



## Service Priorities and Programmes Electronic Presentations

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**Submitting author:** Ms Yuk Lai Kwok

**Post title:** Advanced Practice Nurse, Caritas Medical Centre, NULL

**Hospital Authority Corporate Scholarship Experience - Putting person-centered care into practice: Calvary Health Care Bethlehem, Victoria.**

*Kwok YL*

*Department of Medicine and Geriatrics/Palliative Care Unit, Caritas Medical Centre, Hong Kong*

### **Keywords:**

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### **Introduction**

Calvary Health Care Bethlehem (CHCB) is a leading Victorian specialist palliative care service in caring for those patients with malignant disease and progressive neurological illness. A team of four palliative care nurses was arranged from 18 March 2013 to 12 April 2013 to attend the overseas training program in CHCB Melbourne, Australia.

### **Objectives**

1. Communication with patient and family about Advance Care Planning. 2. Develop insight and knowledge in the issue of die at home. 3. Learn the role and function of nurse specialist in palliative care. 4. Acquire latest evidence in palliative care and end of life care.

### **Methodology**

During the four week attachment, we had an overview of services across inpatient and ambulatory care. The inpatient facility provides holistic care to patients and their families with complex needs. Specialized ambulatory services provide community based care to patients in their home, in addition to a range of programs through Day Centre and Outpatient Clinics. The integration of hospital-based and community services ensure that patients and their families are well supported from one level of care to another in a seamless way according to their preferences and needs.

### **Result**

Evidence shows that Advance Care Planning (ACP) could improve end-of-life care for the patient and reduce stress, anxiety and depression in surviving relatives. In CHCB, the practice of person-centered care puts patients at the heart of care and respect their preferences, values, needs, and autonomy in making their own choices. ACP is an ongoing process of communication integrated into the person-centered care routine. Dying at home requires not only the patient's choice but also family support the decision. Caregivers are involved, educated and supported by the palliative care team. Nurse specialist plays a crucial role to manage and coordinate patients with complex needs in community palliative care service especially support patients dying

at home. In conclusion, ACP is seen as a key component of person-centered care in palliative care. A person-centered approach encourages palliative care patients to be more involved in decisions about their care and have a big impact on the quality of care. On the other hand, offering care in a person-centered way can increase the sense of accomplishment amongst professionals and improve job satisfaction. The development of a person-centered practice is highly recommended in palliative care service.