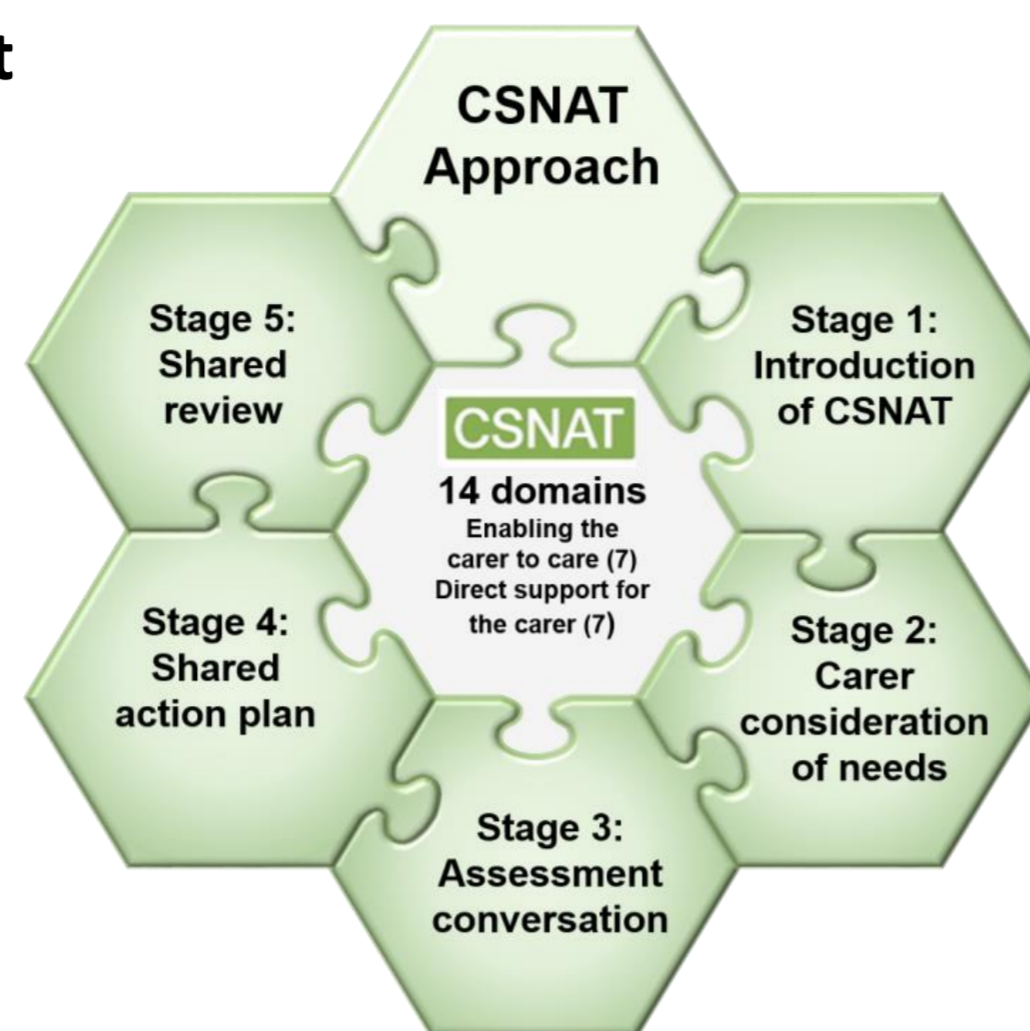


# Facilitating successful implementation of a person-centred intervention for carer assessment and support: the key role of 'champions'

## Background

- The **Carer Support Needs Assessment Tool (CSNAT)** is a comprehensive, validated assessment tool which facilitates support for family carers of adults with life-limiting conditions.<sup>1,2</sup>
- For use in practice, the CSNAT is incorporated into a 5-stage process referred to as **The CSNAT Approach**; together these two components form the CSNAT intervention.
- The use of this intervention requires a **change in practice** from a practitioner-led, to a **carer-led** assessment process.<sup>3</sup>
- As changing practice takes some time, we have developed a strategy for implementing the CSNAT intervention where **facilitation by intervention champions** is key.

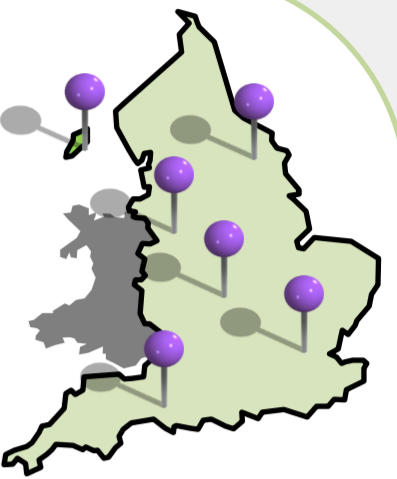


## Aim

- To investigate components of facilitation that need to be in place **to successfully implement the CSNAT intervention** across palliative/end-of-life care.

## Methods

- The implementation of the CSNAT intervention was investigated in **36 palliative/end of life care services** within the UK.
- 38 practitioners with the role of **intervention champion** (internal facilitation) within each participating service were interviewed at **three and six months after start of the CSNAT implementation**.
- Researcher field notes from teleconference support sessions with champions were collected (external facilitation).



## Results: how to facilitate successful implementation of the CSNAT intervention

### Initial steps: Preparatory work

#### Support from Senior Management Team

Approval for implementing the CSNAT intervention and for **'dedicated time'** to do the work required.

*"I think it's the preparation. I think it comes down to preparing and then having, you know, being able to monitor, and also have enough champions or interest to be able to take it, to reignite the whole process".*

#### Selection of champions

Team manager/leader in the **'lead champion'** role and two further practitioners who will be using the CSNAT intervention in practice. This team will **lead on the implementation**.

Larger teams require **additional** champions and larger organisations require champions **in each service**.

#### Period of pre-implementation planning

Careful planning for how the use of the CSNAT intervention will work within each service; a **small pilot is recommended**.

Establish a **carer record**: think about this early on (often takes longer than anticipated).

### Providing training to practitioners

#### Present a clear rationale for implementing the intervention

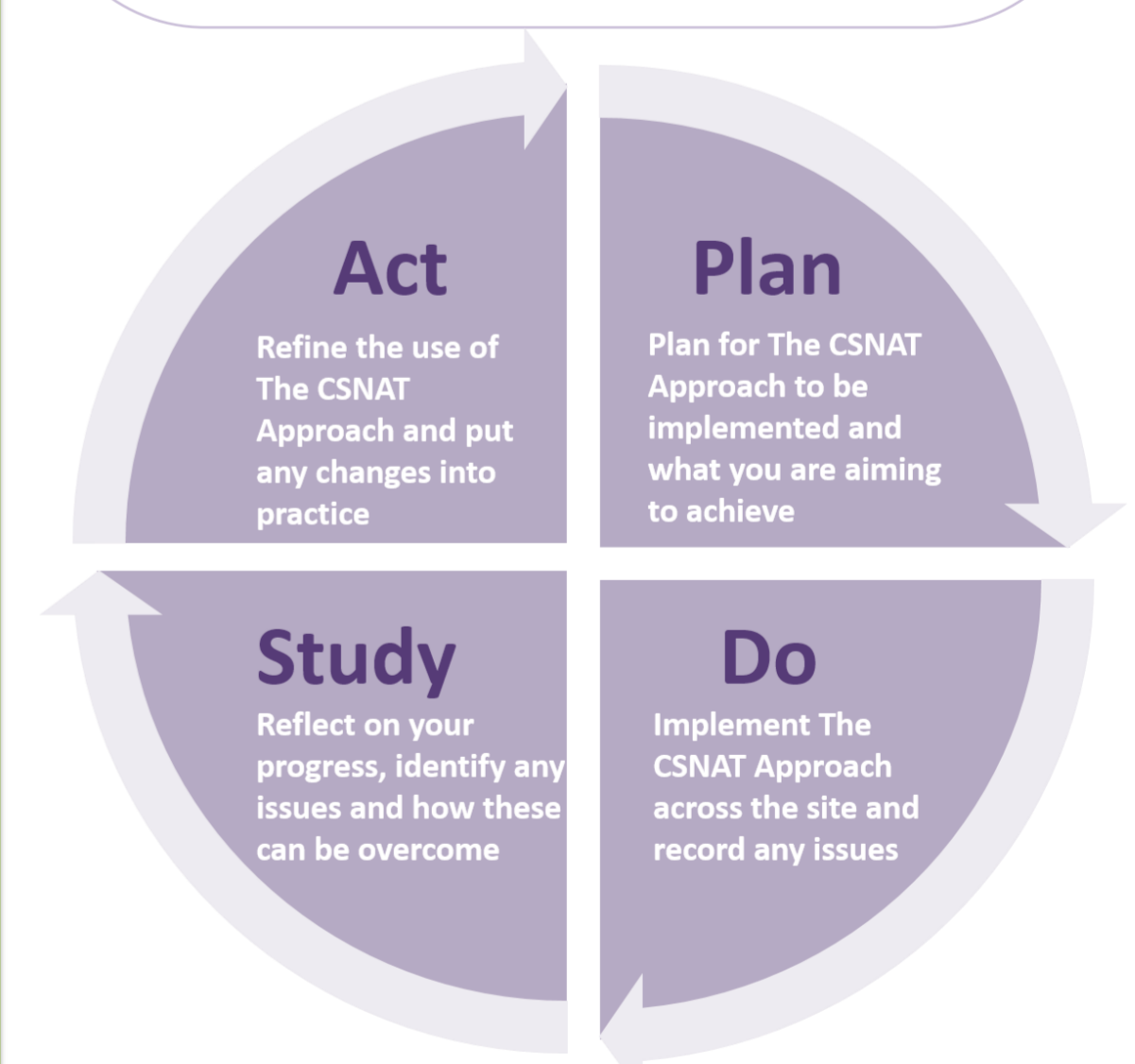
Provides **legitimacy** for a new way of working.

*"I think, between us, we just sort of said, look, it's work that you're doing and we're just trying to formalise it in a way that say, look, we can get a true response from the carer [...] And so they could see...so we sort of sold it with that sort of potential, in terms of growing the service as well. As well as obviously, supporting the carers".*

### Once the implementation is underway

#### On-going review and audit of the use of the intervention

**Monitor the progress** of the implementation and feedback regularly to the rest of the team (keep it 'on the agenda'). Use of improvement based methods such as Plan, Do, Study, Act is highly recommended.



## Conclusions

- Facilitation needs to be a **'team effort'** and **tailored** to meet the needs of the individual service.
- Having **dedicated time** for both pre-implementation planning and the on-going audit and review of progress is associated with more successful implementation.
- An **online implementation toolkit** is currently being piloted to help guide organisations through these key recommendations.

<sup>1</sup>Ewing, G & Grande G - on behalf of the NAHH (2012). Development of a Carer Support Needs Assessment Tool (CSNAT) for end-of-life care practice at home: A qualitative study. *Palliative Medicine*; 27(3):244-256.

<sup>2</sup>Ewing G, Brundle C, Payne S and Grande G (2013). The Carer Support Needs Assessment Tool (CSNAT) for use in palliative and end-of-life care at home: A validation study. *Journal for Pain and Symptom Management*; 44(3):395-405.

<sup>3</sup>Ewing G, Austin L, Diffin J, Grande G. (2015). Developing a person-centred approach to carer assessment and support. *British Journal of Community Nursing*; 20(12):580-584.