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How to implement CHOPs at your service

This guide has been developed to support the successful implementation of the Key Principles for Care of Confused Hospitalised Older Persons (CHOPs) at your service



Project Planning and initiation

Purpose: To develop a Project Plan for implementing the Key Principles for Care of Confused Hospitalised Older Persons (CHOPs)

Steps

1. Define the aim, objectives and scope of the implementation project
2. Develop executive sponsorship and governance systems for implementation
3. Establish a project team including roles and responsibilities to drive implementation
4. Determine stakeholders and assess their readiness to be involved
5. Undertake an audit to assess the gaps in existing systems and identify gaps in staff knowledge and attitude using below tools:
 - CHOPs Pre-implementation Systems audit
 - CHOPs Staff questionnaire (Project team questionnaire)
6. Develop a comprehensive Project Plan including approach to communication to guide implementation

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Diagnostic

Purpose: To assess the current management of the older patient with confusion and identify issues or gaps against Key Principles

Steps

1. Undertake baseline data collection using suggested tools:
 - CHOPs Medical record audit
 - CHOPs Patient Experience Trackers (PETs) for carers
 - CHOPs Environmental audit
 - Staff knowledge and attitude questionnaire (Care of Confused Older people staff survey)
 - Systems audit
 - Additional qualitative data can be collected through staff and carer focus groups
2. Use A3 Diagnostic reporting tool to present the results
3. Identify issues or gaps in current management against the key principles
4. Prioritise issues or gaps in practice based on diagnostic results
5. Communicate the need for change



Solution Design

Purpose: *To design and prioritise solutions to address any issues or gaps in the management of older patients with confusion*

Steps

1. Facilitate problem solving and brainstorming with relevant stakeholders
2. Explore what is working at other hospitals through consultation and consider which solutions/approaches may be transferable
3. Identify and prioritise solutions that will address issues or gaps in the management of older patients with confusion using:
 - A3 Solution Design template
4. Develop a staged approach with short and long term solutions
5. Assess the feasibility of identified solutions, where relevant
6. Develop a statement of purpose/intent for implementing each solution including expected benefits and outcomes



Implementation planning

Purpose: To develop a comprehensive plan for implementing solutions to meet the Key Principles

Steps

1. Outline the steps for implementing short and long term solutions and establish a timeline using:
 - A3 Implementation Plan tool
2. Define roles and responsibilities for implementing each solution
3. Define and agree on evaluation measures and monitoring processes
4. Ensure support and processes are in place to feed back information
5. Communicate your plan for implementing solutions
6. Identify and document risks to implementation and explore potential mitigation strategies



Implementation

Purpose: To implement solutions to meet the Key Principles

Steps

- Implement the plan ensuring key project milestones are met
- Sequence and implement short term solutions, prioritise and implement longer term solutions
- Ensure regular review of implementation against key principles
- Ensure continuing support and feed back loops for stakeholders
- Update key implementation activities as required



Evaluation feedback and sustainability

Purpose: *To assess the outcomes of the implementation of the Key Principles*

Steps

- Conduct a re-assessment of current practice to compare with the measures undertaken in the diagnostic phase
- Review and revise the approach to implementation
- Establish an ongoing process for review and revision to implementation
- Communicate success and outcomes to all stakeholders