



## Service Priorities and Programmes Electronic Presentations

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### **Person Centered Care in Palliative Care Unit: Patient Comfort and Rest Enhancement Project**

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#### **Introduction**

Palliative patients have different types of suffering and patients might have poly-pharmacy to deal with the problems. However, current evidence shows that non-pharmacological therapies are also effective and beneficial for palliative patients in symptoms relief. Therefore, our unit aims to provide personalized care by engaging patients and empowering care givers to use the alternative comfort measures, in order to enhance patients' comfort & rest during hospitalization. Result will be evaluated by survey and case review.

#### **Objectives**

To provide personalized care with engagement of patients and empowering care givers, to use various non-pharmacological comfort measures according to individual needs, in order to improve patient's comfort and rest during hospitalization.

#### **Methodology**

February 2015, literature reviewed of the alternative comfort measures for palliative care patient. This person-centered initiative was supported by hospital management. The provision of comfort measures for palliative care patient started from November 2015, after staff education on the application and effect of the comfort measures at early November. At Jan 2016, 30 evaluation forms were collected after the patients used the comfort measures. Feedback from patients, their families and nurses wERE collected. Patients were invited to rate the level of improvement after using the comfort measures. 2 cases reviewed for the qualitative data collected.

#### **Result**

Evaluation done with syrvey question,30 convenience samples collected, feedback from patient, carers and nurses collected. 12 male and 18 female patients, age ranged from 35-91. 87% (26) of participant used the measure of comfort touch with massage oil, 13% (4) listened to music, 1% (3) used fan. 87% (26) of participants, rated that their symptoms were relieved from moderate to high, after using the comfort measure. In addition, both nurses, patient and their carers' appreciated that

hospital can provide the comfort measures. They expressed that comfort measure provided alternatives for patients to control pain and symptoms. Restless and anxious patients were observed to become more relaxed, peaceful and calm afterward. In addition, families appreciated the massage oil with comfort touch, help alleviate their 'helplessness' and 'they can do something for the patient'. Besides, even when some carers' expressed that the comfort measure had not much therapeutic effect; however, it can help to improve their bonding and rapport with patient at the end of patient's life.