



**Service Priorities and Programmes  
Electronic Presentations**

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**The Influence of a good End-of-Life experience in Palliative Care to the bereaved**

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**Introduction**

Palliative Care is specially designed to provide end-of-life care for terminal illness patients to manage their distressing symptoms and promote quality of life. To the caregivers, how can the end-of-life experiences alter their post-bereavement adjustment? It is well known that "Acknowledgement of the death of the loved one is the first step in the mourning process". From our clinical experiences, the last journey of the family with the patient and their involvement in end-of-life care can enhance the process of post-bereavement adjustment and reduce the risk of bereavement regret.

**Objectives**

To study the relationship between end of life care at palliative care and the bereavement adjustment of the bereaved in order to enhance the service of end-of-life care.

**Methodology**

Case study approach: carry out a narrative analysis from the appreciation letter from the deceased family, believing their feelings and feedbacks are best recorded from their own words. In 2013, two cases were identified and recruited for this study. Their medical records were also reviewed to identify the end-of-life care provided to the patient and family.

**Result**

End-of-life care provided to the patient and caregivers engagement at Palliative Care ward includes advance care planning at hand e.g. DNR, symptom control and pain relief, caring environment and professional staff, professional family photo taken, patient activity at Ward Follow Up (Flowers Arrangement and writing meaningful words), Last-Wish-Come-True: Celebrate of patient's birthday during hospitalization, facilitate home leave, flexible visiting hour upon critical condition, a more humane "See the Last face" and "say Goodbye" process, and a peaceful death. Finding: The buffer effect of quality end-of-life care to their bereavement adjustment - Better grief

copied - The severity of their pain lessened - Happiness and good memories retained in their grieving - No regret to the bereaved Although grief is painful and cannot be prevented. This study showed that quality of care provided at the end of life to the patient and family engagement at Palliative Care can promote better bereavement adjustment such as patient-centered care, facilitating patient-family contact and allowing more previous moment for the family in the end of life care. There is an ongoing process between end of life care and bereavement experiences. Moreover, improving patient's quality of death significantly correlates to a better bereaved adjustment of the bereaved. As the bereaved said, "We can find happiness and pleasant memories even in our grief through your care and service."