



Transforming End of life care at Whipps Cross Hospital: A Champion led Quality Improvement Approach

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“You matter because you are you, and you matter to the end of your life. We will do all we can not only to help you die peacefully but also to live until you die.”

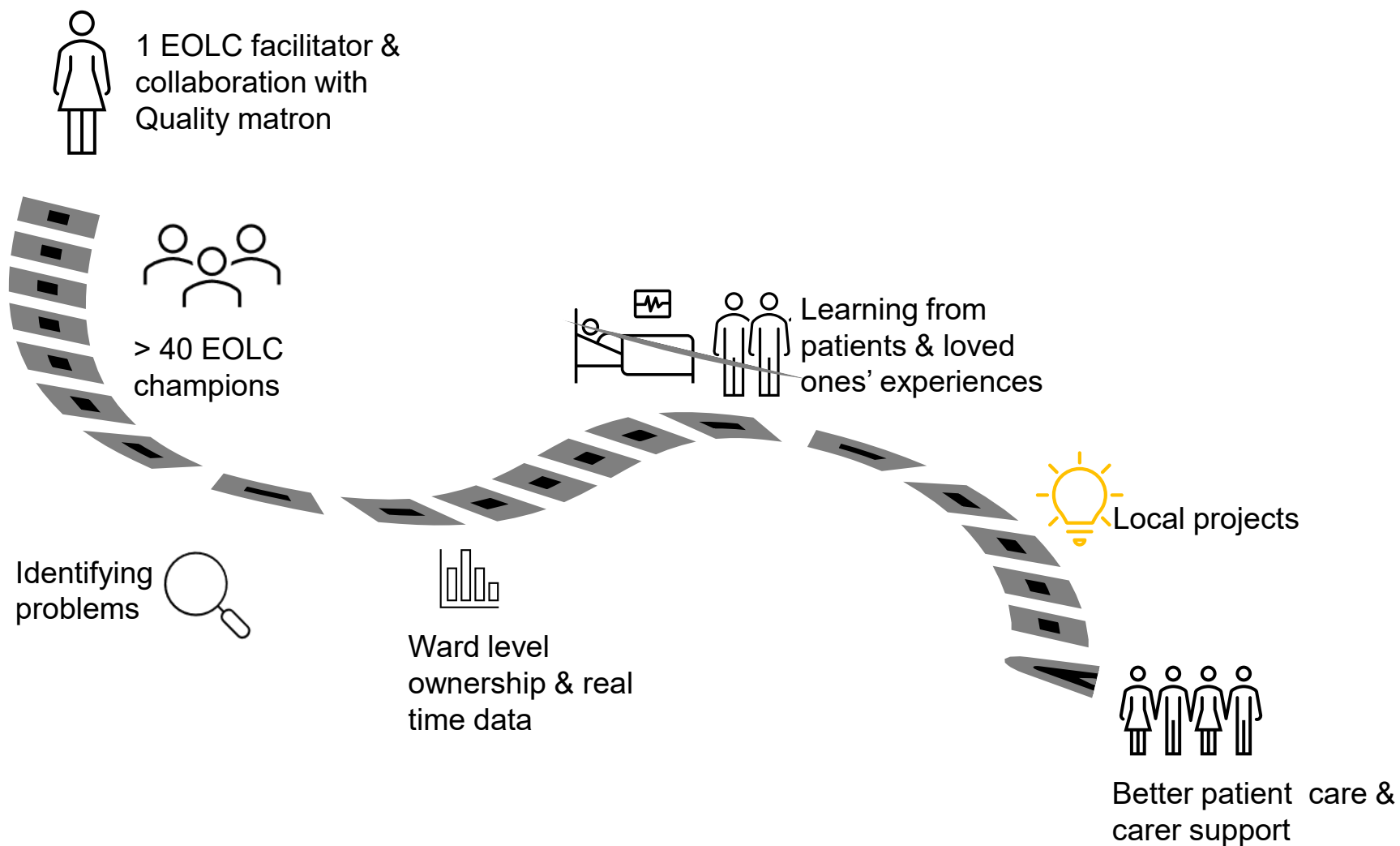
- Dame Cicely Saunders

Context & Challenge



- Serves 350,000 people across NE London
- 47% minority ethnic population, high health inequalities
- Ageing population, high prevalence of complex conditions
- No local hospice 2017
- CQC rating: Requires Improvement in EOLC
- Only 1 EOLC facilitator for the entire hospital

The Champion Model

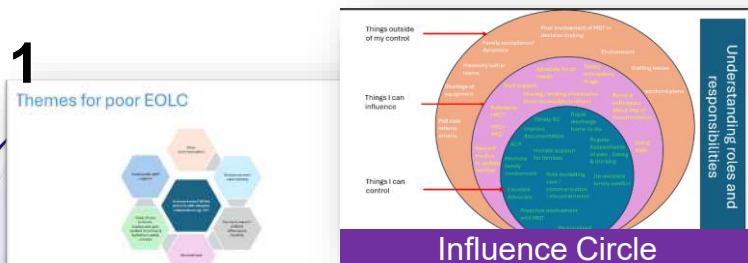


Methodology

Staff Voice

Over two full-day sessions with time in between, EOL champions engaged in tools such as fishbone diagrams, circle of influence, driver diagrams, and TRIZ with celebrating their work in dying matter

Day 1

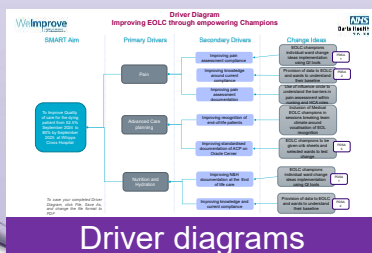


TRIZ



Day 2

All about QI and pulling the wider picture together of how to make improvements.



Driver diagrams

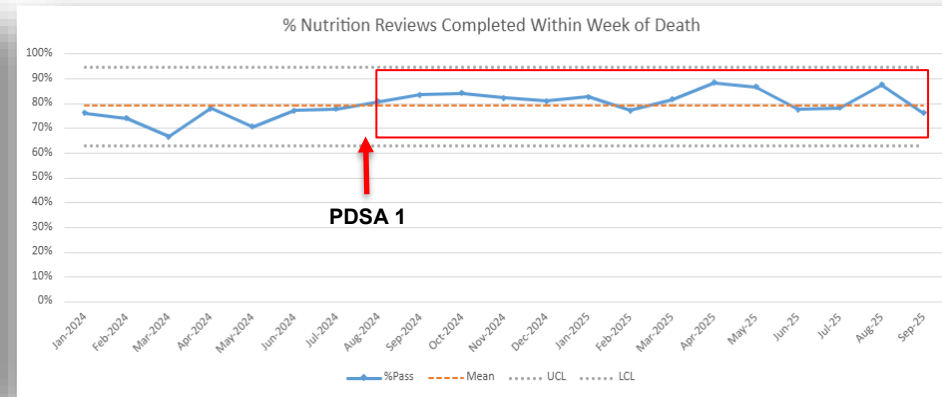
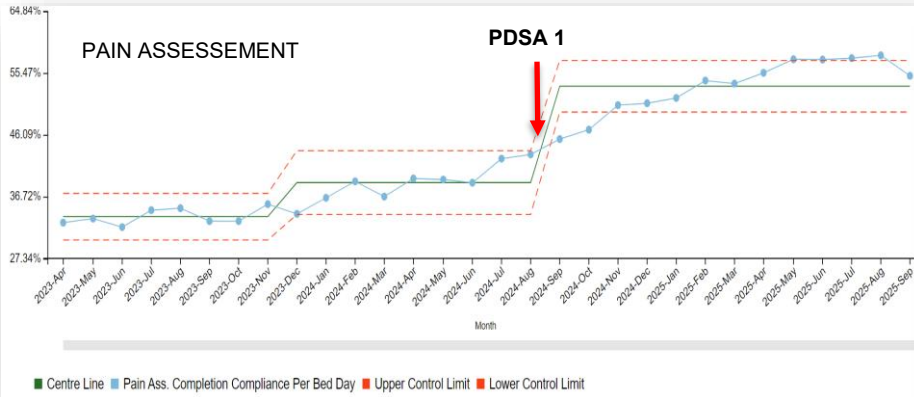


QI Posters

Bereaved carers Voice

- Bereavement Survey Collection & Analysis
- Identification of Concern & Consent
- Initial Contact by telephone
- Initial Consultation with Psychologist
- Facilitated Conversation with EOLC facilitator
- "Story" contribution for learning
- Sharing for Reflective Practice

Impact & Results



Working with EOLC champions In September 2024 we have seen an increase and sustainability in both pain assessment compliance and recording of Nutrition and Hydration reflecting the good patient care.

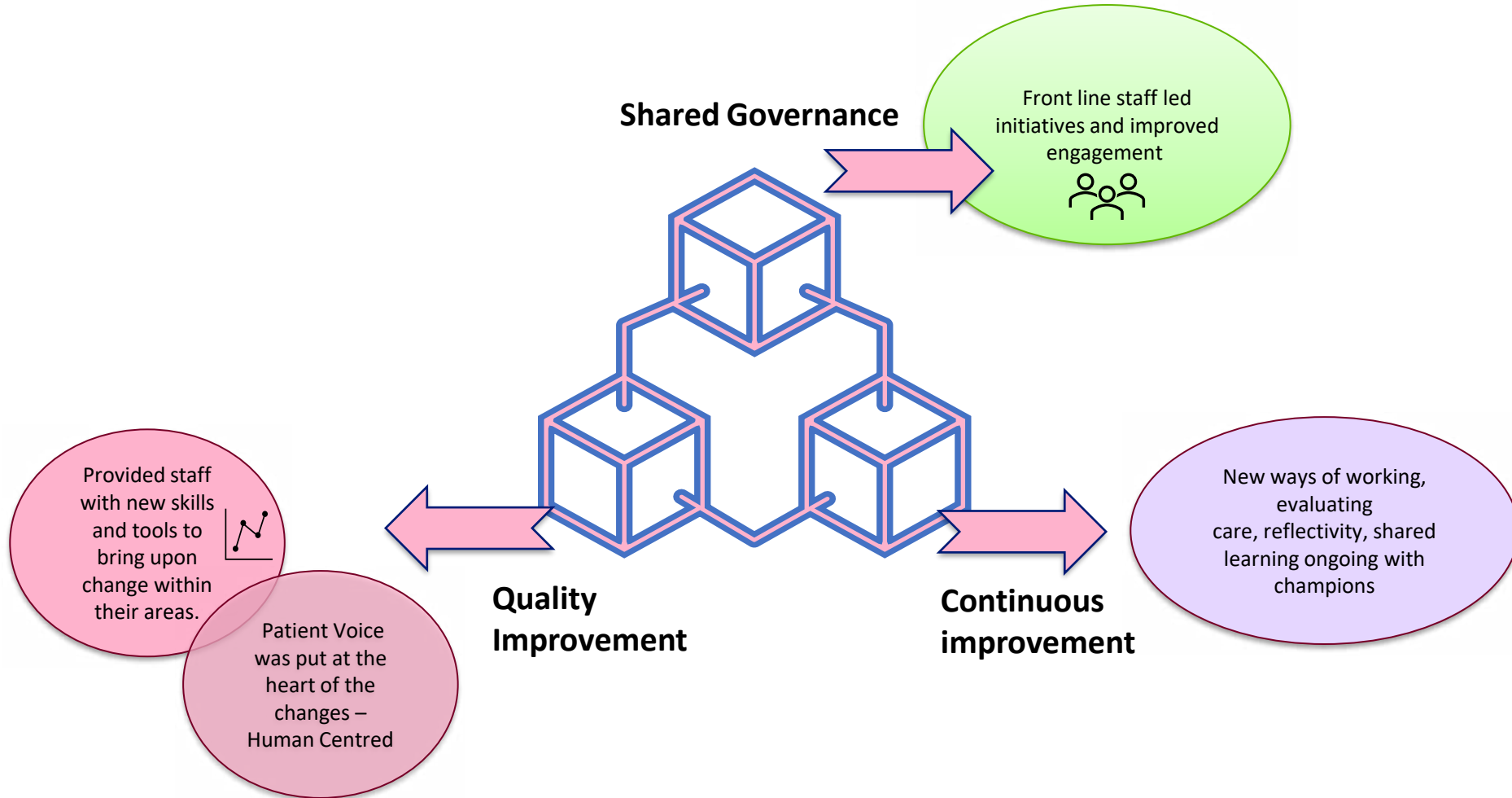
This resulted to patient and staff satisfaction.

The nurse was so respectful..."
Bereaved relative

"I feel empowered to make changes..."
Champion feedback

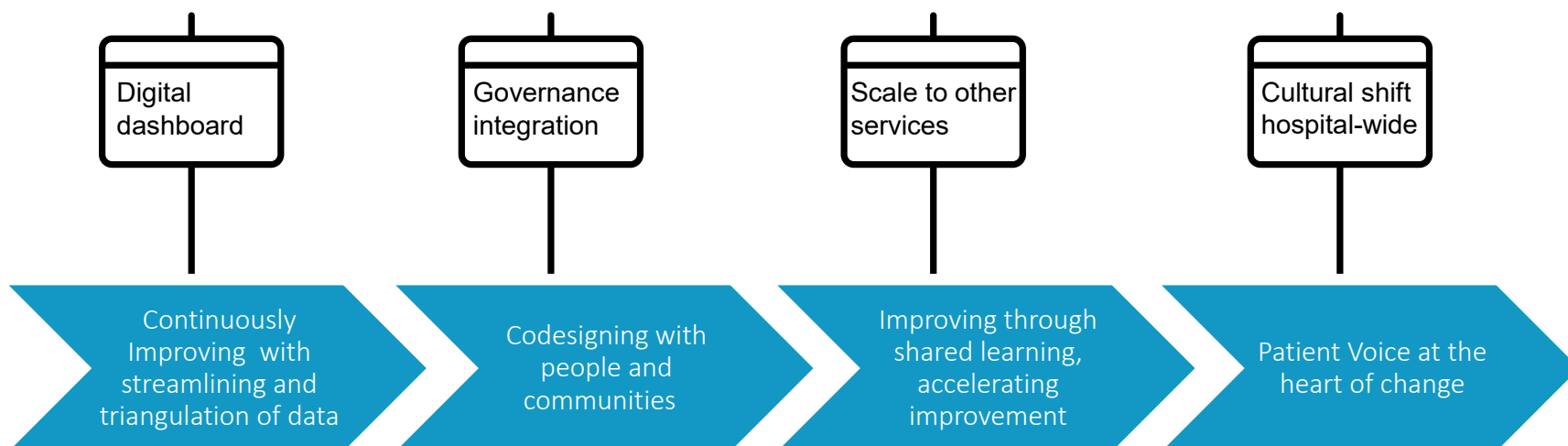
98% staff understanding of empathy after training

Impact & Results



Identified a model for sustainable change

Future Vision & Sustainability



Key Takeaways

- ✓ **Frontline staff as change agents:** driving sustainable improvement through ownership.
- ✓ **QI tools with clinical insight:** equipping champions to solve ward-specific challenges.
- ✓ **Real-time feedback:** keeping improvements patient- and family-centred.
- ✓ **Bereaved families' voices:** strengthening staff empathy and motivation.
- ✓ **Staff-led, data-driven approach:** transforming care culture even with limited resources.

Thank you for listening

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