



Hospice UK Showcase Snapshot June 2021

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What we did.....

Expedited our ECHO® implementation plan.

Successfully applied for a grant from the Big Lottery Fund to purchase teleconferencing equipment.



Responded to the immediate needs of our care home colleagues and modified the ECHO® model temporarily to provide a listening space and help with resilience.

ACCORD August 2020 ECHO

Week	Subject	Expert Presenter
Thursday 6 th Aug 10am – 11.30am	Welcome and outline of the programme Medicine management presentation Case study - incidents	Susan Jackson
Thursday 13 th Aug 10am – 11.30am	Opiate toxicity Case study using calculations	Lindsay McNeil
Thursday 20 th Aug 10am – 11.30 am	Pharmacy updates Case based reflection on use of PODs	Susan Addie
Thursday 27 th Aug 10am – 11.30am	Management of N&V Case based reflection Discussion and questions Evaluation	Sharon MacDonald

Provided a further End of Life programme towards the end of the first lockdown.

Modified existing Medicine Management face to face training into an ECHO® programme for RNs in collaboration with 6 hospices within NHS GGC.

Collaborated with ITU/HDU staff from local hospital to provide a 'Helping you to care for people at at End of Life' ECHO programme.

What we learned.....

We quickly needed to raise awareness of the ECHO® model to enable people to distinguish it from Zoom.

Facilitators' skill set changed - we developed and grew in confidence.

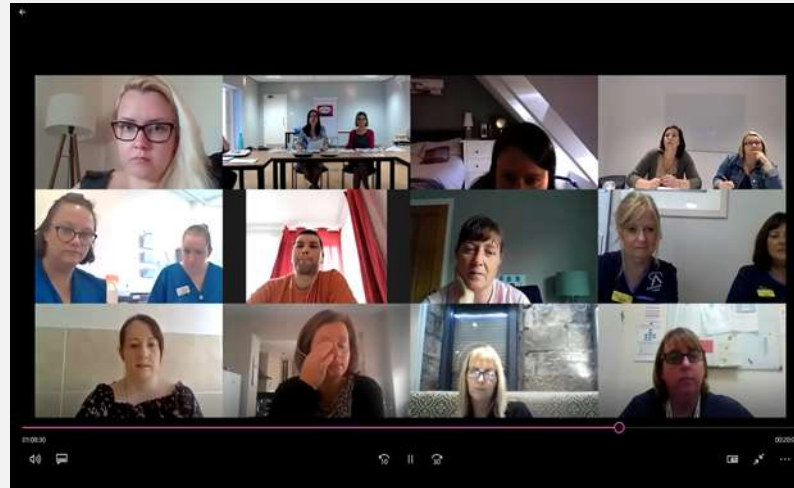
We needed to encourage involvement of more of our own staff to join the hub.

What we changed.....

Increased use of polls - before and after sessions to evaluate participants learning.

Use of breakout rooms for case study discussions in bigger groups.

Administrative member is the cornerstone of the hub team and key to the success of the programmes.



What was the impact

Our ability to adapt to the ECHO® model allowed us to respond quickly and effectively to local need.

Improved accessibility and flexibility for staff to attend learning events.

Staff from care homes have felt supported and listened to during a hugely challenging time.



Hub has grown as a team!

Evaluations have shown participants practice has been positively influenced by the programmes.

Awareness of Project ECHO® has increased within the organisation and in the local community.

Now have established relationships with other teams within community and acute organisations.



Way forward



Agreement with Senior Management Team to include the development of the ECHO® model in our hospice strategy.

Use established relationships to develop further communities of practice, e.g. bereavement & loss, communication, leadership and development.

Continue links with Super hubs to keep abreast of national initiatives.