



End of Life- Customizing Content in Real Time

PA Action Coalition- NRP Collaborative- Summer 2020 Meeting

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Objectives

At the conclusion of this presentation, learners will be able to....

- ✓ Explain the benefits of including a real time needs assessment for end of life topics in the Nurse Residency environment.
- ✓ Develop a method for evaluating learner needs in real time that is engaging, effective, and mindful of both time and budget.



End of Life Content

- Presented in Class #6
- PowerPoint format with integrated discussion
- Content Expert is a Nurse Educator with experience in oncology, palliative, and hospice
 - She also functions as a Nurse Residency facilitator



Mixed Messages

“I wish we had more time to share our experiences on this topic. I learn a lot from listening to others and it felt too rushed”

Data: End of Life

2017

- 2.46 ▲
2.43 (benchmark)

“I work in an area where we don’t see a lot of death, so a lot of this didn’t apply to my practice”

“I’ve been so anxious to have my first patient death. I’m still nervous, but feel more prepared now”

“Thank you for this- I got all of my questions answered!”

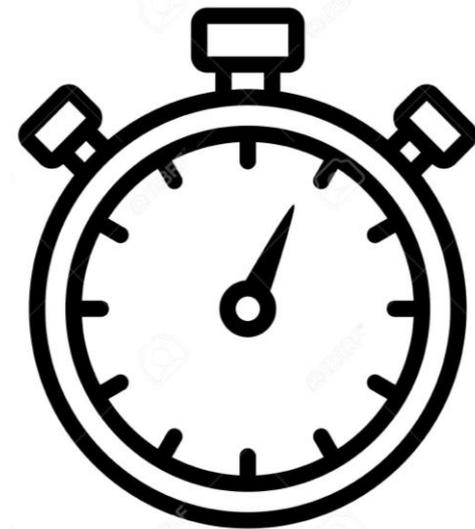


**Emotional
content**

The Challenges



Cohort size



Limited time



Multifaceted topic



Varying levels of experience/comfort

Conclusions

- ✓ “One size fits all” approach is not effective
- ✓ Content needs to be customized per cohort



But how?!

Identification of Topics/Subtopics

- ✓ Post mortem care
- ✓ Pain Control
- ✓ Level of Intensity
- ✓ Coroner's Cases & Autopsies
- ✓ Documentation
- ✓ Managing Families
- ✓ Palliative Care
- ✓ Gift of Life
- ✓ Grief Support
- ✓ Hospice Services
- ✓ Signs of Impending Death
- ✓ Compassion Fatigue

Quick & Creative Approaches

- 5-10 minute activities per
- Handouts
 - Grief Stages
 - Talking with Families
- Quick Games (quizzes, voting, etc.)
 - Palliative vs Hospice
 - Coroner's Case identification
- Scripting & Role Play
 - Gift of Life simulated phone call



Real Time Needs Assessment & Prioritization

Go!

I have experienced this many times and do not have any questions about this topic.

**Slow
Down!**

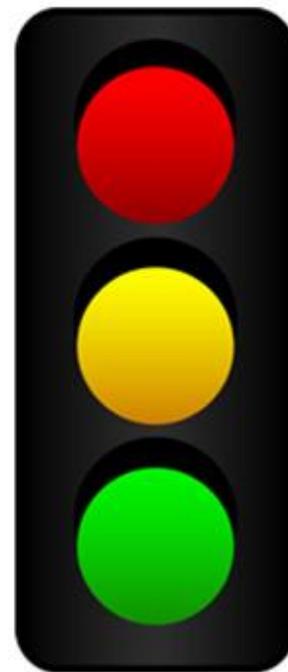
I have had some experience with this topic but still have questions about it.

Stop!

I do not feel comfortable with this topic and would like to learn more and/or talk about it.

Real Time Needs Assessment & Prioritization

- Prioritize “red” topics first. The goal is to address all of these.
- Move onto “yellow” topics
- Discuss “green” topics if there is time/questions arise



Tips & Tricks For Success

- Timing is everything!
 - Keep the needs assessment brief (< 5 minutes) or plan for it to be completed ahead of time
 - Plan for the activities to be engaging, informative, and quick



Outcomes

“Our cohort is unique so I’m glad we didn’t get a cookie-cutter style presentation”

Data: End of Life 2018

- 2.52 ▲
2.39 (benchmark)

2019

- 2.56 ▲
2.40 (benchmark)

“Thank you for addressing some of the harder parts of death and dying. I knew how to perform post mortem care but was not as comfortable talking to families”

“For such a big topic I feel like we hit the highlights and ‘need to know’ info”

“Even though I don’t deal with this very often on my unit I still took a lot away from this”

Questions?

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