

THE CEOL REVIEW PROCESS

KALEIDOSCOPE CONFERENCE
30 MAY 2017



The CEOL Review Process

- Creates a space for staff to remember a resident who has died, and acknowledge that loss
- Support staff to review their end of life care after the death of a resident
- Ensures the voice of the relative/friends is integral to improving end-of-life care
- Enables continuous quality improvement in end-of-life care



Development of the CEOL Review Process

- Hospice Friendly Hospitals Programme: Audit and Review Systems

Mc Keown et al (2010) National Audit of EOLC in Hospitals in Ireland 2008/09
Irish Hospice Foundation (2013) Bereaved Relatives Survey

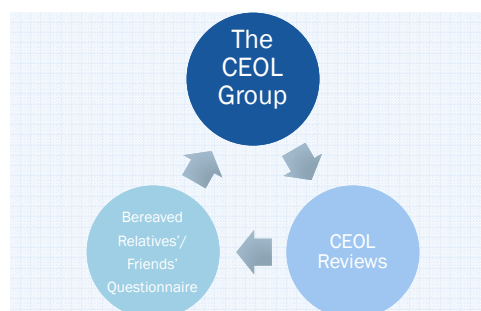
- Death Reviews led by Una Malloy in St Francis Hospice in partnership with three HSE Community Nursing Units in North Dublin

- Schwartz Rounds

Lown, B.A. & Manning, C.F. (2010) The Schwartz Center Rounds: Evaluation of an Interdisciplinary Approach to Enhancing Patient-Centered Communication, Teamwork, and Provider Support. *Academic Medicine*; 85(6):1073-1081



The CEOL Review Process comprises 3 parts



The CEOL Group

A strong passionate multidisciplinary group of staff from the residential care centre responsible for:

- Reviewing the feedback from CEOL reviews together with the Relatives/Friends CEOL Postal Questionnaire
- Building on good practice and driving improvements in end-of-life care

Representatives include:

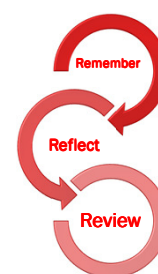
DON/ADON
CNMs
HCAs
Staff Nurses
Pastoral Care
Activities Coordinator
Household staff
Catering Staff
Administrators
Social Work
Medical staff
AHPs
Complimentary Therapy



A CEOL Review

Purpose:

- Creates a space for staff to remember the resident who has died and acknowledge their loss
- Provides an opportunity for staff to reflect on and review the care they provided



A CEOL Review

- A CEOL Review is held within 1-4 weeks of a resident's death
- The Review is facilitated by a member of the CEOL Group who has been trained as a CEOL Facilitator
- The Review is open to all staff who was involved in the resident's / family's care
- At the end of the Review a one-page Feedback Form is completed and given to the CEOL Group



Remembering



The first part of the Review focuses on remembering the resident and the person he/she was and acknowledging the death of the resident

The second part of the review focuses on the resident's EOLC using the jigsaw pieces



The Feedback form

This form is filled out at the end of the CEOL Review

It is given to the CEOL Group who compare it to the Feedback from the CEOL Postal Questionnaire from Relatives/Friends

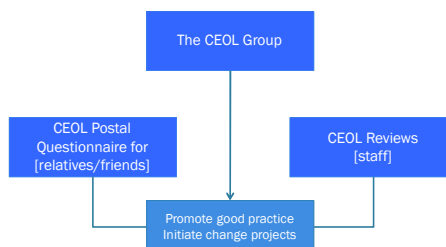
CEOL Postal Questionnaire for Relatives/Friends

Three months after the Resident's death, a member of the CEOL Group contacts the relative/friend to invite them to complete a questionnaire.

If they are happy to participate this is sent in the post to them

When the questionnaire is returned the CEOL Group reviewed it together with the Feedback Form from the CEOL Review

In summary



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Feedback from staff following a CEOL Review

"You can voice your opinions, problems and your needs"

"As we discussed topics/issues/concerns that were raised we were able to also come up with solutions ourselves"

"Important issues have been highlighted and good to get different opinions"

"It allowed staff to express their feelings and to reflect back on care provided"



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To get involved

Contact the Irish Hospice Foundation

Email: ajoc@hospicefoundation.ie

