TEAMBUILDING – CREATING A POSITIVE CULTURE IN HOSPICE CARE

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Middle Ages:

Religious shrines:
Santiago de Compostela

16th-18th Centuries:

Most people die at home, cared for by the women.

1800s:

- Madame Garnier of Lyon, France opens a "calvaire" to care for the dying.
- Mother Mary Aikenhead of the Irish Sisters of Charity opens Our Lady's Hospice in Dublin

Hospice as we understand it...

1937-67: Cicely Saunders, a young physician previously trained as a nurse and a social worker, works at St. Joseph's Hospice, studying pain control in advanced cancer. Here Dr. Saunders pioneered in the regular use of opioid analgesics given "by the clock" instead of waiting for the pain to return before giving drugs. This is now standard practice in good hospice and palliative care.
Hospice moves to the United States...


World Health Organization sets standards for palliative care and pain control, calling it a “priority.”

Three benchmarks of Hospice care...
- Competence
- Communication
- Compassion

Teamwork

That is what sets hospice care apart from other types of healthcare in the United States and around the world.

What are the main goals of hospice care?

Hospice care is patient-centered medical care. A host of valuable services are offered to address every aspect of the patient's care as a whole. This is achieved by considering each individual's goals, values, beliefs, and rituals.

The complex care of hospice patients may include the following:
Managing evolving medical issues (infections, medication management, pressure ulcers, hydration, nutrition, physical stages of dying)

Treating physical symptoms (pain, shortness of breath, anxiety, nausea, vomiting, constipation, confusion, etc.)

Counseling about the anxiety, uncertainty, grief and fear associated with end of life and dying

Rendering support to the patient, their families and caregivers with the overwhelming physical and psychological stresses of a terminal illness

Guiding patients and families through the difficult interpersonal and psychosocial issues and helping them with finding closure

Paying attention to personal, religious, spiritual and cultural values
- Assisting patients and families reaching financial closures (living will, trust, advance directive, funeral arrangements)

- Providing bereavement counseling to the mourning loved ones after the death of the patient

**Teamwork is the key**

**Hospice Physician**

- Participates in the development of the comprehensive assessment tool that focuses on clinically meaningful information (418.54)
- Participates in the IDG assessing patient’s progress toward goals. (418.56)
- Is responsible for the palliation and management of the terminal illness and conditions related to the terminal illness. (418.64)

**RN Case Manager**

Hospice must designate a RN that is a member of the IDG to provide coordination of care and to ensure continuous assessment of each patient’s and family’s needs and implementation of the interdisciplinary plan of care. (418.56(a)(1))

Acts as an advocate, negotiator and leader when dealing with the varied members of the IDG, patient and family.

Promote and improve quality of life – through aggressive efforts to relieve pain and relief of suffering.

**MSW**

Social work services must be based on the patient’s psychosocial assessment and the patient’s and family’s needs and acceptance of these services (418.64(c))
Hospice must provide an assessment of the patient’s and family’s spiritual needs. Provide spiritual counseling to meet these needs in accordance with the patient’s and family’s acceptance of this service, and in a manner consistent with the patient and family beliefs and desires. (418.60 (3i)

Volunteers must provide day to day administrative and/or direct patient care services in an amount that, at a minimum, equals 5% of the total patient care hours of all paid hospice employees and contract staff. (418.78)

Hospice aides are assigned to a specific patient by a registered nurse that is a member of the interdisciplinary group. Hospice aides provide hands-on personal care to patients. (418.76)

The hospice must organize, manage and administer its resources to provide the hospice care and services to patients, caregivers and families necessary for the palliation and management of the terminal illness and related conditions.

- Optimizes comfort and dignity
- Is consistent with patient and family needs and goals, with patient needs and goals as priority

Nursing services, physician services and drugs and biologicals must be made routinely available on a 24-hour basis 7 days a week. Other covered services must be available on a 24-hour basis when reasonable and necessary to meet the needs of the patient and family.

- Nursing services
- Medical Social services
- Physician services
- Counseling services
- Hospice aide, volunteer and homemaker services
- Physical therapy, occupational therapy, and speech-language pathology services
- Short-term inpatient care
- Medical supplies (including drugs and biologicals) and medical appliances
**Teamwork**

**noun** - The cooperative or coordinated effort on the part of a group of persons acting together in the interests of a common cause.

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**Hospice team leader is __________?**

- Lead the team through effective communication, understood expectations and shared goals
- Be an example of cooperation and strong work ethic
- Encourage your co-workers
- Understand your role and the role of your teammates

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**7 Advantages of Teamwork in Hospice**
Good teamwork maximizes involvement, utilizing everybody’s strengths and areas of expertise, as well as distributing responsibility to all.

Teamwork gives people shared goals. It also gives individuals an interest in encouraging and aiding other members of the team to achieve those shared goals.

Teamwork in general produces better end results, as well as bringing out better quality performances from individual members of the team.

It encourages a wider sense of ownership for the organization, both collectively and individually, making team members more responsible and enthusiastic.

Workers are more emotionally positive and are better at sharing knowledge, learning and responsibilities when they experience the personal security of being part of an effective team.

A group can deal with complicated, difficult, deep, and involved problems more effectively than individuals can.
Last but not least, effective teamwork is fun for the people involved and this raises motivation and morale.

"Coming together is a beginning. Keeping together is progress. Working together is success." -- Henry Ford

Patient Growth

Employee Satisfaction

VNA voted Top 100 Places to Work 2014