

Personal Support Worker Community of Practice Series

Introductory Session



Presenters: Tracey Human and Diane Roscoe

Date: November 16th, 2021

Territorial Honouring



The Palliative Care ECHO Project

The Palliative Care ECHO Project is a 5-year national initiative to cultivate communities of practice and establish continuous professional development among health care providers across Canada who care for patients with life-limiting illness.

Stay connected: www.echopalliative.com

The Palliative Care ECHO Project is supported by a financial contribution from Health Canada. The views expressed herein do not necessarily represent the views of Health Canada.



Introductions

Presenters

Diane Roscoe, RN, BScN, CVAA(c), CHPCN(c)

Educator and IPAC Lead at Carefor Health and Community Services - Ontario

25 plus years experience as a home care nurse in palliative care

PSW Lab Instructor and Guest Lecturer

LEAP Facilitator and Clinical Contributor Pallium Canada

Tracey Human, RN, CHPCN(c), PPSMC

Director, Palliative Care, Pain & Symptom Management (PPSMC), Toronto Service

35 years of practice in palliative care specialty

Clinical Educator; Consultant; Member, Ontario Palliative Care Network Clinical Advisory Council; Content contributor palliative Practice Guidelines; Research partner

Conflict of Interest

Pallium Canada

- Non-profit
- Partially funded through a contribution by Health Canada
- Generates funds to support operations and R&D from course registration fees and sales of the Pallium Pocketbook

Presenters

- Diane Roscoe – paid LEAP facilitator, Pallium LEAP PSW and LEAP Home Care course work development
- Tracey Human – paid LEAP facilitator and Pallium LEAP Personal Support Worker course development

Welcome and Reminders

- Please introduce yourselves in the chat!
- Your microphones are muted. There will be time during this session for questions and discussion. Please raise your hand or use the chat if you would like to add any comments or questions
- This session is being recorded and will be emailed to registrants within the next week.
- Remember not to disclose any Personal Health Information (PHI) during the session
- What it means to be a part of a community of practice

What to expect from this Series



Series Objectives

- Build a community of Practice, facilitated and coached by palliative care experts
- Increase knowledge and expertise in the delivery of the Palliative Approach at the PSW scope of practice
- Build on foundational knowledge acquired through LEAP PSW
- Peer to peer support and shared skill development

Overview of Topics

Session Title	Date/ Time	Session Description
Introductory Session	Now!	
Essential Communication Skills Part 1	Nov. 30 th , 2021 from 5-6pm ET	<ul style="list-style-type: none"> Why are End of Life Conversations So Difficult?
Essential Communication Skills Part 2	Dec. 14 th , 2021 from 5-6pm ET	<ul style="list-style-type: none"> How to respond to this sentence: "Don't tell my____ they are dying"
Tools Practicum Part 1	Jan. 11 th , 2022 from 5-6pm	<ul style="list-style-type: none"> Gold standard frameworks; including PPS - Palliative Performance Scale, SBOR, Situation Background Observations and Report
Tools Practicum Part 2	Jan. 25 th , 2022 from 5-6pm ET	<ul style="list-style-type: none"> PAINAD, Doloplus & CPS - NAID

Overview of Topics

Session Title	Date/ Time	Session Description
Pain and Shortness of Breath Management	Feb. 8 th , 2022 from 5-6pm ET	<ul style="list-style-type: none">• Observations of pain and shortness of breath and your role as a PSW in providing comfort to help manage symptoms alongside the use of medications
Understanding Tubes, Pumps, Bags and Lines	Feb. 22 nd , 2022 from 5-6pm ET	<ul style="list-style-type: none">• Many individuals at end of life have infusion pumps, infusion lines. What are they how do I provide safe care?
The PSWs Role in the Last Days and Hours	Mar. 8 th , 2022 from 5-6pm ET	<ul style="list-style-type: none">• Using Tools learned earlier in the series to understanding your role as a PSW during the individuals last days and hours.
End of Life Medications and Side Effects	Mar. 22 nd , 2022 from 5-6pm ET	<ul style="list-style-type: none">• Understanding the commonly prescribed medications at end of life and what observations to look for
End of Life Delirium	Apr. 5 th , 2022 from 5-6pm ET	<ul style="list-style-type: none">• Supporting individuals who may have a reversible or intractable delirium

Overview of Topics

Session Title	Date/ Time	Session Description
Post-mortem Care: Cultural Considerations and what happens at the funeral Home	Apr. 19 th , 2022 from 5-6pm ET	<ul style="list-style-type: none">Funeral homes are caretakers of recently deceased individuals. understand what happens at the funeral home which is depends on with wishes of the deceased, families and loved ones and cultural and religious customs
Culturally Relevant Care	May 3 rd , 2022 from 5-6pm ET	<ul style="list-style-type: none">Integrating the individuals and families cultural values, beliefs and practices in our provision of care.
Trauma Informed Care and Cultural Safety	May 17 th , 2022 from 5-6pm ET	<ul style="list-style-type: none">Health care workers need to understand the 6 principles of trauma - informed care and how they can be incorporated into practice to provide individuals with the best care.
Indigenous End of Life Care	May 31 st , 2022 from 5-6pm ET	<ul style="list-style-type: none">Understand differences in culture, traditions and beliefs that may affect communication and care provisions with Indigenous individuals at end of life

General Format of each Session

- Welcome
- Coaching Together
- Case Study
- Wrap Up

Questions?

Next Session Primer

Essential Communication Skills Part 1

Communication

Laying the Foundation

What is it?

Why we do it?

Why it is important?

How we get skilled at it?

Communication all along the illness journey with:

- **client**
- **family**
- **team**

- **using body language**
- **effective listening**
- **tone of voice, sounds**
- **verbal**
- **reporting & documentation**

Practice Pearls

SPIKES Communication Model

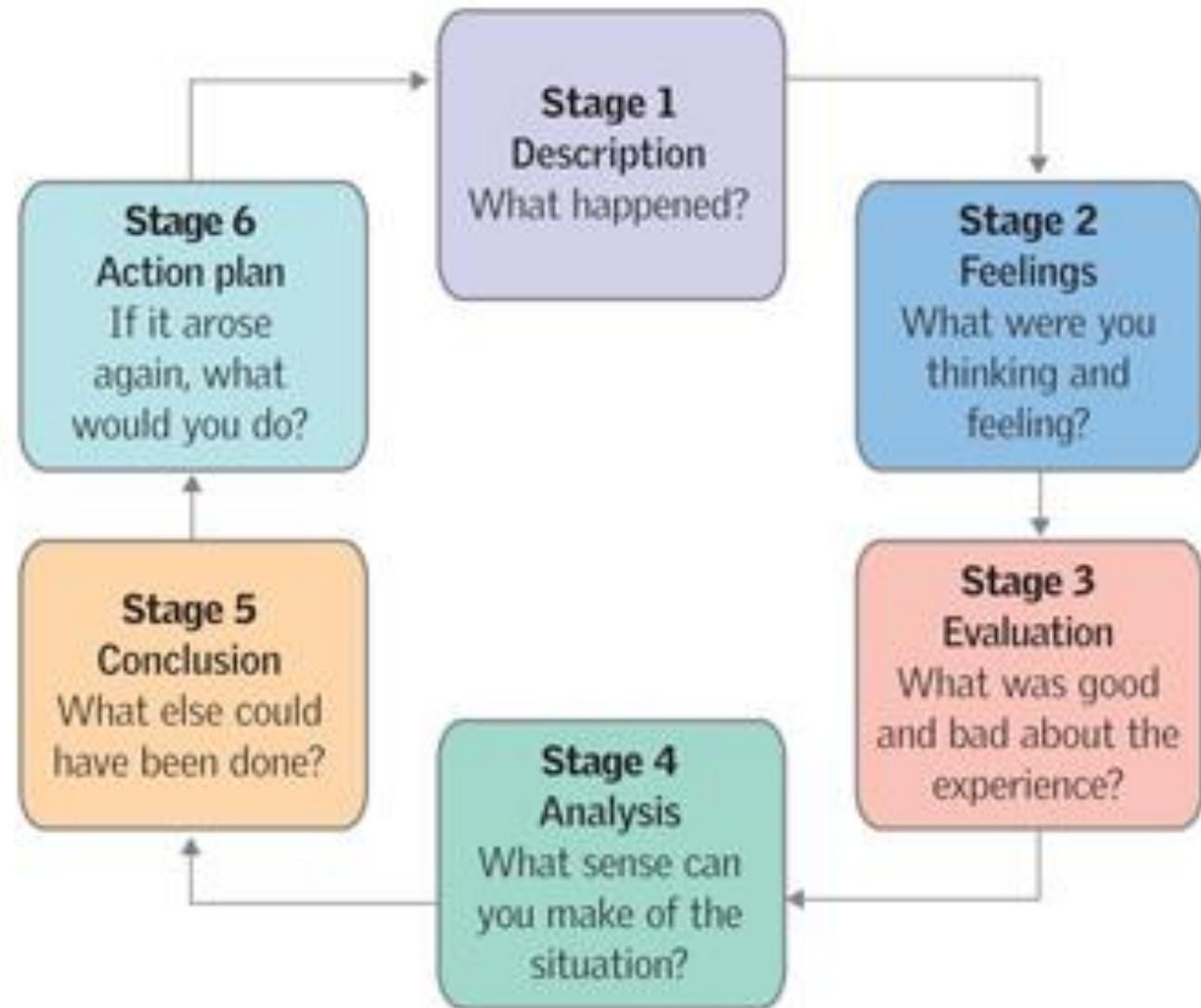
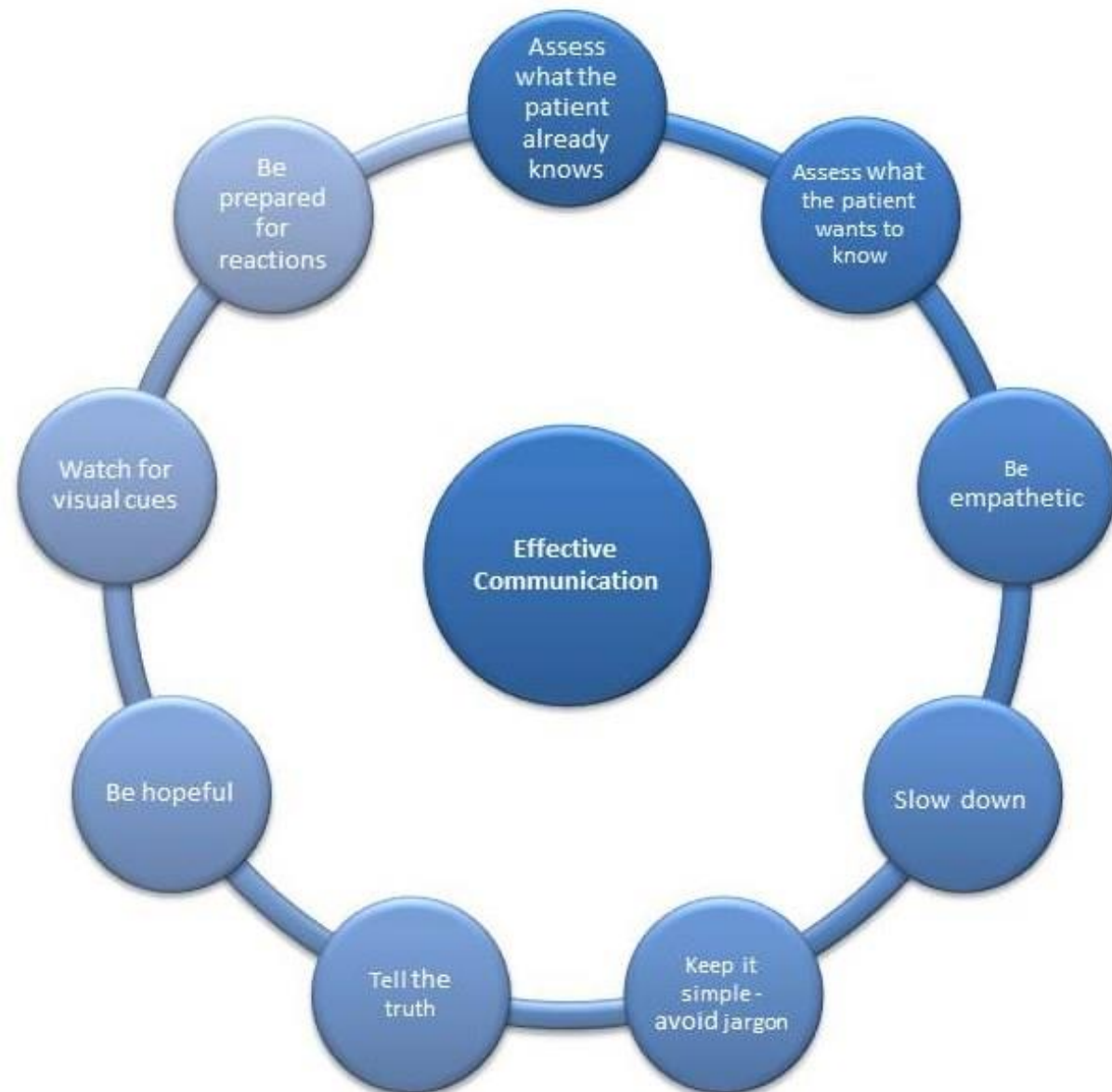
Essential conversation during end of life phase

Communicating with persons experiencing loss/ grief

What has worked well for you (successes)

What has not worked well (challenges)







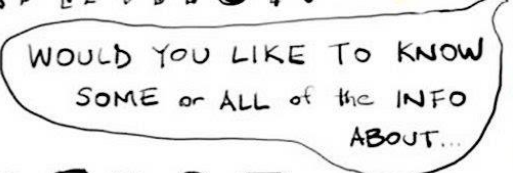

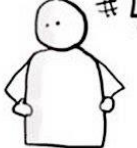

Sharing our communication Tips & Practice Pearls



SPIKES

EOL PROFESSIONALS present

BREAKING BAD NEWS

-  #1 **S**ETUP PRIVACY 
SIGNIFICANT OTHERS SIT ^{with them} TIMING
^{make a} CONNECTION
-  #2 **P**ERCEPTION
^{ie} BEFORE YOU TELL, ASK 
WHAT DO YOU UNDERSTAND ABOUT ...
-  #3 **I**NFORMATION 
^{ie} CHECK in FIRST 
WOULD YOU LIKE TO KNOW SOME or ALL of the INFO ABOUT... 
-  #4 **K**NOWLEDGE
^{use} NONTECHNICAL ^{terms} ^{give} SMALL BITES ^{of} INFORMATION
^{be} GENTLE ^{WARN THEM FIRST} "I'm sorry to tell you..."
-  #5 **E**MOTIONS
^{allow} EXPRESSION ^{OBSERVE + IDENTIFY the EMOTIONS}
^{make} CONNECTION: "I KNOW THIS ISN'T WHAT YOU WANTED TO HEAR..."

Adapted from SPIKES —
Baik et al. The Oncologist 8/2000
Vol 5 # 4 302-311

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C.L.I.P.S.

SPIKES

6-Step Protocol for Delivering Bad News
 (& can helpful for leading a Family Meeting) 2018

Step/Overview

What you do

- 1 Setting** Find a quiet, private location.
 Invite important people to be present (family/consultants).
 Review communication plan prior to entering the room
 Decide who will lead discussion.
 Have tissues, chairs, results etc.
- 2 Perception** “Tell me what you understand about your illness”
 What have other doctors told you about your illness?
 Look for knowledge and emotional information while the patient responds
 Make a mental note of discrepancies (to clarify later)
- 3 Invitation** “Would it be okay for me to discuss the results with you now”
 “How would you prefer to discuss your medical information with your family”
 “Are you the sort of person who wants all the details about your condition or big picture?”

SPIKES is an acronym for presenting distressing information in an organized manner to patients and families.

Updated 6/18 M.Baca



C.L.I.P.S.

SPIKES

6-Step Protocol for Delivering Bad News
 (& can helpful for leading a Family Meeting) 2018

Step/Overview

What you do

- 3 Knowledge** Use the same language the patient uses.
 Avoid medical jargon.
 Give info in small chunks and check for understanding at each step.
 (e.g. “Your cancer has spread to your liver and is getting worse despite treatment.”)
- 4 Empathy** Quietly wait for patient responses
 “This must be very hard for you.”
 Recognize that crying and anger are normal responses when receiving bad news.
 Provide realistic hope e.g. “You will receive the best treatment available”
- 5 Summary** Discuss next steps and a follow up plan
 “To be sure that I am communicating well, can you tell me what you understand?”
 Encourage patient’s participation in decision-making.
 Summarize main points. Set up follow up

Key components include:
 demonstrating empathy,
 acknowledging and validating the patient,
 exploring the patient’s understanding and acceptance of the bad news,
 and providing information about possible next steps.

Updated 6/18 M.Baca

Able to express Hopes

- Hopes heard, shared, reported, addressed by Team

Able to express Worries

- Worries heard, shared, reported, addressed by Team

Respect and Dignity in all communication

On-going, continuous inclusion and dialogue

Why are End of Life Conversations So Difficult?

Talking about death or dying can bring up many uncomfortable thoughts and feelings, so wanting to avoid it is a common reaction.

- We are not confident in what to say, how to say it or what to do to comfort
- We are afraid we will say the wrong thing or not having the answer
- We are afraid we will extinguish hope
- Afraid we don't have the time to sit and listen or it may take too long
- Our own attitudes, beliefs, experiences and lack of competencies
- Family has told the team "Don't tell them they are dying."

Talking about death with someone who has a life-limiting illness can be very helpful for them at any stage in their illness. It is not a single conversation.

Helpful Phrases

- “I am so sorry”
- “That sounds so important, will you share more with me about it?”
- “You look as if there is something important on your mind”
- “You looked as if you were miles away just then, what were you thinking about?”
- “Are you feeling worried?”
- “Are you comfortable?” “anything I can do to make you more comfortable?”
- “How are your spirits?”
- “I so wish you didn’t have to go through this”

Phrases to Avoid

- It’s OK
- Don’t worry
- It will all be OK
- Don’t feel that way
- How are you feeling?
- You will feel better after you sleep, eat....

Some of the communication concepts we will look at in our next two sessions

- What are end of life communications?
- Who holds them?
- Why are they important?
- What are common questions and suggestions to on how to respond
- What is Soul Pain?
- How to communicate with grieving persons
- How do we listen? Are you a good listener? Best ways to listen

Wrap Up



Wrap Up

- Please fill out the feedback survey after the session
- A recording of this session will be emailed to you within the next week
- Make sure you have the next session marked in your calendar!
 - Essential Communication Skills Part 1
 - November 30th, 2021 from 5-6pm ET

Long-Term Care- Community of Practice Series

- This community of practice is for health care professionals, administrators and system leaders working in long-term care.
- Participants will have the opportunity to build on foundational palliative care knowledge and practice skills through a 13-part series that will include knowledge exchange opportunities and interactive, case-based discussions.
- Register at www.echopalliative.com

LEAP Personal Support Worker

- LEAP Personal Support Worker is an online, self-learning course that provides personal support workers and care aides with the essential competencies to provide a palliative care approach
- Register at: <https://www.pallium.ca/course/leap-personal-support-worker/?enroll=enroll>



Thank You



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