

Clinic Workflow for Serious Illness Conversation The Clatterbridge Cancer Centre September 2016

Screening



Scheduling and Preparation



Conversation Encounter



Documentation and Follow Up

- 1 Coding send list of patients with palliative treatment code
- 2 Consultant reviews list
- 3 Consultant. highlights patients at high risk
- 4 Consultant selects patients at high risk to invite for conversation
- **5** Send list to the Data Manager

- 1 Data Manager sends consultant a reminder to ask patient at next visit. Notifies clinic nurse
- 2 Consultant asks patient about having a serious illness conversation at next visit
- 3 If patient agrees.
 Patient Leaflet given.
 Consultant documents
 agreement in EPR.
 Consultant discusses
 research. If patient
 agrees details sent to
 research nurse
- 4 Data Manager checks EPR and schedules SICP appointment
- **5** Data Manager sends out appointment letter to patient

- Data Manager reminds consultant of upcoming conversation 48 hours prior
- 2 Consultant has conversation
- 3 Provides Family Leaflet
- 4 Consultant documents conversation in EPR template

- 1 Letter generated by secretary from EPR summary (no requirement for dictation except who copies should go to)
- 2 Data Manager checks that documentation is complete. Issues reminder if not
- 3 Consultant arranges clinical follow up as required
- Secretary sends copy of letter to relevant healthcare professionals