

## **Palliative and Hospice Goals and Objectives 2015-16**

### **GOALS:**

To develop the knowledge, attitudes, and skills necessary to effectively participate in the care of patients requiring pain management and/or palliative care.

### **OBJECTIVES:**

#### **PATIENT CARE/MEDICAL KNOWLEDGE**

1. Describe the hospice philosophy, services and the population served.
2. Classify pain by pathophysiology and describe differences in management.
3. Calculate conversion doses of commonly used opioids and write appropriate medication orders for pain management.
4. Describe how physical, psychosocial, emotional and spiritual factors impact hospice care and effective grieving.
5. Name common symptoms encountered in the terminal phase and discuss etiologies and management strategies.
6. Be able to effectively manage symptoms related to end of life care, such as but not limited to pain management, delirium, nausea, vomiting, and constipation.
7. State the four outcomes of the National Hospice and Palliative Care Organization related to end-of-life care.
8. Value: let the family know that you value the time you have with them.
9. Acknowledge family's emotions and acknowledge presence/name of everyone present by polite brief introductions.
10. Listen more than you speak (especially avoid any unsolicited technical info and explanations such as "creatinine is getting worse"),
11. Understand the patient as a person (such as what did the patient enjoy doing before they got sick).
12. Elicit questions (there usually aren't many if steps 1-4 are done in a thoughtful warm comforting manner).

#### **PRACTICE-BASED LEARNING AND IMPROVEMENT**

1. Identify and acknowledge gaps in personal knowledge and skills in the care of hospice and palliative care patients.
2. Describe how personal experiences with grief and loss may impact Interactions with patients and families.
3. Use Information technology and evidence-based medicine when available/appropriate to optimize patient care.

#### **INTERPERSONAL AND COMMUNICATION SKILLS**

1. Demonstrate communication skills with dying patients and their families regarding treatment decision-making and end-of-life care, including how to appropriately and compassionately deliver bad news.

2. Understand and be able to participate in goals of care (GOC) conversations and help with prognostication as it relates to a patient's medical illness at the end of life.
3. Interpret the role of the physician in addressing psycho-spiritual needs of patient and family.
4. Demonstrate effective communication skills with patients/families.
5. Demonstrate effective communication skills with the medical team.
6. Educate patients and families effectively about the diagnoses and treatment plans/options.
7. Obtain Informed consent from patients and/or legal representatives.
8. Document patient care thoroughly and accurately in the medical chart.

#### **PROFESSIONALISM**

1. Demonstrate respect for patients/families.
2. Demonstrate respect for the medical team.
3. Maintain patient privacy and confidentiality.

#### **SYSTEM5-BASED PRACTICE**

1. Identify the members of the Interdisciplinary Group and state their primary roles and functions in the care of patients I families.
2. Reflect cost-consciousness when considering diagnostic and therapeutic options.
3. Recognize presentations that warrant consultation with a specialist or other health care provider.
4. Recognize the role of the patient's PCP as well as other health care providers in the management of patients requiring palliative and end of life care.