



Confidence of Family Caring for Loved Ones

North Plains Hospice
Aberdeen, South Dakota

Description of North Plains Hospice

- Geographic area served: Patients of all ages served within 40 mile radius of Aberdeen
- Average daily census: 9
- # of patients served per year: 68
- Setting for the Clinical Collaborative is the patient's home.



Picture of Team

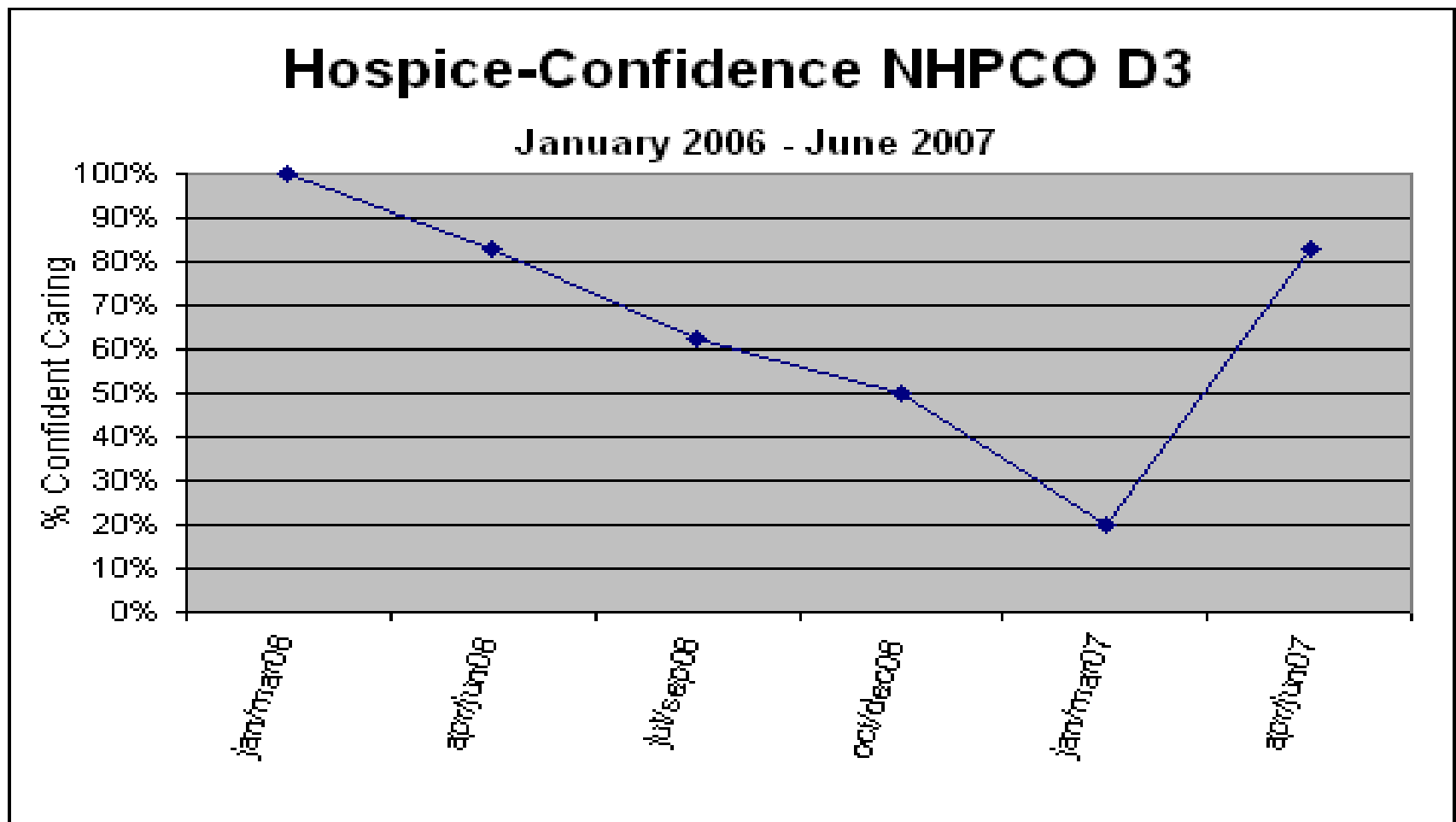


Identified Problem

- The North Plains Hospice Team wanted to assure they were providing what was necessary for families to feel comfortable and confident in caring for their loved ones at the end of life
- To measure “adequate interventions provided” the team analyzed data from NHPCO Family Feedback Survey question D3

Outcome Measure Baseline Data

Question D3 NHPCO Survey



Aim Statement

By May 2008, 80% of home hospice families will verbalize they were very confident in doing what they needed to do to take care of their loved one as evidenced by internal audit results and NHPCO Family Satisfaction Survey question D3.

Major Activities

- ❑ Completed Literature search for best practice data.
- ❑ Evaluated educational material given to patients/families to assist them in providing care and preparing for death.
- ❑ Revised the NHPCO Families Feedback Survey to include D8 and D9 and incorporated a process to code surveys to identify home deaths versus facility deaths.
- ❑ Monthly Team Meetings
- ❑ Developed audit sheets for bereavement phone calls, practice protocol record audits, scripting, and documentation processes
- ❑ Staff education

Changes Tested

- ❑ Families confidence in doing what they needed to do to care for a loved one is tested through implementation of telephone survey during bereavement call at 4-6 weeks after death of patient.
- ❑ Implementation of best practice clinical protocol for home hospice patients incorporating customer excellence concepts
- ❑ Implementation of developed “confidence” scripts to be used by hospice clinicians during course of patient care and during bereavement care.

Outcome Measure

- Numerator: Number of home hospice families during a telephone survey that verbalized they were very confident in doing what they needed to do to take care of their loved one
- Denominator: Total number of home hospice families surveyed by telephone during bereavement call by social worker. Question D3 on NHPCO Family Evaluation Survey will be monitored quarterly to measure outcome.

Tracking of Outcome Measure

Quality Partners Improvement Collaborative How Confident were patients to care for loved ones? Audit Sheet

Month _____

Aim Statement: By May 2008, 90% of home hospice families will verbalize they were very confident in doing what they needed to do to take care of their loved one as evidenced by internal audit results and NHPCO Family Satisfaction Survey question D3.

At first bereavement call to family of home hospice patients (4-6 weeks following patient death), family will be assessed for confidence in doing what they needed to care for loved one. The following script will be used:

Were you pleased with the care you received from hospice?

Yes _____ Total _____

No _____ Total _____

How confident did you feel about doing what you needed to do in taking care of the patient (D3)?

Very confident _____ Total _____

Fairly confident _____ Total _____

Not confident _____ Total _____

Further scripting used to attempt to increase number of returned NHPCO surveys and referrals:

"There will be a family satisfaction survey sent to you. Please consider completing this and returning it to us."

If a patient says, "How can I thank you for what you have done?" Consider replying:

"We appreciated the opportunity to care for you and your loved one. Please consider sending a thank you note to your physician for the referral and please consider returning the family satisfaction survey."

Comments:

Process Measure

- ❑ Numerator: The number of times the entire practice protocol is utilized and documented in discharge records of home hospice patients/families.
- ❑ Denominator: The total number of discharged home hospice patient/families.

Implementation of process measure

**North Plains Hospice
ASL
Practice Protocol**

Name _____
Place of Care: Home _____ Nursing Home _____
Length of Stay _____

Question D3

How confident did you feel about doing what you needed to do in taking care of the patient?

Check list to assure these tasks are completed while patient is receiving hospice care. This check list will be used to assure quality improvement in the area of CONFIDENCE.

Document the date(s) these item address/offered.

- Nurse aide service offered _____
- Homemaker service offered _____
- Educational materials offered _____
- Offer to increase frequency of visits _____
- Equipment and supplies offered to assist with care _____
- Offer of additional spiritual intervention _____
- Instruction for medication administration _____
- Instruction on managing SOB _____
- Instruction on physical cares:
 - Bathing _____
 - Dressing _____
 - Changing bedding _____
 - Personal Cares _____
- Use of "confidence" scripting _____
- 12/2007

Process Measure

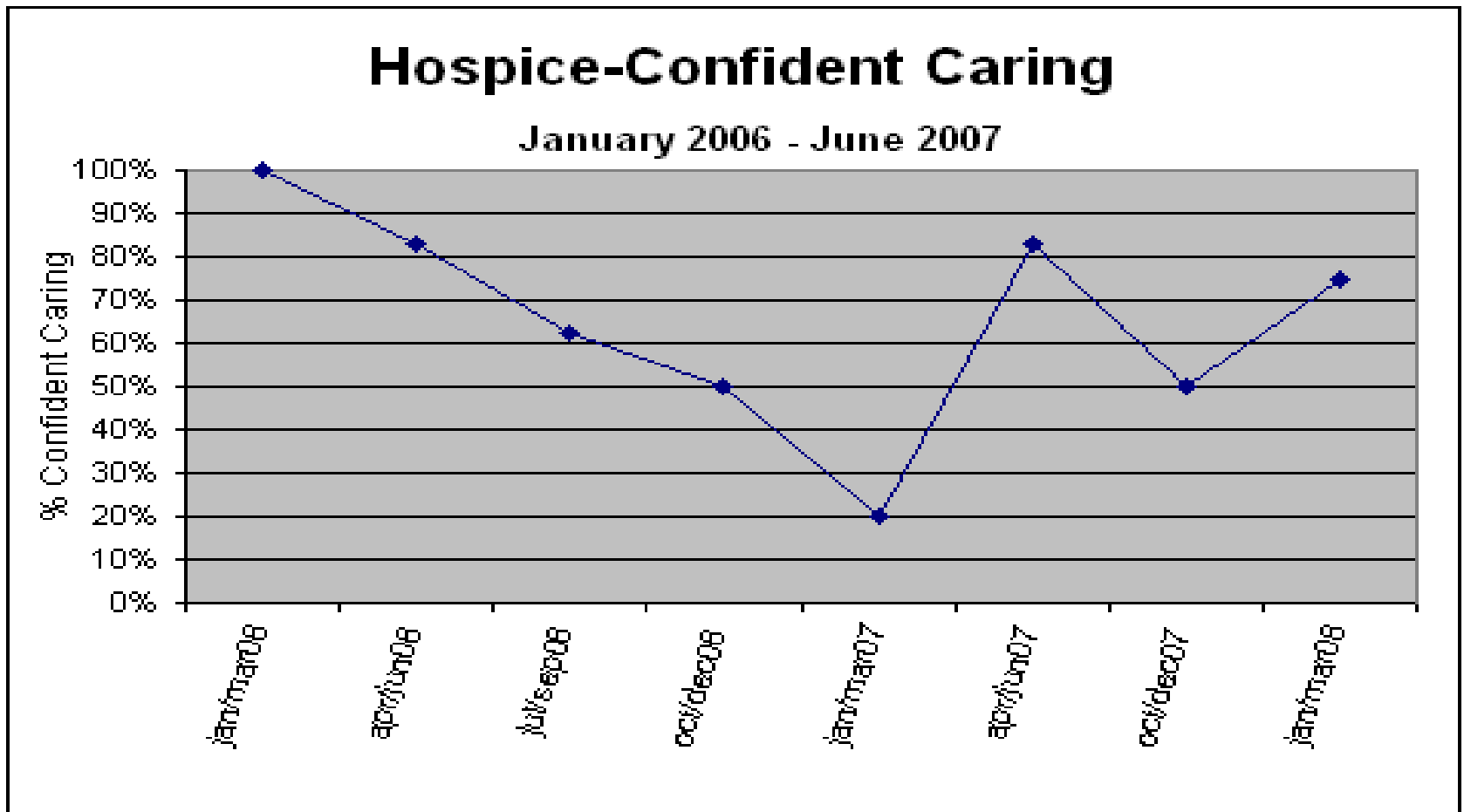
- ❑ Numerator: The number of times confidence scripting was used by nurses and social workers at each visit of home hospice patients/families.
- ❑ Denominator: The total number of home hospice patients/families.

Implementation of Process Measure

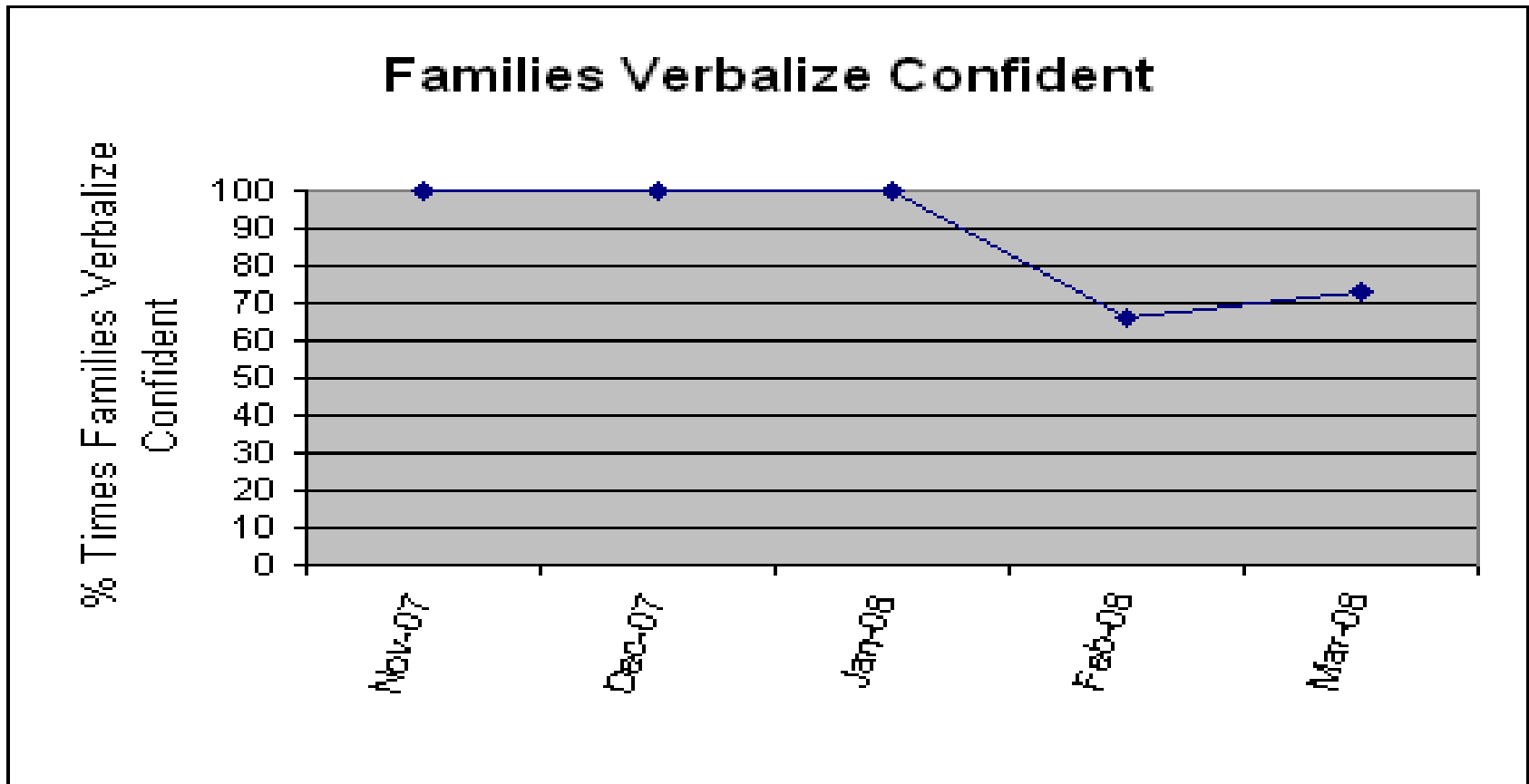
- “What can we do to help you feel confident in caring for your loved one?”
- After explaining a “care intervention” for the patient/family say, “It sounds like you feel pretty confident about _____ your loved one”
- “Is there anything else I can do for you now. I want you to feel as confident as possible in the care of your loved one.”

Outcome Measure Question D3

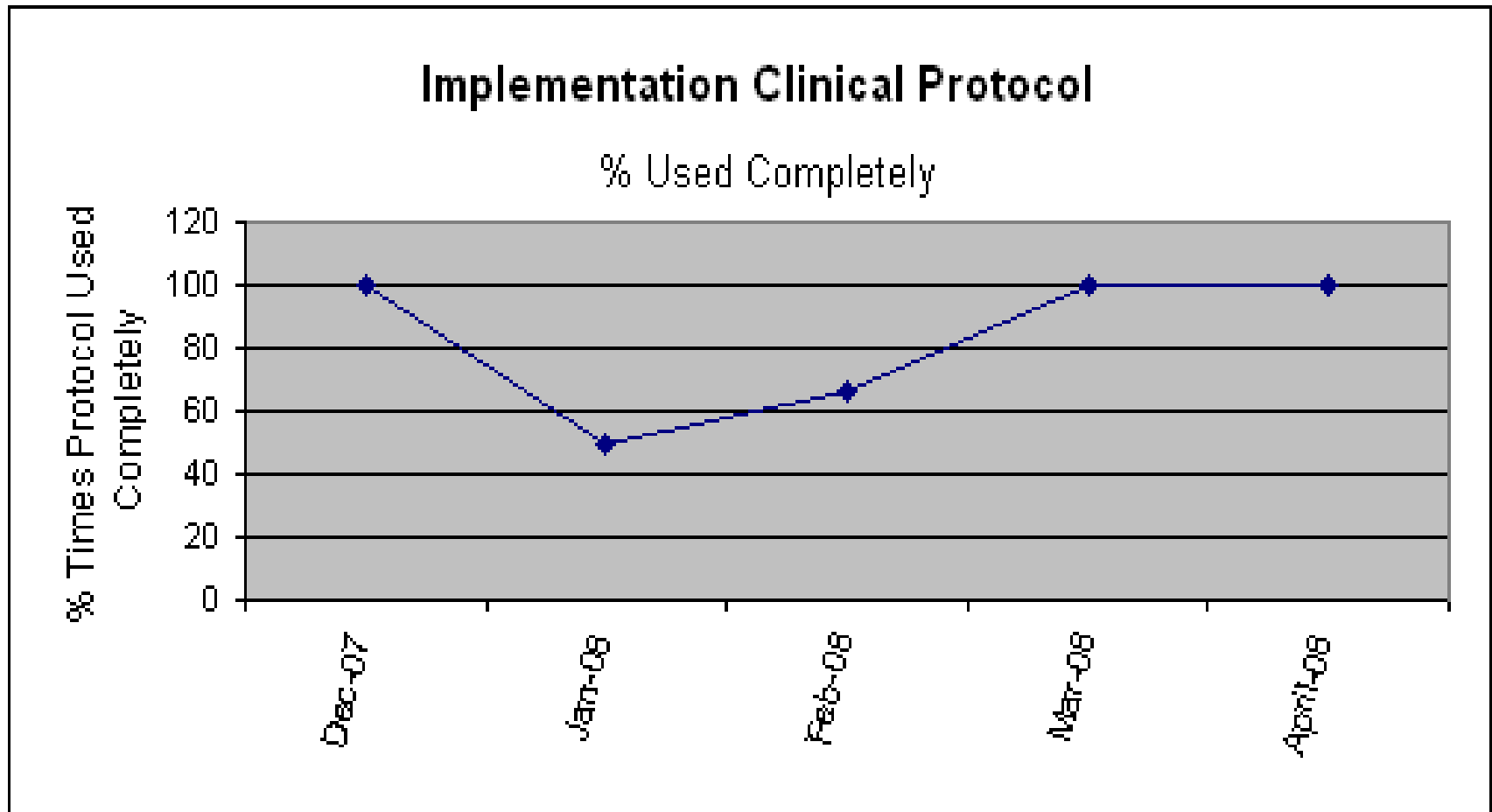
NHPCO Survey



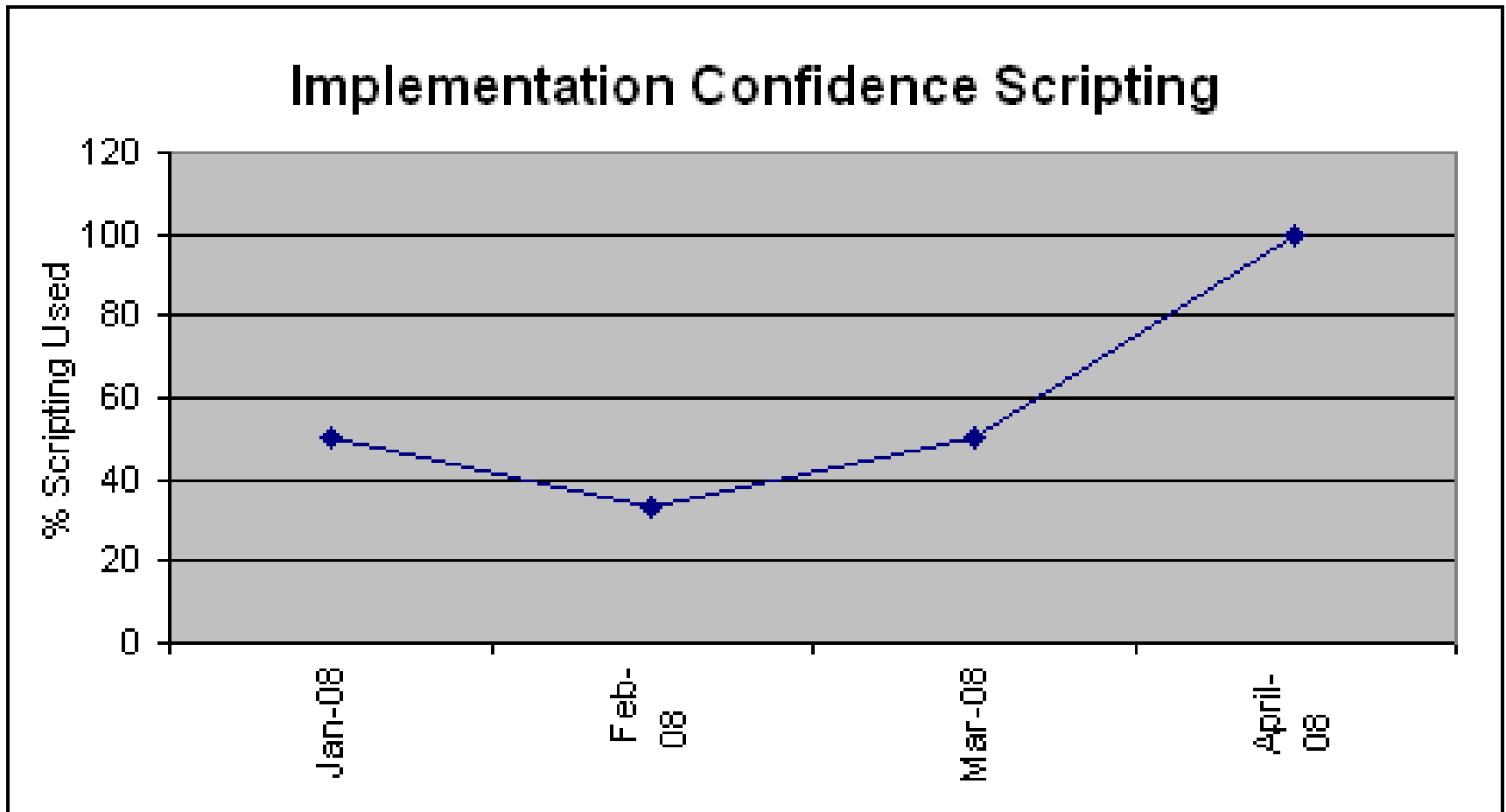
Current Results of Telephone Survey Outcome Data



Process Measure Results: Protocol



Process Measure Results: Scripting



Spread and Sustainability

- ❑ Continue scripting process for bereavement followup phone calls to track outcome, enhance service provision, and increase referrals and survey returns.
- ❑ Continue scripting specific to “confidence” for social work and nursing at each visit.
- ❑ Continue to implement the practice protocol and utilize it to help identify future QAPI opportunities, enhance provision of best practice, and assure patient and family satisfaction with hospice services.

What we Learned

- QAPI process mirrors Avera St. Luke's PI Plan. We learned to clearly identify process and outcome measures
- Patient care staff need to be intimately involved in the process

What We Learned

- It was great being part of a collaborative process to improve hospice in our state.
- We now have an identified resource at NHPCO (Lin)
- Celebrate our successes

Use of IHI Model in the Future

- ❑ Incorporate the present practice into Miller alternate site.
- ❑ Utilize the IHI Model on annual basis as we are called upon to identify 2 Performance Improvement projects for our program.
- ❑ Continue to have fun and celebrate our successes in the process

Philosophy Aligned with Program

This project, completed and implemented brings North Plains Hospice closer to our goal of being fully present with and accepting the unpredictable, paradoxical nature of life and helping the person illuminate meaning. It is centered on caring in its deepest most respectful sense.

