

<b>Title</b>	<b>Neringah Hospital: improving outcomes to make us fit to serve in the future.</b>
<b>Number</b>	33
<b>Authors</b>	Brigitte Karle, HammondCare Michelle Griffiths, HammondCare Barbara Scott, HammondCare
<b>Abstract</b>	<p>PCOC (the Palliative Care Outcomes Collaborative) introduced benchmarking of palliative care outcomes in 2006. Neringah Hospital, a dedicated 19 bedded palliative care hospital in Wahroongah, New South Wales adopted these measures from 2007 and have maintained steady improvement in these outcomes. The aim of collecting the data is to improve outcomes for patients', their families and the community in general. The data collected also includes our community outreach program. The poster shows a timeline of improvements made over a two year period (2013-2014), utilising PCOC standards and outcomes. The Past results are shown, followed by the quality incentives introduced to improve these results, focussing on consumer participation, by identifying and recognising the patients in the geographical area comes being measured. The Present results are then demonstrated, showing the improvements made. Thereafter a Future prediction is presented, showing how the results demonstrated will be projected so that Neringah maintains and continues servicing the community with passion. As the future fitness depends on building our staff, large part of our quality improvements include staff recognition and development, so that they can provide continued quality care to patients receiving palliative care in our community. We will show that a small unit can make a difference</p>