



Service Priorities and Programmes Electronic Presentations

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Engaging community partner in providing volunteer support to End of Life patients 晚晴關懷服務 (義工)

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Introduction

The monthly mortality rate in RB wards from 1st Jan 2016 to 30th Jun 2016 was up to 360 cases within 8 wards. Facing high-volume of daily End of Life (EOL) cases in wards, support for EOL care was in significant need. Among the EOL cases, some were vulnerable, new immigrant, solitary elderly, and lack of family or social support, which were in need for extra support. It is in need to take care not only the dying patient, but also his/her family and care givers during the process of both patient dying and after death. In response to the need of service mentioned above, End of Life care service was started in 2011 at Kowloon Hospital, all wards have carried out EOL care service by phases. To enhance the service, Kowloon Hospital has invited the service group Heartfelt(心的關懷) from Lok Fu And Kowloon City Christian Chaplaincy Limited(基督教樂城院牧事工) to participate in the KH End of Life Care program(Volunteer)(九龍醫院義工服務-晚晴關懷).

Objectives

To provide high quality of EOL care to the terminally ill patients and their families, as well as the bereaved. To provide accompanying and emotional support to the terminally ill patients as well as the bereaved family. To promote comfort care and support. To reduce the feeling of loneliness and helplessness of the bereavement during the bereavement period. Assist on the funeral arrangement if the bereaved family is in need.

Methodology

Total 5 wards (Main Building: 6D, 5E; Rehabilitation Building: 5B, 4A, 4B) have participated in the pilot run of the service. 9 volunteers from Heartfelt joined the EOL Care service for providing care to patients and relatives. They have provided support to patients, family and care givers, e.g. emotional support, counseling or bereavement follow up if necessary, and made referrals to community resources if it was in need.

Result

A pilot run of the project for 3 months from Nov 16 to Feb 17. Evaluations with wards

have been carried after the pilot run of the project, 100% from the ward agreed the service was meaningful and beneficial to the patients and relatives. By approval from the hospital management, the service was extended to all wards in hospital since 1 April 2017.

Evaluation meeting has been held regularly to review and enhance the service. To meet the service need for community care, KH PRC Committee and EOL Care Committee have endorsed to extend the service to KH Community Nursing Service, which are responsible by KH Virtual Ward Service and Community Geriatric Assessment Service in Jan 2018.