

Leadership for better end of life care in current times

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Hong Kong Hospital Authority Convention: May 2016

Changing
demographics

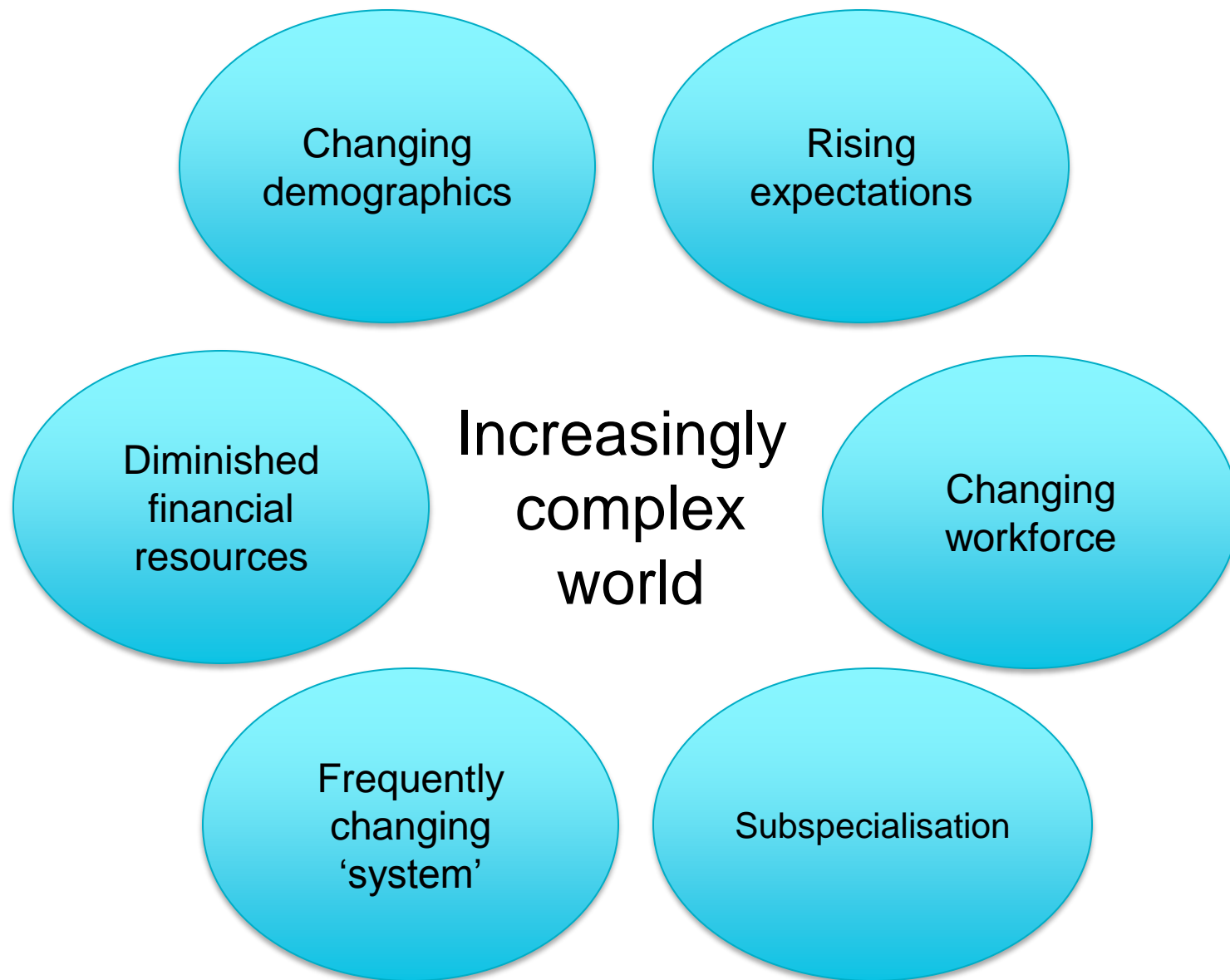
Rising
expectations

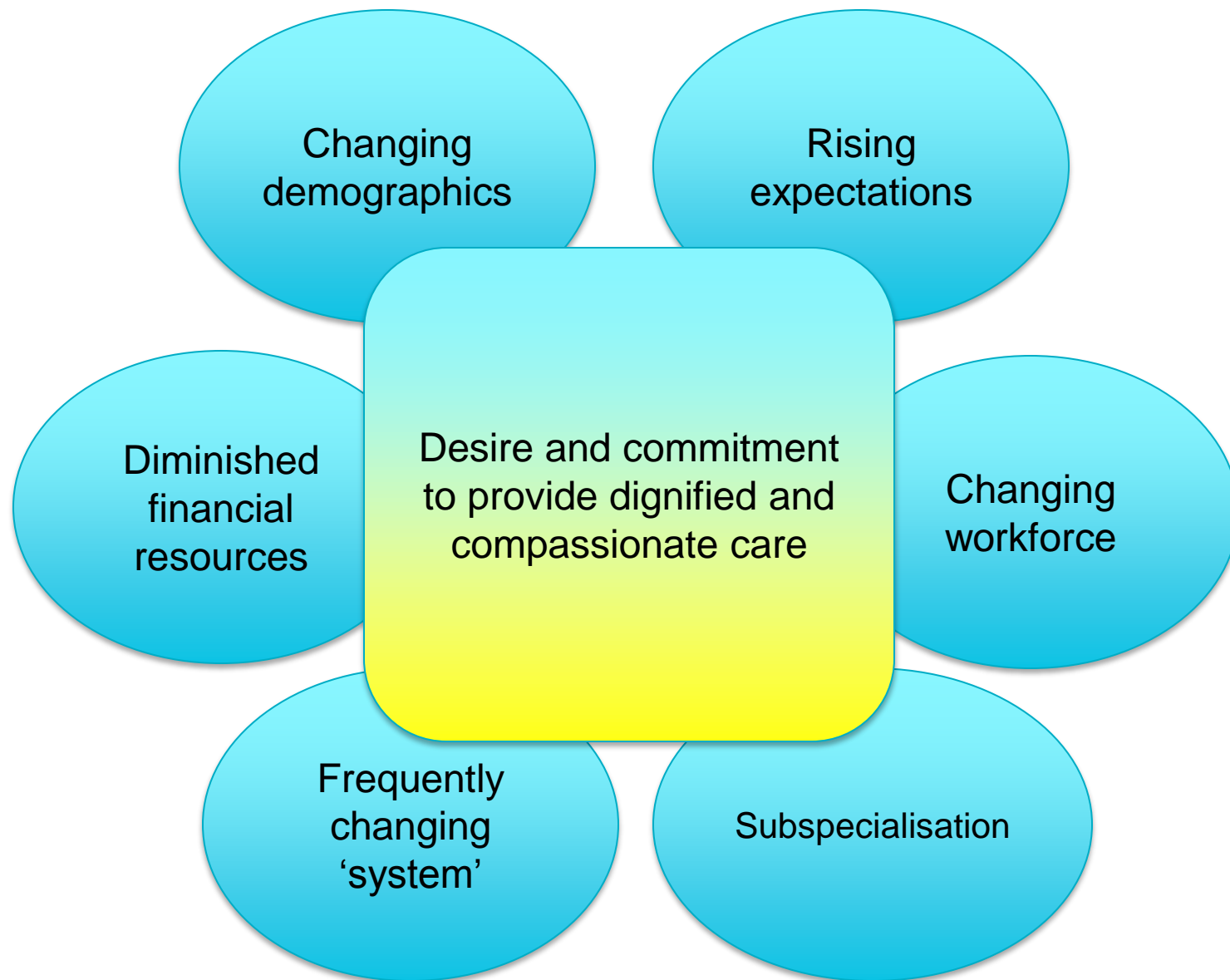
Diminished
financial
resources

Changing
workforce

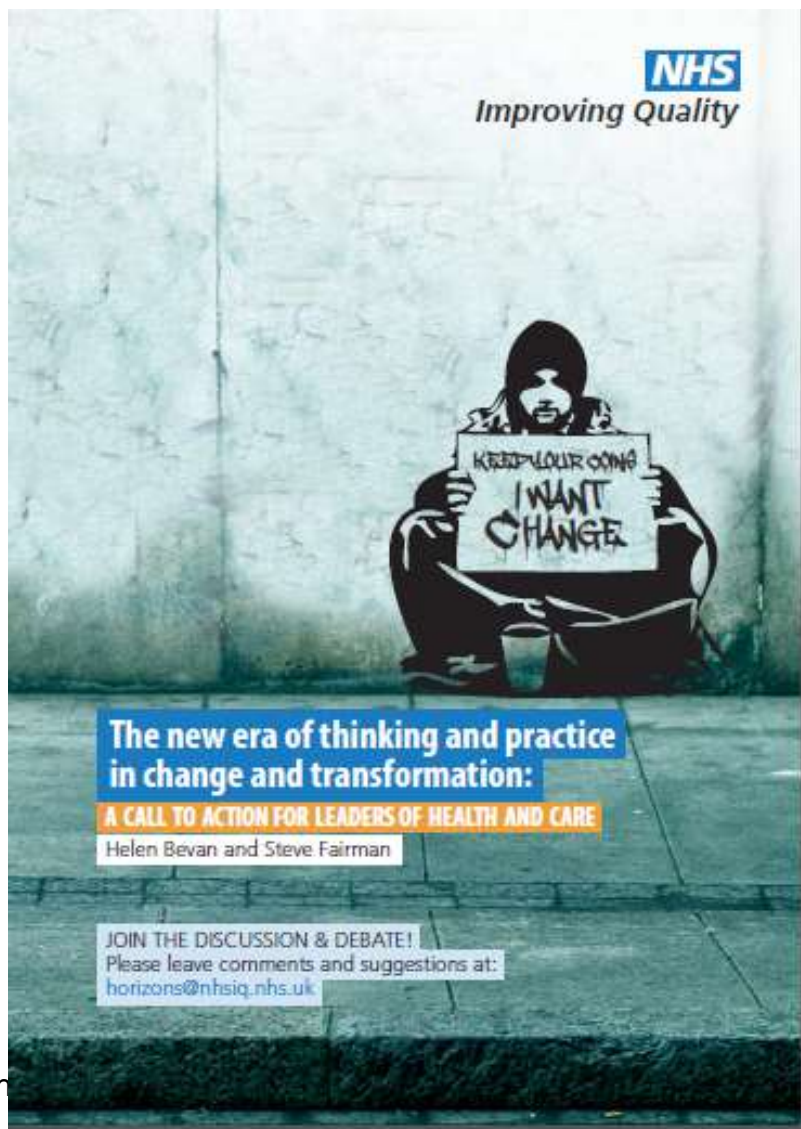
Frequently
changing
'system'

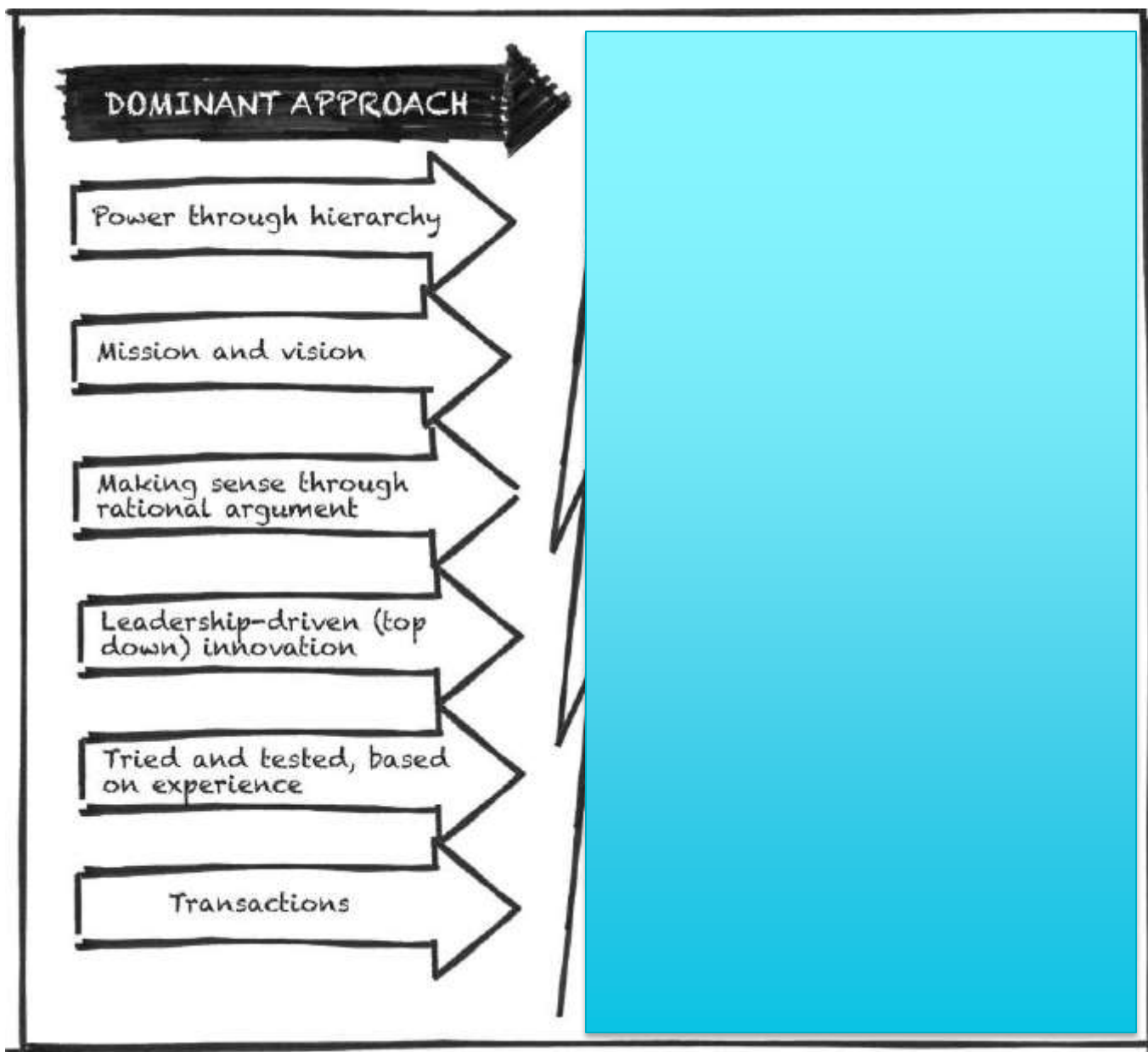
Subspecialisation

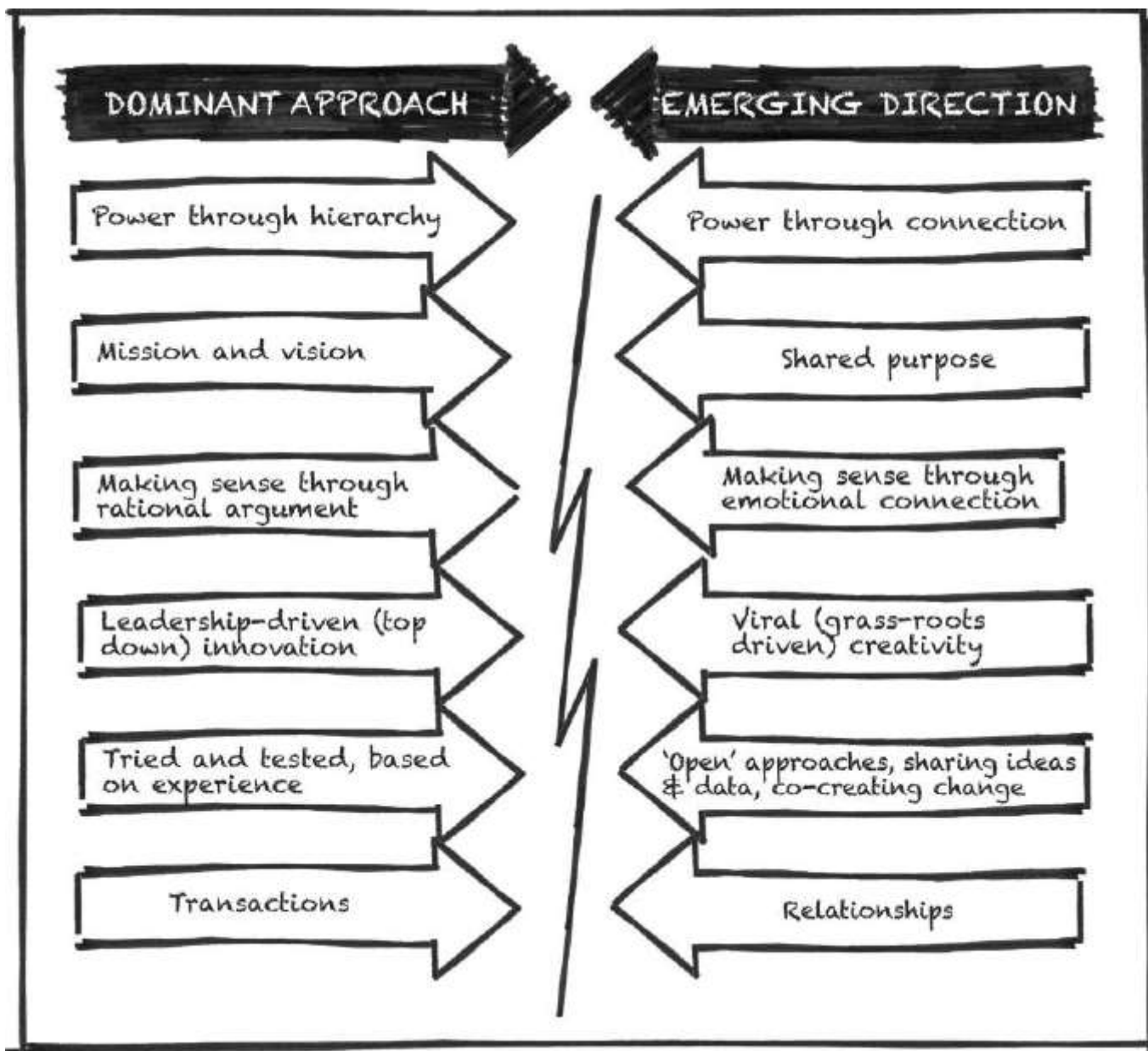




Leadership for complex times







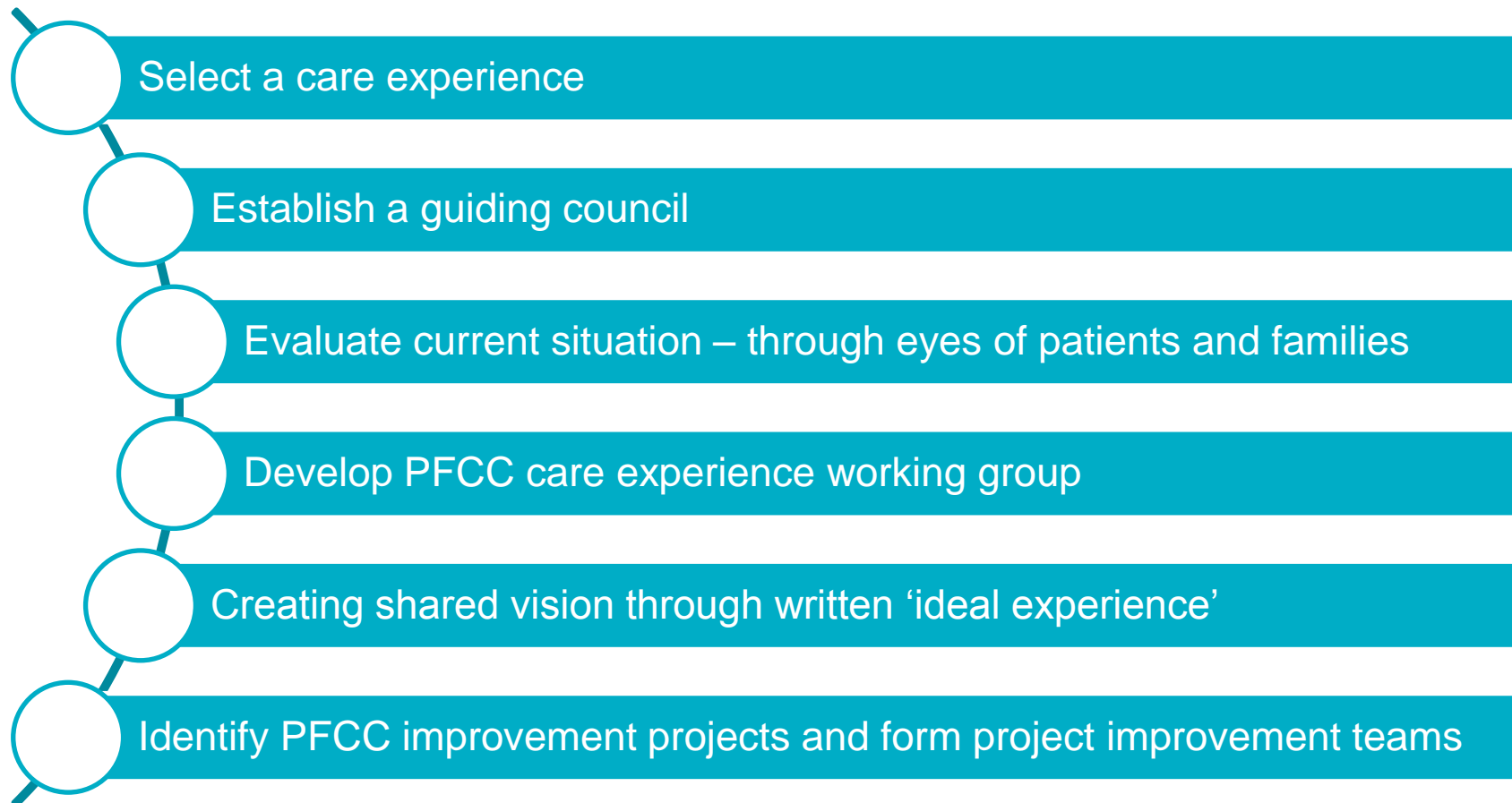
What enables transformational change?

1. People – question the norm: ‘rocking boat’ but staying on board
2. Leading from the edge – moving change processes to, and from, ‘the edge’
3. From ‘diagnostic’ to ‘dialogic’ – changing conversation and mindset
4. Curators of knowledge – greater focus on ‘tacit knowledge’ (know-how)
5. Bridge building to connect the disconnected

Quality improvement

- Quality improvements – look through the patient's eyes

Patient and Family Centred Care



<http://www.kingsfund.org.uk/projects/pfcc>

Quality improvement

- Quality improvements through the patient's eyes
- Review evidence – revise what we do



Care Quality Commission
College of Health Care Chaplains
Department of Health
General Medical Council
General Pharmaceutical Council
Health and Care Professions Council
Health Education England
Macmillan Cancer Support
Marie Curie Cancer Care
Monitor
National Institute for Health Research
NHS England
NHS Improving Quality
NHS Trust Development Authority
NICE (National Institute for Health and Care Excellence)
Nursing and Midwifery Council

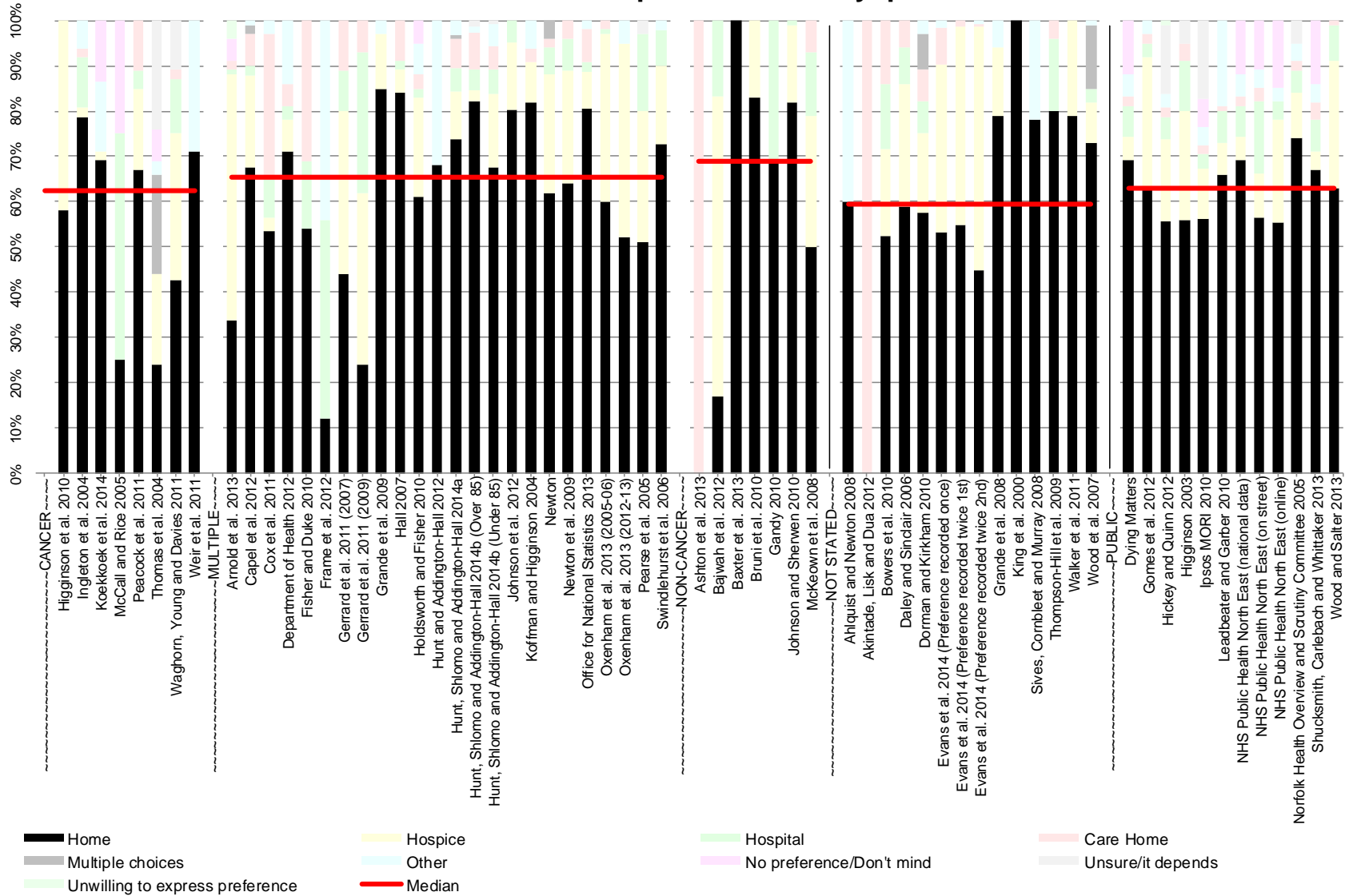
Public Health England
Royal College of GPs
Royal College of Nursing
Royal College of Physicians
Sue Ryder

Marie Curie Cancer Care also represented Help the Hospices and the National Council for Palliative Care; Sue Ryder also represented the National Care Forum; Macmillan Cancer Support also represented the Richmond Group of Charities.

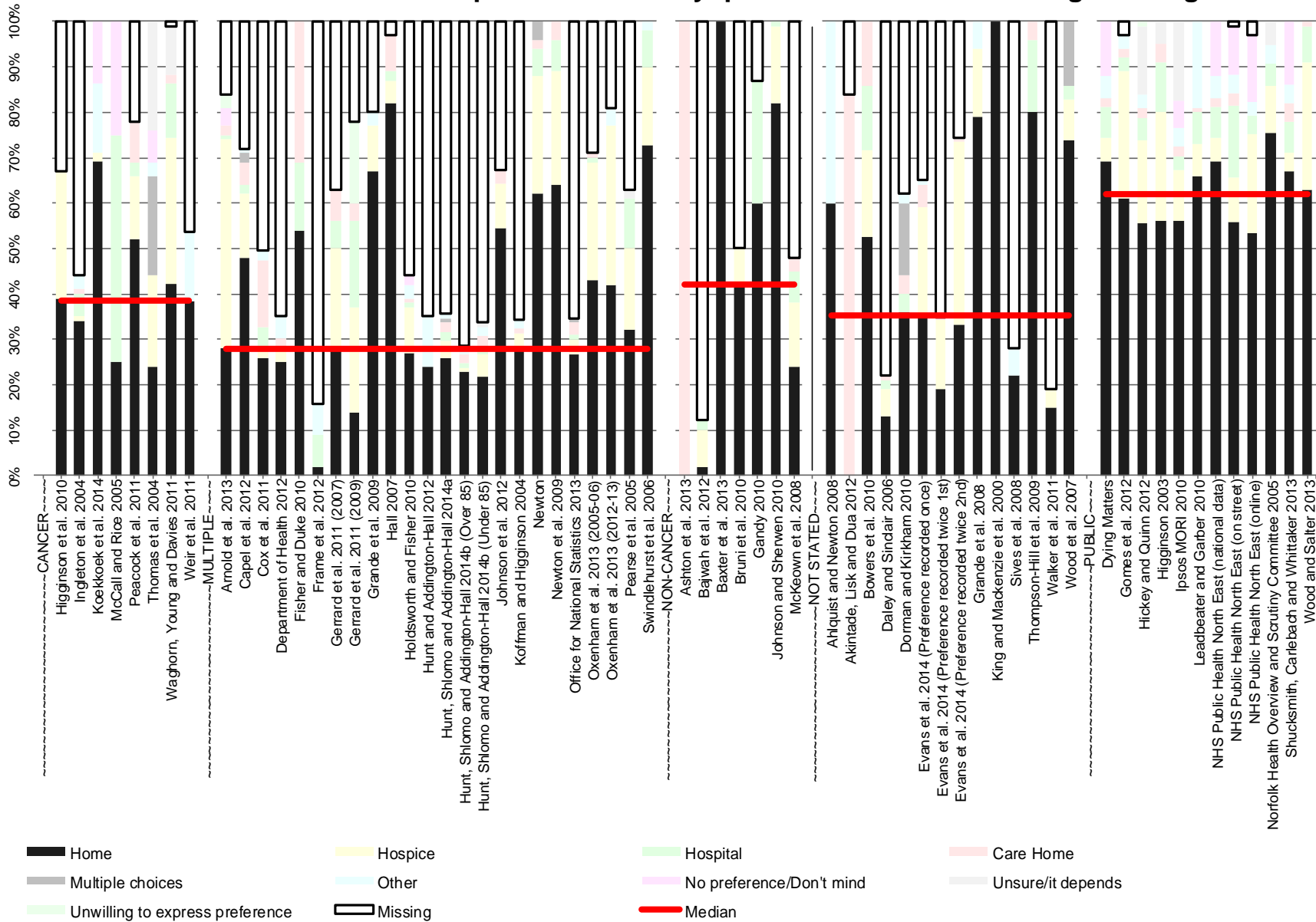
Quality improvement

- Quality improvements through the patient's eyes
- Review evidence and revise what we do
- Take all evidence into account

A. Preferences for place of death by patient condition



B. Preferences for place of death by patient condition including 'missing'



Take home thoughts

- Are we using the optimal balance of leadership approach?
- Are we making changes that improve care and experience for patients?
- Are we open-minded about seeking all evidence and brave enough to consider what it means?

**For every complex problem
there is an answer that is clear, simple.....
and wrong**

HL Mencken