

Interventions to Enhance PC in Long-Term Care

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External Supports to Change

- New Long-Term Care Act in Ontario, CA (2010) offers support for palliative care as it mandates:
 - Palliative care education and orientation for all new staff
 - Ongoing education in for staff on palliative care
 - Must have defined interprofessional pain management, skin and wound care programs
 - All LTC home programs must be formalized with goals and processes defined.

Project Interventions

- Areas of improvement were determined by the long-term care home staff along with environmental scan findings and interventions are have begun to attempt to maximize resources within the homes
- Interventions include:
hospice volunteers, staff grief support, **personal support worker (PSW) competencies in long-term care**, **hospice visits**, music utilization, good death inquiry, advanced care planning, educational strategies, **palliative care team development**, resources for families, **simulation lab**, end-of-life supportive practices, RAI care plan, **Snoezelen**, mentorship program, **palliative care retreat**, and **spiritual care in long-term care**

Interventions

1. Changing Culture- Creating a PC Team
2. Educational Strategies
3. Activities for Residents who are Palliative
4. Spirituality in LTC



Creating a Palliative Care Resource Team

1. Creating the Team
2. Understanding Roles- PSW Competencies
3. Empowering PSWs



Palliative Care Resource Team

- **Not** a clinical team, this is related to program development
- Palliative Care team require a interdisciplinary team including but not limited to staff representing the following department:
 - Nursing
 - PSWs
 - Dietary
 - Housekeeping
 - Administration
 - Physiotherapy
 - Administration
 - RAI coordinator
 - Maintenance, etc.

Creating a PC Resource Team

Palliative Care Team Retreat

Goal: To discuss and create consensus on the foundation of the team:

- Membership
- Goals
- Mission and values
- Areas of focus
- Determining Resources
- Communication Strategy, etc.

Outcome: Basis of the Resource Team



Understanding Roles- PSW Competencies

- **Goal:** To understand the PSW role when providing palliative care to residents in LTC homes
- PSWs were interviewed from 2 of the LTC homes



Understanding Roles- PSW Competencies

- Asked to give examples of them providing palliative care
- **Outcome:** List of competencies that can help PSWs describe their role when providing palliative care and help their co-workers understand the PSW scope



Empowering Personal Support Workers

Goal: Highlighting and enhancing PSWs as apart of the interdisciplinary team

- Each home has a PSW Representatives
- PSWs are included in the decision making process
- PSWs are given further opportunities to enhance skills (hospice visits, conferences, etc.)



Empowering Personal Support Workers

Outcome:

- PSWs are the liaison between the long-term care homes and the research team
- Act as an informational resource within the homes



Educational Strategies

1. Hospice Visits
2. Simulation Lab
3. Comfort Care Rounds



Hospice Visits

- PSWs visited local hospices
- **Goal:** PSWs to learn how palliative care is delivered in another setting and to see what would and would not be transferable to their own practice
- Northern Ontario- St. Joseph's Care Group Hospice
- Southern Ontario- Carpenter Hospice



Hospice Visits Cont'd

- LTC PSWs shadowed Hospice Staff for a one – two day period
- **Outcomes:**
 - Hospice staff feel empowerment as mentors
 - LTC PSWs benefit from:
 - Learning new ways to approach work
 - Brainstorming to identify solutions to barriers
 - Empowerment from new knowledge
 - New resources
 - Enlarged their network

Simulation Lab

- **Goal:** to improve communication around death and dying for PSWs in LTC
- The lab uses high fidelity manikins (with laptops, software, and compressors) to give a very realistic experience of being at a resident's bedside.



Simulation Lab Cont'd

- The Resident (manikin) has fully functioning blood pressure, pulse points, respiratory and cardiac sounds, as well as chest that rises and falls with breathing
- The simulation allows PSWs to further develop their skills talking to residents and families about palliative care / end-of-life care in a controlled environment
- Debriefing as well as participating in the activity as a group allows PSWs to communication with each other during the learning process
- **Outcome:** PSWs enjoyed the learning opportunity and it increased their confidence about having palliative / end-of-life care discussions

Comfort Care Rounds

- Monthly Comfort Care Rounds
- Began as Pain Rounds stemming from desire of LTC staff to have education on pain management
- Interdisciplinary (manager, nurses, PSW, rehab, pharmacy, NP, volunteers, spiritual workers, PRC)
- Sessions once a month for 30-60minutes
- Format in each home is unique



Comfort Care Rounds

Outcomes:

- Increased participation of PSWs in monthly rounds
- Ability to address some of needs expressed in surveys conducted by research team (ACP, spirituality, etc)
- Potential for involvement in future education needs of LTC staff using Comfort Care forum or by other means



Activities for Residents who are Palliative

1. Snoezelen
2. Hospice Volunteers



Snoezelen

- Multi-Sensory Stimulation Therapy
- Provides residents with a pleasurable experience and sense of well-being
- Based on the individual resident plan of care
- A toolkit was developed
- Training given to staff, family, and volunteer



Snoezelen

- **Outcomes:**

- Interprofessional approach to therapy which includes family and volunteers
- Areas for improvement:
 - Communicate Snoezelen therapy to residents/families, volunteers and staff and increase training opportunities
 - Referral process for residents who would benefit from Snoezelen therapy
 - Utilization of existing resources

Hospice Volunteers

Goal:

- To increase involvement of local palliative care volunteers within the LTC home
- Reviewed referral strategy in the home: what information to have on the referral, who makes the referral, approaching residents and families about volunteers

Outcome:

- Increase use of hospice volunteers being used in the LTC homes



Spirituality in LTC

- **Intervention:** Alliance helped to coordinate the placement of a Clinical Chaplain for 4 hours/ week

Lucinda Landau, Mdiv (c), Dmin
Clinical Chaplain, CASC
Chaplaincy Research Associate



Spirituality in LTC

- **Outcomes:**
 - Spiritual care provided through referral and self-identification
 - Collaboration among volunteers to streamline referrals, enrich training and resources
 - Consultation with community partners
 - Creation of comprehensive bereavement program

Further Information

Visit our website

www.palliativealliance.ca

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