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

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The White Rose Program:

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

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

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.”

References: