



# Delivering value based healthcare

## Measuring outcomes that matter to patients:

Palliative care- measuring what matters most to patients.



### The challenge

Standard clinical measures are often not relevant in palliative care.

- In palliative care standard clinical measures such as mortality or test results are often not relevant. Other measures such as quality of life (including psychosocial and physical concerns), and quality of care are needed.

### Our intervention

Our researchers developed patient-centred outcome measures for palliative care, capturing what matters most to patients and their families.

- The Cicely Saunders Institute is leading the way on implementing patient-centred outcome measures (PCOMs) for palliative care
- PCOMs aim to capture what matters most to patients and their families, and to aid clinical screening, assessment, and monitoring
- PCOMs are important as they help to:
  - inform clinical practice and improve individual patient care
  - enable quality improvement
  - enhance planning, commissioning, and service delivery
  - inform our understanding of the effectiveness of interventions.

### Our impact

Our Palliative Care Outcome Scale is used internationally and has been adopted as routine in nine hospitals and community palliative care services across south London.

- Our Palliative Care Outcome Scale (POS) is freely available online: [pos-pal.org](http://pos-pal.org)
- Shorter Integrated-POS (IPOS) measures have been validated and are being adopted internationally. With 18 new translations and cultural adaptations underway or already completed. In 2016, IPOS was adopted across the New York State healthcare delivery system and recommended in the Australian Government's national 'Advance Project' for palliative care
- Developed in collaboration with the African Palliative Care Association (APCA), the APCA POS is cited in pan-African palliative care standards, and, in South Africa, is required to receive the highest quality rating for independent assessment of hospices
- In 2016, we completed a major three-year project, the Outcome Assessment and Complexity Collaborative (OACC), in which outcome measurement was adopted as routine in nine hospital and community palliative care services across south London. OACC outcome measures have been recommended by Public Health England and NHS England, and been widely adopted by palliative care providers in the UK.