

## 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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