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Poster Abstract

Midhurst Macmillan community specialist palliative care service delivering end-of-life care in the community

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Abstract

Objectives: To explore in detail the processes of care co-ordination and vertical care co-ordination that lead to the success of this service providing palliative care for patients with complex needs in their homes.

Methodology: Mixed-method approach consisting of interviews with the team and key stakeholders to analyse co-operation within the service and with external providers.

Results: The multidisciplinary team achieves its main goals of enabling people to die in the place of their choosing and to prevent avoidable hospital admissions through a flat team hierarchy, strong working links with community and secondary care providers, and through the use of volunteers to help patients with everyday chores. An external economic evaluation has proven its cost effectiveness. Patient and carer satisfaction is also high, and 99 per cent of patients who would like to die at home do so.

Conclusion: Key success factors are early referral of patients to the service and a flexible delivery mechanism facilitated by a dedicated team and high-touch low tech communication mechanisms that enable speedy and informal information exchange within the team and with community care teams.

Keywords:

care coordination; palliative care; vertical integration
