

Objective
To improve the consistency of the assessment and management of severe scores on the family/carer domain of the Palliative Care Problem Severity Score (PCPSS).
Rationale
<ul style="list-style-type: none">• Improve the application and communication of PCPSS for assessing family/carer problems associated with the patient’s condition or palliative care needs.• Determine if clinical notes provide evidence for:<ul style="list-style-type: none">▪ Phase allocation or phase change▪ Appropriate and timely follow up reflective of family/care scores.• Identify areas for education.
Instructions
<ol style="list-style-type: none">1. Work in pairs or as a team. Print/open the ‘Severe Family/Carer Problems’ page of the ‘Supplementary Info’ Excel spreadsheet.2. Select <u>up to ten</u> patients from the spreadsheet and obtain their medical records and progress notes.3. Using the table overleaf, enter their Patient ID into the box (1) then place a tick for yes/cross for no in response to Question #1. Complete each of the questions for the first patient before repeating for each of the (up to) ten patients.4. Tally the number of ticks for each question and use this information to help inform feedback including the following guidance if you received:<ul style="list-style-type: none">• <u>Mainly yes answers</u> – this shows that although appropriate support/interventions are being provided to families/carers, there may be process issues with PCOC assessments and/or staff may benefit from further education around normative grief and/or the use of severe scores to triage an unstable phase (see key points for feedback).• <u>A mix of yes and no answers</u> – there is a need to review both documentation and clinical care guidelines around the family/carer domain;• <u>Mainly no answers</u> – protocols/clinical guidelines and education around the provision of care to family/carers may be warranted. If you responded no because your service lacks access to psycho-social support, this review along with your supporting PCOC data may help to provide evidence for the need for increased resources to support families.
Summary of findings, and action plan for improvement
<ol style="list-style-type: none">1. Can you identify a quality improvement action/change in processes that would help to address your findings? 2. How do you plan to provide feedback to staff?
Records management
Date/time of case review: Case review completed by (Name/Positon):

Question	Patient ID										
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	Total # Yes
1. Are there documented reasons for the severe family/carer problem score?											
2. Is there a documented intervention to address the severe score?											
3. Was there a referral made for psycho-social support for the family/carer?											
4. Did the severe family/carer score trigger an unstable phase (except terminal phase)?											

Key points for feedback



- Severe family/carer scores trigger an **immediate response** and review of care plan to address the identified problem.
- A **severe score in the family/carer domain should trigger an unstable phase** if it impacts on the care the patient is receiving, and the associated plan of care should then be reviewed daily to see if it is working.
- **Socio-cultural practices and traditions may be considered when scoring the family/carer domain** and staff may require additional education about normative grief.
- It may help to consider, *'Is this family/carer response/problem severe enough to warrant urgent intervention (i.e. a 3).*