

# Improving RN Comfort Level in Individualizing Care for Hospice Patients

Tiffany D. Casimiro BSN, RN

*Lehigh Valley Health Network, tiffany\_d.casimiro@lvhn.org*

Danielle G. France BSN, RN

*Lehigh Valley Health Network, danielle\_g.france@lvhn.org*

Rebecca A. Livesay BSN, RN

*Lehigh Valley Health Network, rebecca\_a.livesay@lvhn.org*

Follow this and additional works at: <http://scholarlyworks.lvhn.org/patient-care-services-nursing>



Part of the [Nursing Commons](#)

---

## Published In/Presented At

Casimiro, T. France, D. Livesay, R. (2016, Nov). *Improving RN Comfort Level in Individualizing Care for Hospice Patients*. Poster Presented at: LVHN Vizient/AACN Nurse Residency Program Graduation, Lehigh Valley Health Network, Allentown, PA.

This Poster is brought to you for free and open access by LVHN Scholarly Works. It has been accepted for inclusion in LVHN Scholarly Works by an authorized administrator. For more information, please contact [LibraryServices@lvhn.org](mailto:LibraryServices@lvhn.org).



# Improving RN Comfort Level in Individualizing Care for Hospice Patients

Tiffany Casimiro, BSN, RN; Danielle France, BSN, RN; Rebecca Livesay, BSN, RN

Lehigh Valley Health Network, Allentown, Pennsylvania

## BACKGROUND

- Currently, there is no standard nurse communication tool to assist in caring for hospice patients as individuals
- Implementing a communication tool would allow the RN to care for the hospice patient in a holistic way and on a more personal level
- “Knowing a patient allows nurses to more truly understand a patient and their world as if they were inside it and can provide care that fulfills the specific needs of that patient.” (Mok, E., & Chiu, P. C. 2004)

## PICO

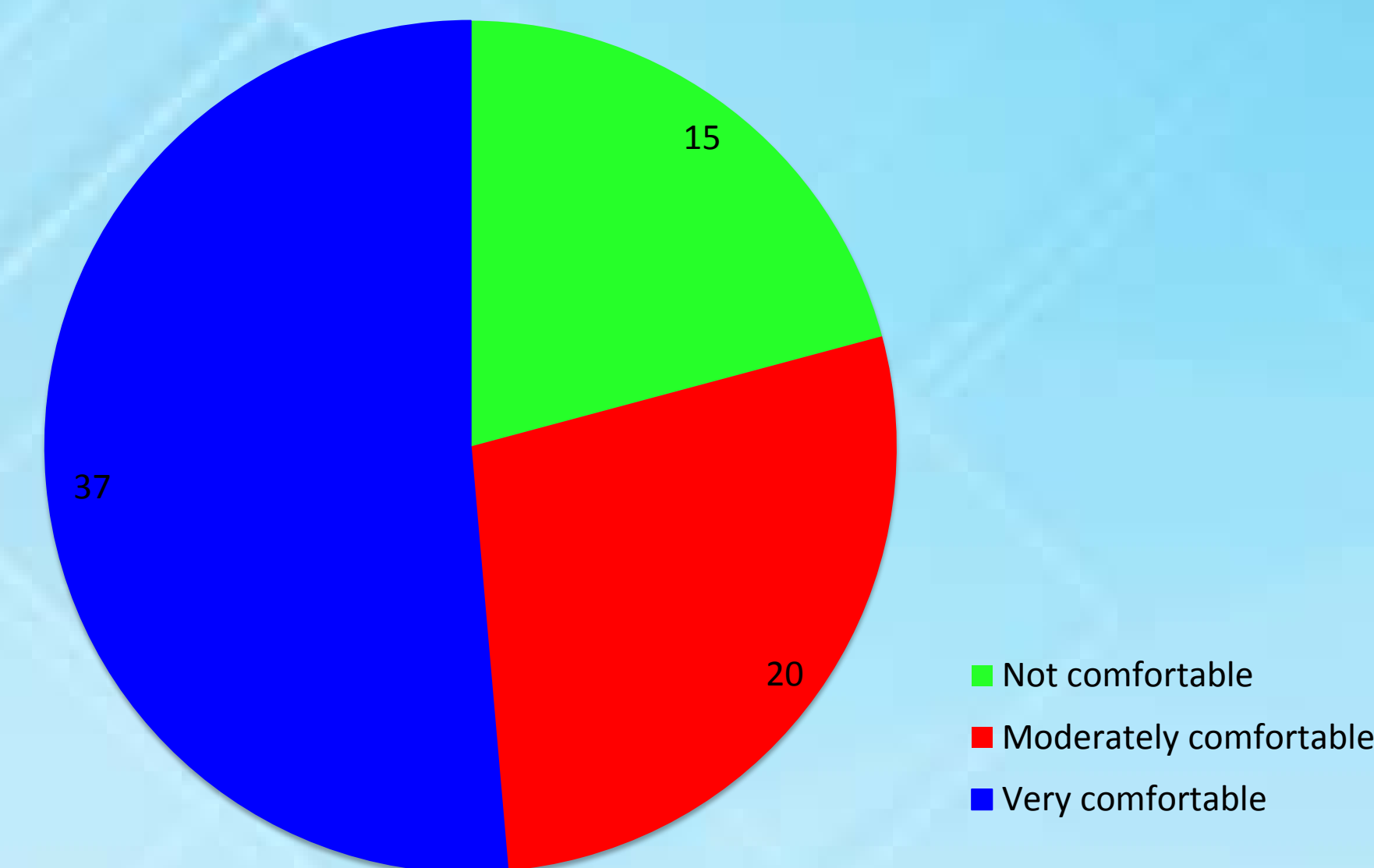
- On an inpatient medical surgical unit, does a written communication tool specifying patients personal preferences improve RN comfort level in caring for the hospice patient holistically?
- P: RNs caring for hospice patients on an inpatient medical surgical unit
- I: Written communication tool specifying patients ‘ personal preferences
- C: No written communication tool specifying patients ‘ personal preferences
- O: Increased RN comfort level with providing individualized care based on patient preferences,

## IMPLEMENTATION

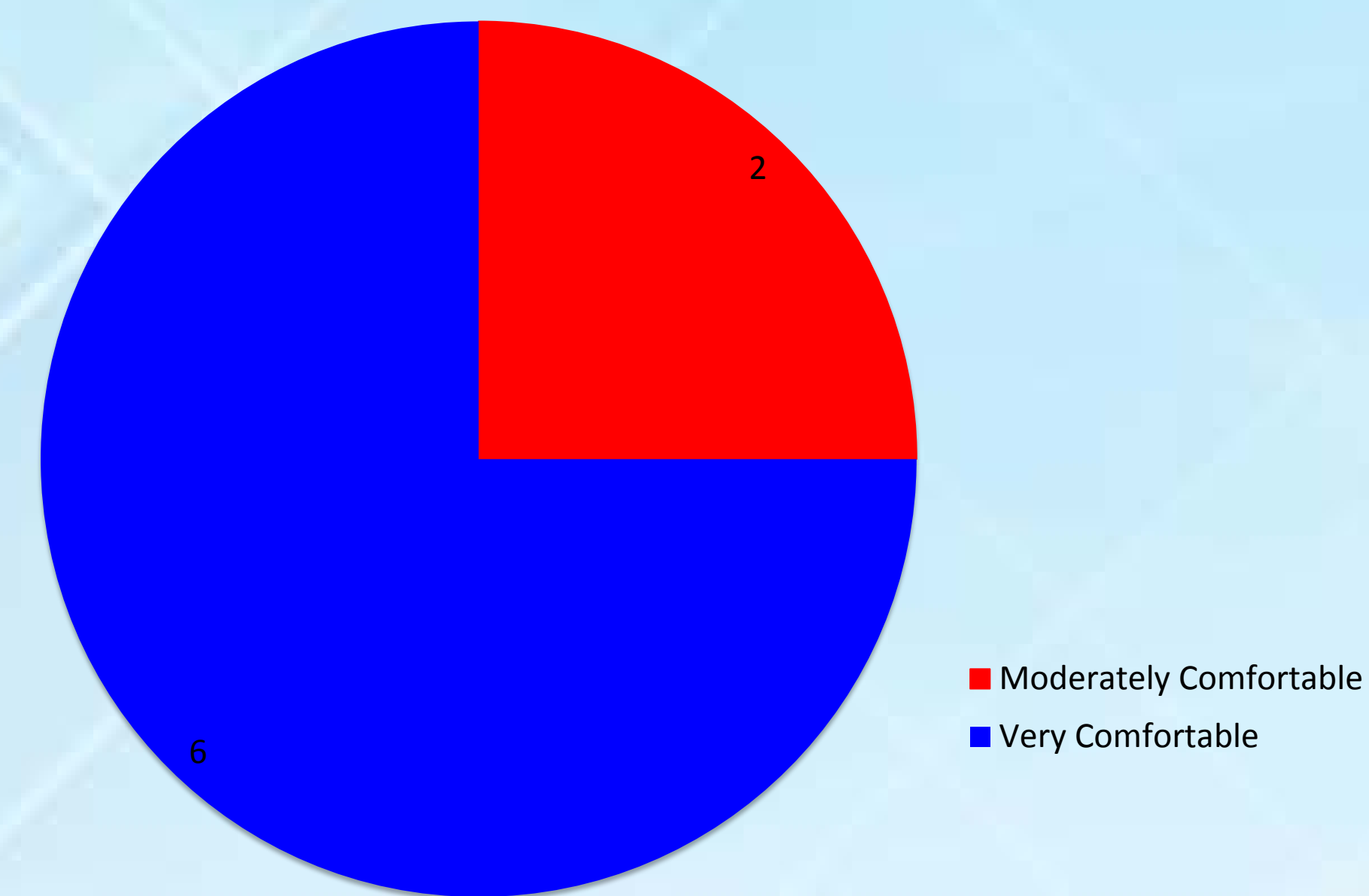
- A survey was conducted on 5T using an online survey generator before the tool was implemented
- Communication tool was provided to RNs on 5T for two months
- A survey was conducted on 5T using an online survey generator after the tool was implemented
- Total of 18 surveys were completed before the tool was provided and 8 surveys were completed after the tool was provided

## OUTCOMES

RN comfort level before tool was administered



RN comfort level after tool was provided



## RESULTS

- Before distributing the tool, nurses were surveyed on how comfortable they felt with hospice care:
  - 21% of nurses were not comfortable
  - 51% of nurses were moderately comfortable
  - 28% of nurses were very comfortable
- 100% of the nurses who completed the survey said a nurse communication tool would improve their comfort level
- After receiving the tool, 75% of nurses who completed the survey said utilization of the tool would improve comfort level in caring for hospice patients
  - 87% of nurses would like to continue using the tool when caring for hospice patients

## EVIDENCE

- “Nurse–Patient Relationships in Palliative Care”

Findings showed when a trusting relationship established between the nurse and the patient, the nurse is able to demonstrate a holistic approach to caring and provide reliable comfort care to meet the patients needs. This increases the RN’s comfort level in providing care because they can meet the patients needs and provide comfort care without actually being asked. (Mok, E., & Chiu, P. C. 2004)

- “The Meaning and Impact of Empathetic Relationships in Hospice Nursing”

A holistic approach in caring for hospice patients creates a more empathetic nurse patient relationship. Having an empathetic relationship allows the patient to be acknowledged as an individual and a person of value. (Raudonis, B.M. 1993)

- “The COMFORT Initiative”

Nurses report fear as a barrier when caring for hospice patients because there are no set guidelines in their nursing role for end of life care. Individualizing patient care allows the nurse to focus on the patient as a person, rather than a vessel for a disease. Nurses are taught to address the physical needs of patients with little regard to the patients holistic needs. A patient centered approach allows the nurse to know their patient on a more personal level which will increase their comfort level in caring for the hospice patient. (Wittenberg-Lyles, E, et al. 2010)



### REFERENCES:

- Mok, E., & Chiu, P. C. (2004). Nurse-patient relationships in palliative care. *J Adv Nurs Journal of Advanced Nursing*, 48(5), 475-483. doi:10.1111/j.1365-2648.2004.03230.
- Raudonis, B. M. (1993). The meaning and impact of empathic relationships in hospice nursing. *Cancer Nursing*, 16(4). doi:10.1097/00002820-199308000-00007.
- Wittenberg-Lyles, E. (2010). The COMFORT Initiative: Palliative Nursing and the Centrality of Communication. *J of Hospice and Palliative Nursing*, 12(5), 282-292. doi:10.1097/NJH.0b013e3181ebb45e.

© 2014 Lehigh Valley Health Network