



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Promoting symptom relief and psychological support in End of Life Care in LKB, PMH**

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**Introduction**

End of Life Care (EOLC) Program was implemented in LKB since April 2016. As EOLC is an essential element of care for patient in a dying process, patients and their families should be prepared for the events to have a meaningful and comforting experience at the last journey of the life. Therefore, symptom relief treatment and psychological support were focused to patient and family with multidisciplinary approach. Bereavement care was given to the families those faced the loss of family member or beloved one.

**Objectives**

1. To promote symptoms relief and psychology support to patients
2. To enrich bereavement care to patient's families
3. To strengthen staff professional development

**Methodology**

1. Promote symptoms relief and psychology care
  - 1.1 develop Symptoms Observation Chart (SOC) for symptoms monitoring
  - 1.2 implement Aromatherapy therapy for symptoms relief
  - 1.3 post up information board in wards for program promotion
  - 1.4 produce education and information pamphlet for patients and their families
2. Enrich bereavement care
  - 2.1 conduct comfort interview for bereaved family by trained APN
  - 2.2 produce comfort card and condolence card to patient and their families
  - 2.3 provide bereavement information booklet to relatives
- 3 Enhance staff training for professional development
  - 3.2 conduct a series of EOLC training sessions for professional staff
  - 3.3 provide specialty training in palliative care for nurses
  - 3.4 engage staff in condolence card 's design and production
- 4 Outcome measure
  - 4.1
  - 4.2 Review the application of symptom observation chart
  - 4.3 Education and bereavement material are available
  - 4.2 conduct staff satisfaction survey
  - 4.4 Conduct relative satisfaction survey on Aromatherapy and EOLC program

**Result**

From April 2016 to December 2017, 72 patients were served. Staff satisfaction survey was conducted in 2016 and 90.7% staff agreed EOLC training enhanced their confident in caring dying patient. A series of 6 EOLC training sessions were provided to professional staff with total 120 attendants in 2016. In addition, evaluation on SOC application and relative satisfaction survey were conduct from Aug to December 2017. 13 samples of SOC application were reviewed with 100% compliance. 11 relative satisfaction surveys were received with 100% positive feedback. Education board, bereavement information and condolence card were available for relative and their family.