Improving RN Comfort Level in Individualizing Care for Hospice Patients

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Improving RN Comfort Level in Individualizing Care for Hospice Patients

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BACKGROUND

- Currently, there is no standard nurse communication tool to assist in caring for hospice patients as individuals
- Implementing a communication tool would allow the RN to care for the hospice patient in a holistic way and on a more personal level
- “Knowing a patient allows nurses to more truly understand a patient and their world as if they were inside it and can provide care that fulfills the specific needs of that patient.” (Mok, E., & Chiu, P. C. 2004)

PICO

- On an inpatient medical surgical unit, does a written communication tool specifying patients personal preferences improve RN comfort level in caring for the hospice patient holistically?
  - P: RNs caring for hospice patients on an inpatient medical surgical unit
  - I: Written communication tool specifying patients personal preferences
  - C: No written communication tool specifying patients personal preferences
  - O: Increased RN comfort level with providing individuated care based on patient preferences,

IMPLEMENTATION

- A survey was conducted on 5T using an online survey generator before the tool was implemented
- Communication tool was provided to RNs on 5T for two months
- A survey was conducted on 5T using an online survey generator after the tool was implemented
- Total of 18 surveys were completed before the tool was provided and 8 surveys were completed after the tool was provided

OUTCOMES

- RN comfort level before tool was administered
- RN comfort level after tool was provided

RESULTS

- Before distributing the tool, nurses were surveyed on how comfortable they felt with hospice care:
  - 21% of nurses were not comfortable
  - 51% of nurses were moderately comfortable
  - 28% of nurses were very comfortable
- 100% of the nurses who completed the survey said a nurse communication tool would improve their comfort level
- After receiving the tool, 75% of nurses who completed the survey said utilization of the tool would improve comfort level in caring for hospice patients
- 87% of nurses would like to continue using the tool when caring for hospice patients

EVIDENCE

- “Nurse–Patient Relationships in Palliative Care”
  - Findings showed when a trusting relationship established between the nurse and the patient, the nurse is able to demonstrate a holistic approach to caring and provide reliable comfort care to meet the patients needs.
  - This increases the RN’s comfort level in providing care because they can meet the patients needs and provide comfort care without actually being asked. (Mok, E., & Chiu, P. C. 2004)
- “The Meaning and Impact of Empathetic Relationships in Hospice Nursing”
  - A holistic approach in caring for hospice patients creates a more empathetic nurse patient relationship. Having an empathetic relationship allows the patient to be acknowledged as an individual and a person of value. (Raudonis, B.M. 1993)
- “The COMFORT Initiative”
  - Nurses report fear as a barrier when caring for hospice patients because there are no set guidelines in their nursing role for end of life care.
  - Individualizing patient care allows the nurse to focus on the patient as a person, rather than a vessel for a disease. Nurses are taught to address the physical needs of patients with little regard to the patients holistic needs. A patient centered approach allows the nurse to know their patient on a more personal level which will increase their comfort level in caring for the hospice patient. (Wittenberg-Lyles, E, et al. 2010)

REFERENCES: