

NICE: using quality standards to improve care

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Introducing NICE

The national point of reference for advice on safe, effective and cost effective practice in health and social care, providing guidance, advice and standards aligned to the needs of its users and the demands of a resource constrained system.



NICE's work

Health

Public Health

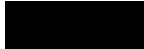
Social Care



New Medicines



New Medical Technologies & Diagnostics



Guidelines: palliative and end of life care

- Care of dying adults in the last days of life (NG31)
- Palliative care for adults: strong opioids for pain relief (CG140)
- Improving supportive and palliative care for adults with cancer (CSG4)
- End of life care for infants, children and young people with life-limiting conditions: planning and management (NG61)
- End of life care – service delivery: 16 October 2019



“They’re guidelines not tramlines.”

Sir David Haslam, Chair of NICE



Your responsibility

The recommendations in this guideline represent the view of NICE, arrived at after careful consideration of the evidence available. When exercising their judgement, professionals and practitioners are expected to take this guideline fully into account, alongside the individual needs, preferences and values of their patients or the people using their service. It is not mandatory to apply the recommendations, and the guideline does not override the responsibility to make decisions appropriate to the circumstances of the individual, in consultation with them and their families and carers or guardian.

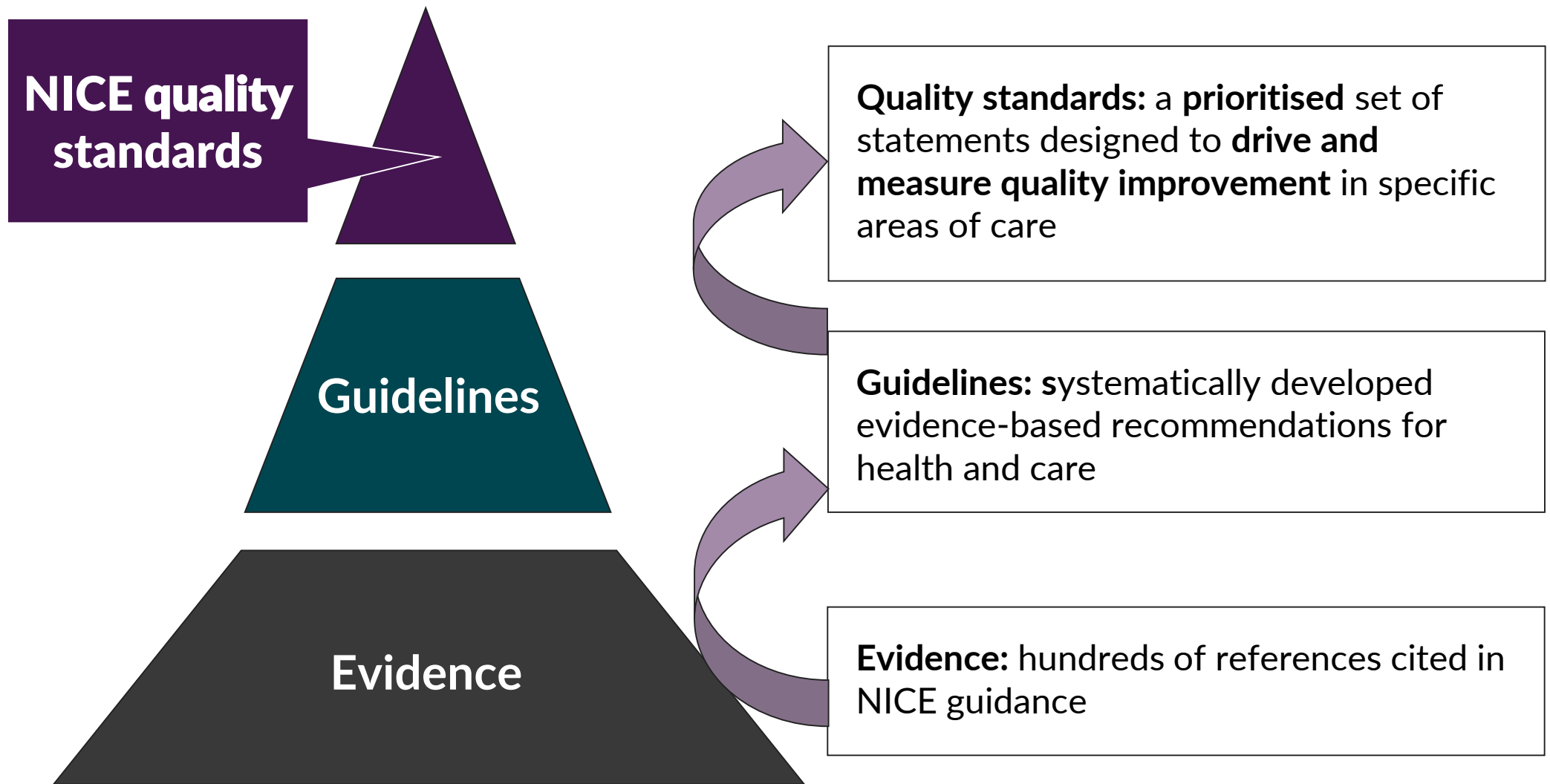
Local commissioners and providers of healthcare have a responsibility to enable the guideline to be applied when individual professionals and people using services wish to use it. They should do so in the context of local and national priorities for funding and developing services, and in light of their duties to have due regard to the need to eliminate unlawful discrimination, to advance equality of opportunity and to reduce health inequalities. Nothing in this guideline should be interpreted in a way that would be inconsistent with complying with those duties.



Quality standards



What are NICE quality standards



Quality standards

Set out the priority areas for quality improvement in health and social care

Identify areas of health or care where there is variation

Each standard gives you:

- a set of statements to help you improve quality
- information on how to measure progress



Quality standards: palliative and end of life care

- End of life care for adults (QS13)
- Care of dying adults in the last days of life (QS144)
- End of life care for infants, children and young people (QS160)
- Plus others including
 - Lung cancer in adults QS17
 - Motor Neurone Disease QS126

Care of dying adults in the last days of life

[QS144]

Quality statements

[Statement 1](#) Adults who have signs and symptoms that suggest they may be in the last days of life are monitored for further changes to help determine if they are nearing death, stabilising or recovering.

[Statement 2](#) Adults in the last days of life, and the people important to them, are given opportunities to discuss, develop and review an individualised care plan.

[Statement 3](#) Adults in the last days of life who are likely to need symptom control are prescribed anticipatory medicines with individualised indications for use, dosage and route of administration.

[Statement 4](#) Adults in the last days of life have their hydration status assessed daily, and have a discussion about the risks and benefits of hydration options.



Quality statement 3: Anticipatory prescribing

[Quality statement](#)

[Rationale](#)

[Quality measures](#)

[What the quality statement means for different audiences](#)

[Source guidance](#)

[Definitions of terms used in this quality statement](#)

Quality statement

Adults in the last days of life who are likely to need symptom control are prescribed anticipatory medicines with individualised indications for use, dosage and route of administration.

Rationale

As a person approaches the last few days of their life, changes in their condition may lead to changes in existing symptoms, the emergence of new symptoms or changes in the person's ability to take medicines to manage their symptoms (such as swallowing oral medicines). Prescribing medicines in anticipation can avoid a lapse in symptom control, which could otherwise cause distress for the person who is dying and those close to them. The drugs prescribed must be appropriate to the individualised anticipated needs of the dying person and include written clinical indications (current or anticipated), dosage and routes of administration (some drugs may be prescribed for more than one indication at different doses).

Quality statement 3: quality measures

Structure

a) Evidence of local arrangements to ensure that adults in the last days of life are assessed for likely symptoms and are prescribed anticipatory medicines

Data source: Local data collection

Process

a) Proportion of adults recognised as being in the last days of life who have their prescribing needs assessed for symptoms likely to occur in their last days of life.

Numerator – the number in the denominator whose prescribing needs have been assessed for symptoms likely to occur in the last days of life.

Denominator – number of adults recognised as being in the last days of life.

Data source: Local data collection based on audits of patient care records.

Outcome

Proportion of adults who had their key symptoms controlled in the last days of life.

Data source: Local data collection based on audits of patient care records. National data on the proportion of people who died in hospital who had key symptoms that could be present around the time of death controlled are reported in the Royal College of Physicians' End of life care audit – Dying in hospital report for England.

What quality statement 3 means for different audiences

Service providers (such as hospitals, hospices and GP practices) ensure that systems are in place to assess adults in the last days of life for likely symptoms, to prescribe anticipatory medicines for the likely symptoms using an individualised approach, and to ensure access to medicines.

Healthcare professionals (such as secondary care doctors, specialist palliative care doctors, GPs, non-medical prescribers) assess what symptoms are likely to occur for a person in the last days of life and discuss what medicines might be needed with the dying person, those important to them, and other members of the team caring for them. They prescribe anticipatory medicines appropriate to the individual anticipated needs of the dying person, including indications for use, dosage and route of administration.

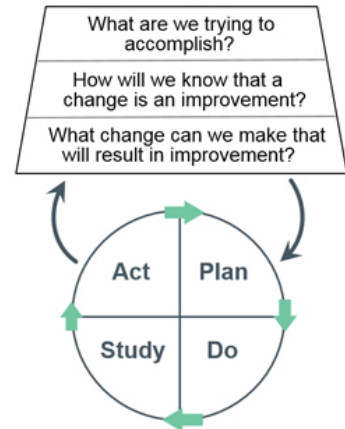
Commissioners (such as clinical commissioning groups) use contractual and service specification arrangements to ensure that providers prescribe anticipatory medicines using an individualised approach for adults in the last days of life and ensure access to medicines.

Adults who are in the last days of life are prescribed medicines in advance for symptoms that might happen in the future. This avoids a delay in getting medicines that might be needed quickly when symptoms develop. These medicines are prescribed based on the individual needs of the person.



Use NICE quality standards to

Model for Improvement



Understand what good care looks like

Assess current care/service and opportunities

Identify areas for local audit

Prioritise areas for quality improvement

Help make the case for change

Develop metrics to monitor quality improvement

Review and measure progress

Provide assurance of service quality

As an objective, multi-professional framework for identifying and tackling areas of improvement in patient care



Support to use quality standards



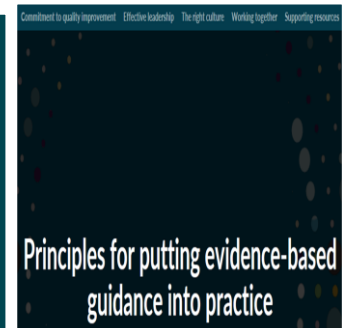
Into practice resources



Practical steps to improve the quality of care and services using NICE guidance

www.nice.org.uk/into-practice-resources

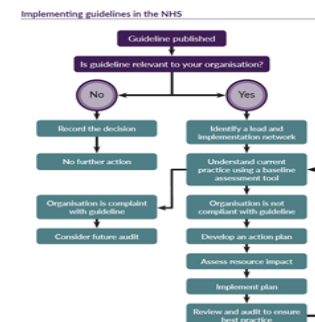
Principles for putting evidence-based guidance into practice



How NICE guidance and standards can help you

<p>If you are a policy maker</p> <p>The challenge is to:</p> <ul style="list-style-type: none"> integrate and prioritise health improvement into business develop a clear vision develop a clear strategy develop a clear business plan develop a clear governance and reporting structure develop a clear accountability and reporting structure develop a clear communication and engagement strategy develop a clear monitoring and evaluation framework 	<p>If you are using health or social care services or a carer</p> <p>The challenge is to:</p> <ul style="list-style-type: none"> understand the current ways of working understand the current ways of working understand the current ways of working understand the current ways of working understand the current ways of working
<p>If you are an advocate for patients or people being supported by social care services</p> <p>The challenge is to:</p> <ul style="list-style-type: none"> understand the current ways of working understand the current ways of working understand the current ways of working understand the current ways of working understand the current ways of working 	<p>If you are working in system transformation</p> <p>The challenge is to:</p> <ul style="list-style-type: none"> understand the current ways of working understand the current ways of working understand the current ways of working understand the current ways of working understand the current ways of working

Implementation flowcharts



Quality standards forward planner



- Excel spreadsheet
- Lists all quality standards in development and the timelines
- Full update or new topic
- Notes when specialist committee member recruitment starts
- Notes dates for consultation on the topic overview and on the draft
- QS Advisory Committee meeting dates
- Date of intended publication
- See www.nice.org.uk/standards-and-indicators

Quality standards service improvement template

Quality standard template: Assessment and action plan

Assessor:

[Instructions on use](#)

Ref	Quality standard	Selected statement	Initial assessment			Action plan			
			How does the current service compare with the statement?	What is the source of evidence to support this?	What are the risks associated with not making these improvements? This should be an initial high-	Has this statement been prioritised for quality improvement? If no, record a date for the review of the decision; if yes,	Action(s) to improve the service to meet the statement	Date action decided (dd/mm/yyyy)	Person
(i)	QS8 - Depression in adults	3 - Practitioners delivering pharmacological, psychological or psychosocial interventions for people with depression record health outcomes at each appointment and use the findings to adjust delivery of interventions.							
(ii)	QS53 - Anxiety disorders	4 - People receiving treatment for an anxiety disorder have their response to treatment recorded at each treatment session.							
(iii)									
(iv)									
(v)									

Process measure(s)

Process measure

Proportion of people with depression receiving pharmacological, psychological or psychosocial interventions who have their health outcomes recorded at initial contact and subsequent review.

Numerator

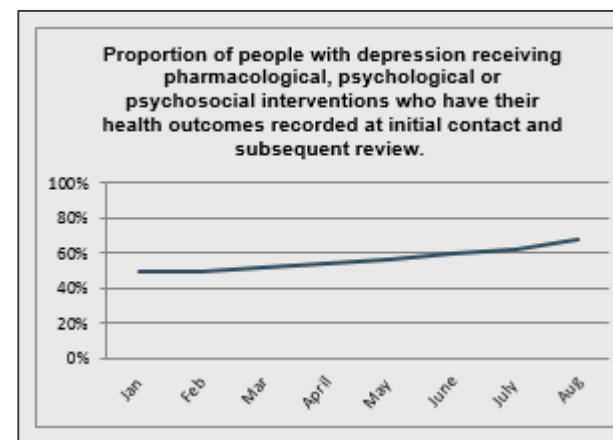
The number of people in the denominator whose health outcomes are recorded at initial contact and subsequent review.

Denominator

The number of people with depression receiving pharmacological, psychological or psychosocial interventions.

	Jan	Feb	Mar	April	May	June	July	Aug
Numerator	40	41	44	39	56	36	47	54
Denominator	80	82	85	72	100	60	75	80
Percentage	50%	50%	52%	54%	56%	60%	63%	68%

- Support initial assessment and an action plan
- Modifiable sheets
- Drop down menu selection



Shared learning and success

NICE Local Practice Collection

Filter by title

Filter by type

All



Filter by publication year

All



[About the collection](#)

Apply Filters

Clear filters

Title	Collection Type	Published Year
To develop new partnerships to achieve best practice in End of Life Care (EOLC) through the provision of education programmes	Shared Learning	February 2018
Supporting the children's palliative care sector to implement the NICE End of Life guideline for children and young people	Shared Learning	February 2018
Networked approach to implementing NG61 (End of life care for infants, children & young people)	Shared Learning	January 2018
The diagnosis of levels of distress for end of life residents in care homes	Shared Learning	October 2014

How to use quality standards



How to use quality standards

Quality standards help you improve the quality of care you provide or commission.

Use them to:

- [identify gaps and areas for improvement](#)
- [measure the quality of care](#)
- [understand how to improve care](#)
- [demonstrate you provide quality care](#)
- [commission high-quality services.](#)

How other organisations use quality standards

[View case studies](#)

Assess your service against quality standards

This template will help you:

- assess current practice
- develop an action plan
- monitor quality improvement.

[Quality standards service improvement template \(Excel\)](#)

Finding what you need



[Home](#) > [NICE guidance](#)

NICE guidance

Evidence-based recommendations developed by independent committees, including professionals and lay members, and consulted on by stakeholders.

[View all guidance](#)

Popular in guidance

[Conditions and diseases topic pages](#)[Lifestyle and wellbeing topic pages](#)[NICE guidelines](#)[Clinical guidelines](#)

New and updated products: [This month](#) | [Last month](#) | [Last 6 months](#)

Browse by topic

Topic pages bring together products on the same subject, for example [diabetes](#), [mental health and wellbeing](#) or [children and young people](#).

Find a topic page by

[Conditions and diseases](#)[Health and social care delivery](#)[Health protection](#)[Lifestyle and wellbeing](#)[Population groups](#)[Settings](#)

Guidance by programme

[NICE guidelines](#)

Review the evidence across broad health and social care topics. Includes [clinical guidelines](#).

[Diagnostics guidance](#)

Review new diagnostic technologies for adoption in the NHS.

[Interventional procedures guidance](#)

Review the efficacy and safety of procedures

[Technology appraisal guidance](#)

Review clinical and cost effectiveness of new treatments.

[Highly specialised technologies guidance](#)

Review clinical and cost effectiveness of specialised treatments.

[Medical technologies guidance](#)

Review new medical devices for adoption in the NHS.

Products being developed or updated

[In consultation](#)

Guidance and quality standards open for consultation.

[In development](#)

Guidance, quality standards and advice being developed.

[Proposed](#)

Guidance and quality standards that have been proposed for development.

Browse guidance by topic

Conditions and diseases >

Health and social care delivery >

Health protection >

Lifestyle and wellbeing >

Population groups >

Settings >

Health and social care delivery

Acute and critical care

Adult's social care

Antibiotic use

Children's social care

Contraception

Emergency care

End of life care

Joint replacement

Maternity services

Medicines management



End of life care

All NICE products on end of life care. Includes any guidance, NICE Pathways and quality standards.

Published products on this topic (38)

Guidance

We use the best available evidence to develop recommendations that guide decisions in health, public health and social care.

Published guidance on this topic (5)

[New in the last 6 months \(1\)](#) | [Updated in the last 6 months \(1\)](#) | [In development \(1\)](#)

Quality standards

Set out priority areas for quality improvement in health and social care.

Published quality standards on this topic (3)

[New in the last 6 months \(0\)](#) | [Updated in the last 6 months \(0\)](#) | [In development \(0\)](#)

NICE Pathways

Interactive topic-based flowcharts that allow you to navigate our recommendations on any subject.

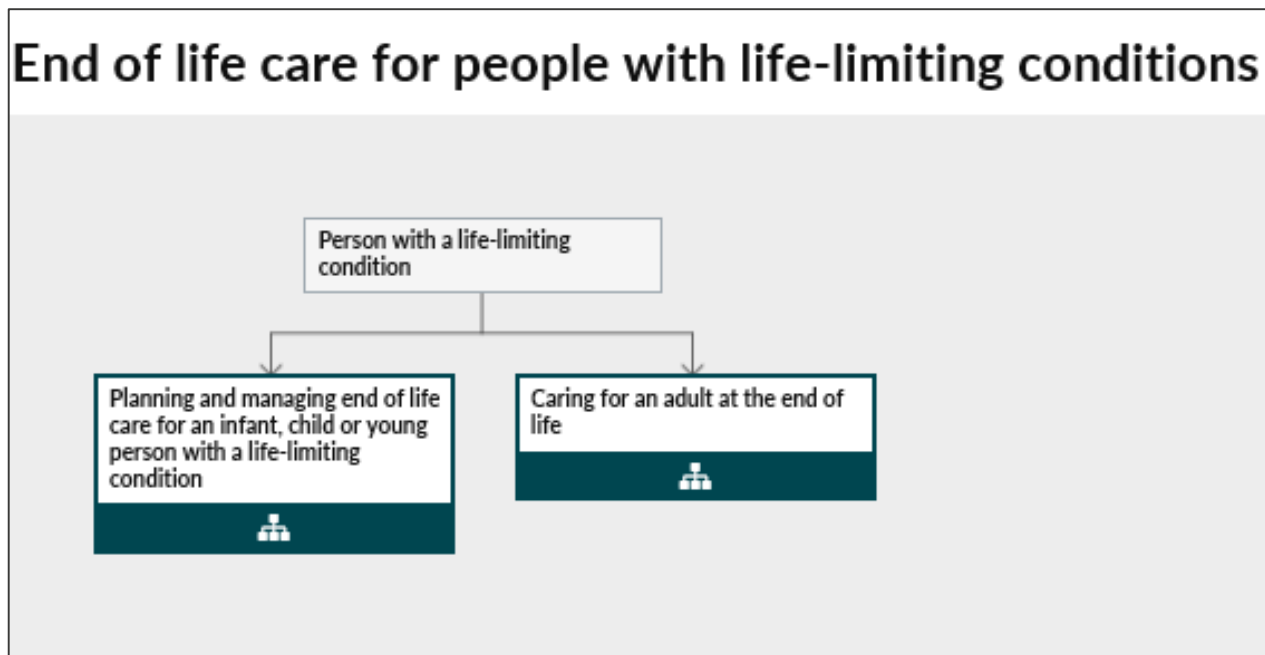
All NICE Pathways on this topic (19)



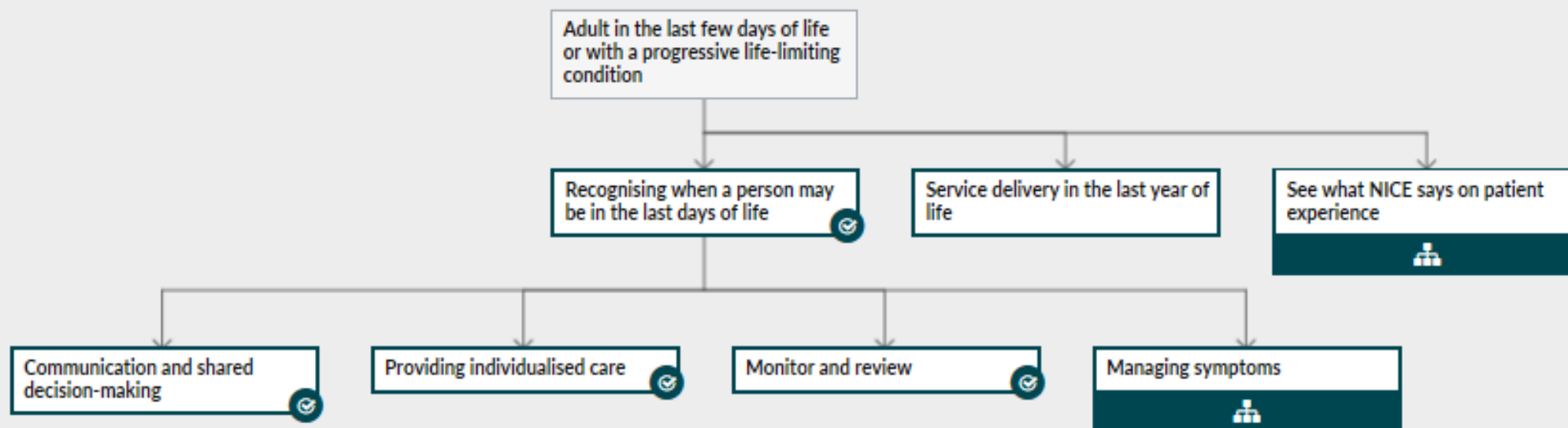
NICE Pathways: interactive flowcharts

Everything NICE says on a topic in an interactive flowchart

A tool to help you find our guidance and advice for health and social care quickly and easily



Caring for an adult at the end of life





**How can you make best
use of NICE quality
standards?**

