

Background

In 2021, 2 families of patients who passed on a Geriatrics ward complained about the care provided. Families felt their loved ones were forgotten and left in a side room, they felt unable to know who was present at their loved ones time of death and events leading to it; families did not feel they were adequately informed of what end-of-life entails, families did not feel supported and felt healthcare team lacked compassion.

Aim

- Improve quality of care for end-of-life patients
- Improve communication
- Improve experience of their relatives during this stressful period

Method

An audit and a survey were done

Audit:

- MRNs of patients who passed away on Woodley ward between August 2021- March 2022 was collected from informatics
- Proforma for data in domains set in the Royal College of Physicians National Care of the dying audit for Hospitals [1] were analyzed to identify targets for intervention

Survey:

- Launched to study confidence of MDT (Jan 23-March 23) in caring for EOL patients
- Objectives were to identify current confidence, understanding of patient symptoms, and develop teaching sessions as required

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Results

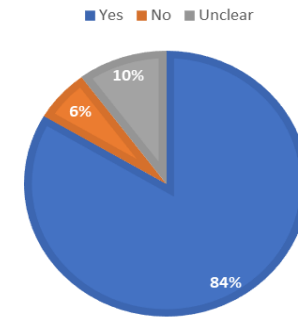
Audit:

- 79 patients were reviewed, 78.48% were female, with majority admitted from home (81.01%)
- Majority passed away from pneumonia
- 78% of patients were commenced on end-of-life care
- 82% of families prewarned of death
- Average time lapse between nursing review and death verification is 1.8 hours with range (0.5-5 hours)
- 43% clear documentations of families being present
- 43% patients with structured proforma

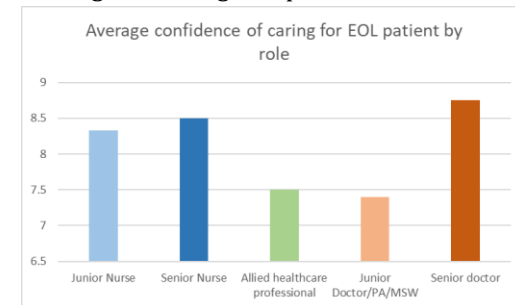
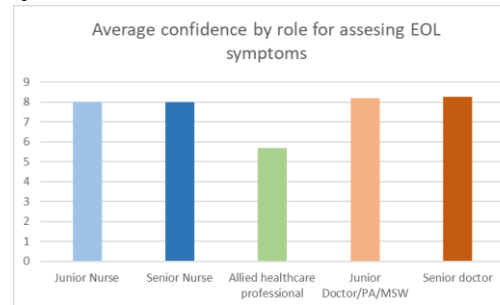
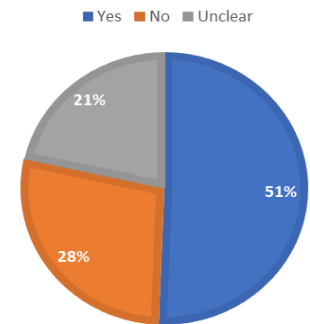
Survey:

- 22 responses; 41% doctors, 32% nursing team, 27% allied healthcare professionals
- Questions were formulated to assess confidence for assessing and caring EoL patients

FAMILY INFORMED OF EOL? (%)



SIDE ROOM (%)



Interventions:

- Two collaborative teaching sessions held for the ward staff by Doctors and senior nurses with total attendance of 32 staff members
- Workshops to discuss end-of-life vignettes to consolidate teaching to be held in June
- PDSA cycles of 3 cases, to be commenced after workshops and aim to complete 3 PDSA cycles
- 'Because we care' board to be put up on ward for staff, patients and family
- Monitor for complaints and compliments for End of life care patients