

The White Rose Program – Assuring Respect and Dignity for the Terminally Ill.

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The White Rose Program:

Assuring Respect and Dignity for the Terminally Ill

7T Medical-Surgical Unit

Lehigh Valley Health Network, Allentown, Pennsylvania

Planting the Seeds: Review of the Evidence

- Review stages of dying: denial, anger, bargaining, depression/grief, and acceptance
- Foster open communication between patient, family and healthcare team
- Create a supportive environment that addresses the dying process with respect and dignity



Budding Flowers: Implementation

- Identify patient as terminally ill
- Discuss stages of dying
- Place white rose magnet on door frame as visual cue for terminally ill patient
- Inform patient and family of services available and process to access services



Smelling the Roses: Outcomes

- Patient satisfaction
 - "The empathy that all the staff has during the process is wonderful."
- Family satisfaction
 - "We are so impressed that the staff takes care of the family's needs too."
- Staff satisfaction
 - "I am more at ease and comfortable with dying patients because there are processes in place to assist the patient and family."



Cultivating the Garden: Education of Staff

- Include RNs, unlicensed assistive personnel and unit secretaries
- Discuss stages of dying
- Identify services available throughout Lehigh Valley Health Network and process to access services
 - Snack cart
 - No One Dies Alone (NODA) program
 - Pastoral Care
 - Overnight stay room
- Educate patients and family on dying process and services available



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