catchment and time period.

n 2

Result 66.67 %

d 3

RAG Outcomes	Outcome
60% or more	🟢
40-59%	🟡
<40%	🔴

ELCQuA Users/Local comparison:

ELCQuA Users Level	Local level

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http://www.elcqua.nhs.uk/assess.php

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Process: RAG Level

EPaCCS, GSF or other service improvement system in place throughout organisation to record people approaching the end of life.	🟢
System in place to record but not fully implemented.	🟠
Systems not in place.	🔴

ELCQuA Users/Local comparison:

🔴
➡️ 🟠 ⬅️
🟢

ELCQuA Users Level | **Local level**

Comments for this measure:
Evidence available to support your assessment and any limitations of the data

[Save]   [Cancel]

Date	Details	Process RAG	Indicator RAG	Author
07 Dec 12		🟠	🟢	Oliver Bateson

103: Strategic end of life care plan in place.

NICE Quality Statement: 2 Communication & Information

Why should I use the ELCQuA tool?

You can use the ELCQuA tool to:

- assess performance against the NICE standard and other national end of life care Quality Markers

- identify and share areas of best practice and highlight areas for improvement

- benchmark against other similar services throughout the country

- provide evidence for CQC assessment, contracting and commissioning end of life care services

- ensure the relevant key questions are asked when planning or evaluating the end of life care delivered in your area

ELCQuA is user-friendly, easy to update, personalised to each user and absolutely **free** to users!

Supporting Commissioners

- Keep track of your progress in achieving your priorities for end of life care
- Assess your progress against the NICE Quality Standard for end of life care
- Be aware of best practice and national recommendations for end of life care
- Collate evidence for CQC assessments
- See overviews of services in your area- across health, social care, voluntary and private sectors
- Build dynamic partnerships with providers

Supporting Providers

- Keep track of your progress in achieving your priorities for end of life care
- Assess your progress against the NICE Quality Standard for EoLC
- Be aware of best practice and national recommendations
- Collate evidence for CQC assessments
- See overviews of services in your area and compare with other organisations
- Provide evidence for service improvement and redesign
- Demonstrate quality of service to the people using services

Questions ELCQuA can help to answer

- Are people approaching the end of life identified in a timely way?

- Are they and their families communicated with in an accessible and sensitive way in response to their needs and preferences?

- Are they offered comprehensive holistic assessments, and the opportunity to discuss, develop and review a personalised care plan?

- Are their physical, psychological, social, practical and emotional needs met effectively? Are they offered appropriate spiritual and religious support?

- Do the families and carers of people approaching the end of life receive comprehensive holistic assessments as their needs and preferences change?

- Is care consistent and co-ordinated effective across all settings and services? Is prompt, safe and effective urgent/palliative care available when needed?

- In the last days of life, are people identified in a timely way? Do they receive co-ordinated care in accordance with their personalised care plan?

- After death, do families receive appropriate information and access to support?

- Do health and social care staff have the knowledge, skills and attitudes to provide high quality end of life care to individuals, their families and carers?

What supporting materials are available?

- ❯ **Overview sheets** are available to introduce the tool for providers and commissioners
- ❯ People looking for more information can visit the **Frequently Asked Questions** (FAQ) on the website
- ❯ Users of the tool have available **technical guidance** and a **dedicated help and support system**

http://www.elcqua.nhs.uk/index.php   Google

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ELCQuA uses a cookie to store information about your logged in session. Cookies must be enabled to log into the tool. We store no personal details. **What are cookies?**

Supporting implementation of the End of Life Care Strategy through assessment against the NICE Quality Standard for end of life care for adults

ELCQuA Login

Email:

Password:

Login

Forgotten Password | Register New User

A tool to help you keep track of progress in delivering end of life care services

- Self-assess and track progress against the NICE Quality Standard
- Plan and monitor your priorities for end of life care
- Share good practice with other organisations
- Enable the best investment decisions for patients
- Gather the information you need to complete CQC and other assessments
- For use by health and social care organisations providing and commissioning end of life care

ELCQuA contains everything you need to manage local and national priorities

Want to know more? Click here for Frequently Asked Questions, Resources or contact us.

NICE Quality Standard for End of Life Care

The NICE Quality Standard for End of Life Care was published on November 30th 2011. ELCQuA has been revised to align with the standard and the new version was launched on 10th December 2012.

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National end of life care INTELLIGENCE NETWORK

NHS

National End of Life Care Programme
Improving end of life care

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EoLC Measures

Year: 2012/13 ▼   Organisation Type: All ▼

Hover over the icons for each measure below to view related information.

KEY: ? Definition   🗎 Source References   i Performance Indicator   🗎 Suggested supporting evidence   🚦 Red/amber/green (RAG) definitions

NICE Quality Statement 1 - Identification

? 🗎 i 🗎 🚦 **101** - People approaching the end of life are identified in a timely way.

? 🗎 i 🗎 🚦 **102** - People approaching the end of life are identified in a timely way.

? 🗎 🗎 🚦 **103** - Strategic end of life care plan in place.

NICE Quality Statement 2 - Communication & Information

? 🗎 i 🗎 🚦 **201** - People approaching the end of life and their families and carers feel satisfied with how they are communicated with.

? 🗎 i 🗎 🚦 **202** - People approaching the end of life and their families and carers feel sufficiently informed

A3 | NICE Quality Statement 1 - Identification

![ELCQuA - End of Life Care Quality Assessment Tool]

Training Example PCT

Report Type: Combined Report
Report Date: 28th Jan 2013

		Current Numerical RAG Rating	Current Process RAG Rating	Previous Process RAG Ratings (Most recent, left to right).	Previous Numerical RAG Ratings (Most recent, left to right).	
3	**NICE Quality Statement 1 - Identification**					
101	People approaching the end of life are identified in a timely way.	66.67%		-	- - - - - - - -	
103	Strategic end of life care plan in place.	-		-	- - - - - - - -	Plan was ag
6	**NICE Quality Statement 2 - Communication & Information**					
201	People approaching the end of life and their families and carers feel satisfied with how they are communicated with.	75.34%		-	- - - - - - - -	
202	People approaching the end of life and their families and carers feel sufficiently informed	81.91%		-	- - - - - - - -	
9	**NICE Quality Statement 3 - Assessment, Care Planning and Review**					
301	People approaching the end of life have a documented assessment and treatment plan.	87.23%		-	- - - - - - - -	

ELCQuA Combined Report

A3 | NICE Quality Statement 1 - Identification

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Training Example PCT

Report Type: Benchmark Numerical Indicators
Report Date: 28th Jan 2013

		National Avg	Training Example PCT	Care Homes (Training Example)	Community Services (Training Example)	Domiciliary Care (NHS Dummy)	Hospice - Hospice 1 (Training Example)	Hospice - H (Train
6	**NICE Quality Statement 2 - Communication & Information**							
201	Proportion of people that state that they are satisfied with how they are communicated with.	-	75.34%	-	-	-	-	-
202	Proportion of people that indicate that the information they received was relevant to their needs	-	81.91%	-	-	-	-	-
9	**NICE Quality Statement 3 - Assessment, Care Planning and Review**							
301	Proportion of people with a documented assessment and treatment plan.		87.23%	-	-	-	-	-
302	Proportion of people with documented ACP or offered discussions about ACP.		42.55%	-	-	-	-	-
303	Proportion of people that have preferred place of death recorded.		24.47%	-	-	-	-	-

ELCQuA Indicator Benchmark

Frequently Asked Questions

Who is eligible for registration

The ELCQuA tool is freely available to health and social care organisations providing end of life care services in England. This includes community services, care homes, domiciliary care, primary care, out-of-hours services, specialist palliative care services, acute hospitals, ambulance services, local authorities and clinical commissioning groups. It includes end of life care services provided by the voluntary and private sectors.

How to register an organisation?

All organisations wishing to use ELCQuA are required to register and to identify a lead for end of life care. This lead person will be asked to provide a list of users from their organisation and to specify the type of access required for each person (read only OR read and write access). The nominated end of life care lead will be asked to approve any registration requests from others not included on the list.

Please contact Mayden to register a new organisation providing the details above.

How to register as a user?

All users are required to register individually Click to registration link

Registration FAQ
Who is eligible for registration?
How to register an organisation?
How to register as a user?

General FAQ
What is ELCQuA?
Why has ELCQuA been developed?
What is being assessed by ELCQuA?
Can ELCQuA be used by individual organisations working in isolation?
Who uses ELCQuA?
Why use ELCQuA?
Can ELCQuA be used by individual organisations working in isolation?
How often should organisations repeat the ELCQuA?
What information should I use to complete the ELCQuA?
Will members of the public be able to see the self-assessments?

http://support.mayden.co.uk/support/help/index/

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ELCQuA Support

Help System

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Welcome
Using ELCQuA
Forgotten your password?
⊞ Assessments
⊞ Reports
How do I see my organisations?
How do I update my details?
How do I change my password?
How do I report an issue?
Contact information
How do I log out?

New & Updated sections

UPDATED **How do I report an issue?** ~ 2 months ago by Daniel Messenger
How do I report an issue?

UPDATED **How do I change my password?** ~ 2 months ago by Daniel Messenger
How do I change my password?

UPDATED **How do I update my details?** ~ 2 months ago by Daniel Messenger
How do I update my details?

UPDATED **How do I see my organisations?** ~ 2 months ago by Daniel Messenger
How do I see my organisations?

UPDATED **How do I generate a Benchmark Report?** ~ 2 months ago by Daniel Messen
Reports > How do I generate a Benchmark Report?

UPDATED **How do I generate an Organisation Report?** ~ 2 months ago by Daniel Mes
Reports > How do I generate an Organisation Report?

UPDATED **How to view similar organisations** ~ 2 months ago by Daniel Messenger
Assessments > How to view similar organisations

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Contact

If you have encountered a problem using ELCQuA, please try the following:

1. Check if the problem (or similar) has been listed on our Support Log.
2. Please contact the designated ELCQuA support person(s) in your organisations listed below.
   - **Training Example** - Martine Hamilton
3. If you have used the resources above but cannot get the answers you need and your query is of technical nature, you may submit a question or change request to the technical support team using the Support Log. All requests will be assessed by Mayden and an appropriate Priority Type assigned. The Mayden priority type matrix for ELCQuA, with target response and fix times, will be applied accordingly.

National End of Life Care Intelligence Network (NEoLCIN)

ELCQuA is provided by the National End of Life Care Intelligence Network (NEoLCIN). The tool is maintained by Mayden.

If you have any questions or feedback about using the ELCQuA tool, please log into ELCQuA and go to the support system, which can be found by clicking here.

If you are having issues logging in or reaching the support system, please contact Mayden using either the contact form provided or on 01249 701 100.

If you would like to know more about NEoLCIN, please take a look at our website at www.endoflifecare-intelligence.org.uk

If you would like to get in touch, we can be reached at:

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Email: information@neolcin.nhs.uk

www.elcqua.nhs.uk