



Service Priorities and Programmes Electronic Presentations

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PREPARED Program for End of Life Care in LKB, PMH

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Introduction

End of life (EOL) care is an essential element of care for patient in a dying process. Patients and their families want to prepare for the events at the last journey of the life and have a meaningful and comforting experience in the process. However, patients would experience undue pain of all natures and suffer from dread and loneliness. Health care professional should provide physiological, psychological, social and spiritual care support. In addition, the cultural aspects and caring environment should be optimized to facilitate a dignified and peaceful closure of life for patient. Bereavement care should be given to the families those faced the loss of family member or loved one.

Objectives

PREPARED for patients and relatives

- P - provide physiological, psychological, social and spiritual care
- R - relate to the person
- E - elicit patient and carer preferences
- P - provide information
- A - acknowledge emotions and concerns
- R - realistic hope
- E - encourage questions
- D - dignity maintained in closure of life

Methodology

This program was implemented since April 2016. It was a multidisciplinary approach to provide symptom relief treatment and psychological support to patient and family. 5 End of Life Care (EOLC) training sessions were conducted to team members to empower their knowledge in symptom relief and communication skill in providing psychosocial support. An information board was posted up in wards for the program promotion. In addition, an education pamphlet was produced to patient and carers for psychological support and caring education. An EOLC care plan was developed by

team members to enhance team communication in care plan consolidation.

Result

33 patients were recruited from April to December 2016. The focus care provided by interdisciplinary team was reviewed in August. It showed that 100% patients received psychological support and 76% patient received physiotherapist care. 70% patients received specific nursing care on dyspnea management. Staff satisfaction survey was conducted in July 2016 and 43 response received. It showed positive feedback of the program which 86% of the staff agreed that the EOL program enhanced patient quality of life and support to patient's families. More than 90% of the staff agreed that the program enhanced patient comfort, peace and dignity dying in "End of Life" journey. The next phase of the program will include staff training on communication skill in EOL care and conducting satisfaction survey from relatives. Protocol on dyspnea management in EOLC will be formulated. Bereavement information booklet will be developed.