



Service Priorities and Programmes
Electronic Presentations

Convention ID: 269

Submitting author: Ms Ka Yan MAU

Post title: Advanced Practice Nurse, Our Lady of Maryknoll Hospital, KWC

Caregiver satisfaction on introducing Palliative Care services by telephone interview: a qualitative study

Ms KY Mau(1); Ms WMH Lai(1); Ms KYK Yung(1); Ms HC Cheung(1); Dr JTM Chan(1)

(1) Advanced Practice Nurse, Palliative Care Unit, Department of Medicine and Geriatric, Our Lady of Maryknoll Hospital

Keywords:

Caregiver satisfaction

Quality improvement

Telephone interview

Introduction

The Palliative Care Unit (PCU) of Our Lady of Maryknoll Hospital (OLMH) receives referrals for inpatient palliative care from other hospitals in Hong Kong. Direct face-to-face consultation is always not feasible before transfers. In order to facilitate transition from curative to palliative care among those newly referred advanced cancer patients and their caregivers, telephone interview is used for service introduction. Relevant information is provided according to individual needs to enhance understanding, acceptance of palliative care, as well as to relieve caregiver stress.

Objectives

To evaluate the effectiveness and satisfaction level of palliative care service introduction by telephone interview in caregivers of newly referred advanced cancer inpatients.

Methodology

Caregivers of patients newly referred from other hospitals for inpatient palliative care service were contacted by phone for service introduction. The content of phone interview consists of several aspects: i) nature of palliative care, goal of treatment and expectation; ii) scope of OLMH PCU services; iii) provision of practical information; iv) decision on "Do Not Resuscitate" order; v) hospital discharge arrangement; vi) consent for inter-hospital transfer to OLMH PCU; vii) reasons behind if patient or family refuses OLMH palliative care services. They were then invited to complete a satisfaction survey after phone interview. The 6-point Likert scale was used in the questionnaire which contained three parts: overall satisfaction of the interview, clearness of the information delivered and general understanding of the palliative care service provided.

Result

A total of 100 caregivers, 47 males and 53 females, were phone-interviewed from

January to May 2013. The response rate was 98%. All respondents rated ≥ 4 in all three parts. Ninety-two percent of them rated ≥ 5 in general understanding of the palliative care service provided; 93% in clearness of the information delivered; and 94% in overall satisfaction of the interview. The top three frequently asked questions are hospital address (63%), visiting hours (54%) and discharge plan (43%). Other special interests included hospital fee, hospital environment, treatment plan, nursing care plan, and funeral arrangement.