



Service Priorities and Programmes Electronic Presentations

Convention ID: 1210

Submitting author: Ms Yin Ling Chan

Post title: Advanced Practice Nurse, United Christian Hospital, NULL

Communication with a Pakistani Family on End-of-Life Care in Neonatal Intensive Care Unit: A Case Study

*Chan YL, Chan KM, Chan YF, Chik YM, Leung MM, Li PM, Ma PK, Tang HT, Yung P
Paediatric and Adolescent Medicine Department, United Christian Hospital*

Keywords:

Communication
end-of-life care
minority ethnic group
empowerment

Introduction

Effective communication skills do not only facilitate the goal of end-of-life care but also forge relationship of mutual trust and respect with patient's family in different cultural and language perspectives. Regardless of ethnicity, family of dying infant has equal opportunities to say goodbye to their precious baby in neonatal intensive care unit.

Objectives

Through a case study of end-of-life care of a Pakistani neonate in local acute care setting how nurses (1) overcame the communication across culture and language barriers; (2) ensured the parents with different cultural and language background have the opportunity to parent their baby, to make decision and to create memories.

Methodology

The pain relieved measures, communication strategy to family, creating precious and everlasting memories, and providing a restful and peaceful environment for "saying goodbye" are the standard nursing care providing to the patient's last journey. Working with dying infants and their families of ethnic minorities, nurses need to ensure more culturally sensitive care through effective communication skills. Understanding the cultural beliefs and routine practices, asking family's perspectives on the care of their infant and making no assumptions are the first step to develop the trust and rapport between healthcare team and family. The issues and concerns on lacking the disease knowledge of the infant, inadequate information on the prognosis and end-of-life care, and fear of dying and loss of infant should be aware of and addressed through optimal communication, such as interpreters, body language and cue cards. The preparation of the conversations ahead with the interpreter and the attention of the complex emotional issues during conversations should be well covered in order to help the family to feel more sense of control and less isolated in this difficult situation.

Result

All NICU nurses had received training and briefing on the special communication skills

and religious concerns. Parents could participate in the baby care after the communication enhancement. A solid and profound relationship was established. Both parents and nurses experienced the mutual respect and support through verbal and non-verbal communications. Training in cultural and linguistic diversity is a pivotal step to integrate the standards of end-of-life care into practice when caring for minority ethnic group. Healthcare professional should provide high-quality care to patient and their families regardless of race, cultural beliefs and language.