From 10 to 200 in six months
or How to make Mission
Impossible Possible

Greger Fransson
Palliative Registry
Jesper Ekberg
Senior Alert

Mission

• The Swedish Social Ministry hereby declare that all elderly people in Sweden must be better taken care of
• This should be done by using Registries as a tool combined with a network of developers
• Time to prove result - three years in total with a every year check point
Calculator

• Macro calculator – Number of people 65 years or more 1 690 777
• Staff to deal with health care for these people 493 284
• Money calculator – Money for the Registries to solve the problem € 2 000 000
• Micro calculator – Responsible for the result Jesper and Greger

Jesper, J who the f... is Jesper?

• Have been working in the field of Public Health in the County Council since 2001.
• Experience of preventive collaborations together with municipalities, communities, health care, schools etc.
• Have launched the spread of improvement work in teams concerning healthy environment for children.
• A human bridge between Qulturum and the Public Health Department
Greger, G who the f... is Greger?

- Worked in different positions with health care since 1975
- Physician, specialist Anaesthesiology and Intensive Care
- Started Regional and National Intensive Care Registry 13 years ago
- Started Palliative Registry 6 years ago
- Consultant palliative care

One year ago – starting point
What is Senior alert?

- Preventive, systematically structured, quality registry
- Identify risks for Malnutrition, Falls, Pressure Ulcers
- Providing suitable actions for risk patients

The purpose is two sides of the same coin

**Increase** quality of life
Independent life

For example:
- Health promotion
- KASAM
- Social relations

**Decrease** unnecessary harm and illness

For example:
- Environmental adaptation
- Systematic work proces

Integration between the capability of the individual and our responsibility as health care professionals
Avoid harm!

Do it this way!

Target group for Senior alert

1. Identify all persons with risk in the target group
2. Preventive action for everybody with a risk
3. No unnecessary harm caused. Promote a healthy lifestyle

Health promotion in the population
Risk for fall, malnutrition and pressure sore amongst elderly persons
Care and treatment of injuries

The Clinical Microsystem Festival - March 3-4 2011
See your everyday work with new lenses

The Clinical Microsystem Festival – March 3-4 2011

See your everyday work with new lenses
One year ago – starting point

Palliative Registry
• Started 2005
• Low budget € 140 000 a year
• For the improvement of End of Life Care
• All kinds of Care givers
• British Society of Geriatrics – The good Death

The good death - Sweden

I...
• ...(including my relatives) am informed about my current medical status
• ...do not suffer from pain
• ...do not suffer from any other symptoms
• ...have got necessary prescriptions and medications
• ...get adequate nursing in a place I want to be
• ...do not have to die alone
• ...know that there is supportive care for my relatives available

www.palliativ.se
2 Questionnaires

Unit providing care
- Number of beds
- Kind of staff
- Routines in writing
- Filled in once a year

Each person who dies
- Information
- Symptom control
- Ability to participate
- Die alone
- Taking care of relatives

Priorities

- Very clear and easy to understand questionnaire that everyone can fill in
- Smooth IT solution
- Someone to answer questions from the staff, phone, email
Feb 2010 – New possibilities

- Senior alert
- Palliative Registry

Municipalities connected to Senior alert,
20 September 2010
Regions connected to Senior alert, 18 February 2011

Municipalities connected to Senior alert
2008 - 2011-02-28

215/75%
A postcard from the field
Municipalities connected to Senior alert

215 / 75%
215 kommuner

Building a national support from a users perspective
Units connected to Senior alert vs. registrating units

Motives/instructions
Prevention process
System/analyze results

Connected units
Registrating units
Working with spread from the organisational viewpoint

Level 1: Registrating units
Level 2: Units with a structured flow in the preventive process.
Level 3: Reflects about the results and the preventive actions taken

Spread from the individual viewpoint

Level 1: I know that a risk assessment is done
Level 2: We make preventive action concerning my health
Level 3: I feel the difference
Sweden 1 year of observations
Symptom relief not good enough

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<th>Symptom</th>
<th>Percentage</th>
<th>92000</th>
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<tr>
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### Sweden 1 year of observations
#### Symptom relief not good enough

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www.palliativ.se

The Clinical Microsystem Festival – March 3-4 2011
Feb 2010 – New possibilities

- Senior alert
- Palliative Registry
  - Need for information
  - Call every community
  - Call every hospital
  - Build an office
  - Employ field workers
  - Develop realtime reports further
  - Improve questionnaires

August 2010

- Senior alert
Supporting spread in a nation

- Senior alert-coaches
- Direct support around FAQ
- www.senioralert.se
- Regional workshops: Forming our prevention process, motives, action plan.
- Webb Guidance
  - Instructions concerning the registration
  - Coaching the preventive process

A six months mission

Inspire people in elderly care to join Senior alert and to begin their preventive process through:

- Visits at units and elderly care dep.
- Meetings with local leaders and coordinators

Your home is your working place – we support you with a computer, phone, materials etc
Att mig själv som Senior alert-coach innebär:

- Vi ska i en del av jobbet arbeta med att framtäcka och identifiera risker och åtgärder som kan underlätta för vår patienter.
- Vi ska arbeta med att gestalta våra arbetssträvanden och styrkorna i vårt lokalt samt på ett nationellt nivå.
- Vi ska ge våra patienter och familjer en viss styrkning och engagemang i deras sjukhetsförhållanden.

Oka samarbetet mellan alla aktörer inom vård och omsorg.

Utöver detta är jag också verksam i en regional kompetensgrupp.

Resande till "kunderna" 

Så blir det själv arbete som Senior alert-coach ska kunna se ut.

The Clinical Microsystem Festival – March 3-4 2011
“Spread Management”

**Field operation**
- Presentation material
- Forms
- Contact lists
- Movies

**Communication**
- Weekly phone meetings in the team
- Adobe Connect meetings monthly
- Forum on Q-reflex (webb support)

**Measures**
- Using maps to follow spread
- Key measures from the register
- Value Compass

**Administration**
- Employment routines
- Travel plans
- Logg Book

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**Municipality Map**
A weekly report from the Senior alert coaches.

- **Dark green:** Active coach support, organisation has joined Senior alert
- **Light green:** Decision taken
- **Pink:** “On hold”
- **Red:** “No thank you”
August 2010

- Senior alert
- Palliative Registry
- 5 Regional meetings
- Field workers in place
- Office in place
- Need for calculations of spread
- The Spider report

Spread last quarter 2009
Results Sweden 2010
All Care givers

- Staff satisfactory on care given
- Relative follow up contact offered
- Patient informed by the doctor
- Relatives informed by the doctor
- Place of death was the requested
- Died without pressure sore
- Human present at time of death
- Relieved from nausea
- Relieved from pain
- Relieved from anxiety
- Relieved from nausea

Results Sweden 2010 Community nursing homes

- Staff satisfactory on care given
- Relative follow up contact offered
- Patient informed by the doctor
- Relatives informed by the doctor
- Place of death was the requested
- Died without pressure sore
- Human present at time of death
- Relieved from nausea
- Relieved from pain
- Relieved from anxiety
- Relieved from nausea
Results Sweden 2010
Short stay Nursery Home

- Staff satisfactory on care given
- Relative follow up contact offered
- Patient informed by the doctor
- Relatives informed by the doctor
- Place of death was the requested
- Relieved from death rassles
- Relieved from anxiety
- Relieved from nausea
- Relieved from pain
- Died without pressure sore
- Human present at time of death
- Relieved from nausea
- Relieved from anxiety

Goal
Result

www.palliativ.se

Results Sweden 2010
Hospital

- Staff satisfactory on care given
- Relative follow up contact offered
- Patient informed by the doctor
- Relatives informed by the doctor
- Place of death was the requested
- Relieved from death rassles
- Relieved from anxiety
- Relieved from nausea
- Relieved from pain
- Died without pressure sore
- Human present at time of death
- Relieved from nausea
- Relieved from anxiety

Goal
Result
Results Sweden 2010
Hospice

Staff satisfactory on care given
Relative follow up contact offered
Patient informed by the doctor
Relatives informed by the doctor
Place of death was the requested
Relieved from death rassles
Relieved from anxiety
Relieved from nausea
Relieved from pain

Died without pressure sore
Human present at time of death
Relieved from death rassles
Relieved from anxiety
Relieved from nausea
Relieved from pain

Died without pressure sore
Place of death was the requested
Patient informed by the doctor
Relatives informed by the doctor
Relative follow up contact offered

Results Sweden 2010
Advanced/Palliative Home Care

Staff satisfactory on care given
Relative follow up contact offered
Patient informed by the doctor
Relatives informed by the doctor
Place of death was the requested
Relieved from death rassles
Relieved from anxiety
Relieved from nausea
Relieved from pain

Died without pressure sore
Human present at time of death
Relieved from death rassles
Relieved from anxiety
Relieved from nausea
Relieved from pain

Died without pressure sore
Place of death was the requested
Patient informed by the doctor
Relatives informed by the doctor
Relative follow up contact offered
Results Sweden 2010
General Home Care

- Staff satisfactory on care given
- Relative follow up contact offered
- Patient informed by the doctor
- Relatives informed by the doctor
- Place of death was the requested
- Died without pressure sore
- Human present at time of death
- Relieved from death rassles
- Relieved from anxiety
- Relieved from nausea
- Relieved from pain

In detail – offer talk/meeting to relatives 1 month after death
In detail – offer talk/meeting to relatives 1 month after death

Jan 2011 – Time for results

- Senior alert
- Palliative Registry
The need for preventive care is constant and predictable.
## Results 2010

<table>
<thead>
<tr>
<th>Reaching the goal</th>
<th>County council</th>
<th>Community (290)</th>
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<tbody>
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<td>210</td>
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<tr>
<td>Managed SA or PR</td>
<td>18</td>
<td>223</td>
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<thead>
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<td>86</td>
<td>77</td>
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Now 2011 – And then what?

Senior alert
• Development of measures for sharing results
• Supporting the preventive process
• Convert the Home page from a display to a meeting point

Palliative Registry
• Constantly developing realtime reports
• Field workers mission 2011 - Increase spread, Improve care outcome
• More education
• Smoother IT solutions
• Webb Television
Be prepared – You show how to do