

## TIPS FOR USE

# *The Hospice Care Plan: The Path to Comfort*

Video for Tips for Use at YouTube



TheHospiceCarePlan.com



1. **Take the time to review the whole booklet** so you are comfortable with its content and use. The design allows space for the hospice team's own style. The seasoned hospice nurse and the nurses new to hospice care are likely to use the booklet differently, but the point is for the team to all be on the same page.
2. **Familiarize yourself with the YouTube channel.** The QR codes take the reader to the playlist that matches each section of the booklet. We suggest subscribing to our channel as we post new and updated videos almost daily.
3. **Now that you have the booklet - Include it in your admission packet.** Whether it is the MSW or RN doing the admission, having the hospice team information filled out on the Contact page before arriving, builds the connection between the hospice team and family. It also creates an expectation of having the booklet available at the start of every visit.
4. **Guide the patient and care circle to the Introduction:**
  - It introduces the 4Cs -Calm, Comfortable, Clean, and Cared for. This is an easy question to ask and remember and helps to give perspective to most any situation and there is a reminder throughout the booklet in the individualized section.
  - We have listed the hospice professionals and their role, understanding that each hospice agency may use all or some in their team for patient care.
  - Highlights **What You Need to Know ABOUT END OF LIFE**
  - Leads them to the Free YouTube channel with care & symptom management videos.
  - Each playlist mirrors each section of the booklet.
  - **About the Dying Body** is the core of the booklet. It normalizes the dying process and leads into the importance of symptom management. Families differ in when they are ready for this information.
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5. **Consider reading one section of the booklet** directly to or with the family and patient that is most relevant. We have found this has a larger impact, and once people do this, there is a higher chance they will return to it independently.
6. **The admitting RN fills out the routine medications and the PRNs** based on the new POC. This is a good time to take a picture for charting. Using a pencil helps to keep a clean list as doses and medications often change throughout the hospice path. Review the medication management pages and the **PRN medication and bowel tracking form**. Placing the booklet in the location used for medication management keeps everything in one place for easy referral. There is a video showing families how to set up a med station.
7. **Getting the care circle to follow the routine med list early** helps to achieve improved symptom management quicker. Some already have a solid medication management system in place that works.

8. **Stress documenting the PRN meds and bowel movements** on the form on page 7. This is a huge time saver and again helps to manage needed changes in a more timely manner. We keep extra copies of the form in our nursing bags to give to families when they run out of space...
9. Expecting the patient and family to read the booklet independently often doesn't happen.  
**Consider introducing 1-2 sections at a time** that are pertinent to care and symptom management. Write instructions or notes on the blank page. They will be more likely to follow your personal individualized instructions. Use it like a journal to write the needed changes in care and medications. Date new entries and cross out the old. Using a **sticky note or colored tab** to mark the pertinent page/s is often helpful - or at least turn over the upper corner of the page....
10. **Highlight the use of the care videos.** Pull one up on their phone or computer while you're present to get them started.
11. **Asking them to read a section before the next visit**, as homework, is a gentle way to plant the seed for what is coming. For example - when you see transition coming... There is a subtle, but significant difference when the family tells you that transition is arriving, rather than having to pull them into reality.
12. Once patients, families, and caregivers become friendly with the booklet, they will independently go to it to search for answers. Learning on their time and in their own way empowers them and **decreases triage and after-hour calls**. Encourage them to think about and write down questions that arise.
13. **Using the booklet in a facility:** Giving the booklet to families to read helps them to understand the care and symptom management they should expect to see in the facility, and helps them advocate for the patient.
14. **Having a second booklet at the bedside in the facility** helps caregivers know the presence of hospice and creates an expectation for care. Use it as a training tool for caregivers in facilities. Post a copy of a page at the bedside, for example catheter care or swallow precautions.
15. **Incorporating the booklet into the EMR** care plan helps to meet medicare guidelines. Using the booklet at the bedside to guide care is what **improves CAHPS scores**.
16. **Incorporate our booklet and our 2-hour Hospice crash course video** into your orientation of staff new to end-of-life care. This is a hospice primer. It reviews the basics of hospice care and follows the booklet.
17. **Use the booklet as a marketing tool.** Leaving something in their hands that is truly valuable to patients and facility caregivers urges them to recommend your hospice. Hospices can add a sticker with their hospice name, logo, and 24 hour number on the front of the booklet.

Thanks for choosing and using **The Hospice Care Plan**. For questions write us at:

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**Brenda and Nancy**



Who we Are