Health Literacy and Palliative Care
Nursing Perspective

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National Director of Palliative Care for Compassus
Connect to Purpose

- Hepatic Involvement
- Renal Insufficiency
- Encephalopathy
- Head CT Consistent with Malignancy
- Resuscitation
Health Literacy

“The relationship between the skills of persons receiving care or treatment and the professionals or systems that are providing the care and treatment”

Teri Ann Parnell

Chronic Illness

• More than 80% of older adults suffer from at least one chronic condition
• Nearly 90% of deaths involving patients ≥ 65 are directly associated with only 9 chronic illnesses:
  ◦ Chronic lung disease, Cancer, Coronary Artery Disease, Congestive Heart Failure, Renal Disease, Peripheral Artery Disease, Diabetes, Chronic Liver Disease, Dementia.

Dartmouth Atlas of Health Care, 2013
U.S. Department of Health and Humans Services, 2010
Chronic Disease

Chronic Disease

Health Literacy

Health Outcomes

Informed Consent

Autonomy


Nursing Workforce

• US Professionally Active Nurses: 3,916,967
  ◦ DC: 4,764
  ◦ Virginia: 117,150
• HPNA members: 11,000+
• Nurses Board Certified in Hospice and Palliative Care ~ 14,000
  ◦ APRNs: 1,105
  ◦ Registered Nurses: 11,690
  ◦ Pediatric Registered Nurses: 205
  ◦ Licensed Practical / Vocational Nurses: 970

http://kff.org/other/state-indicator/total-registered-nurses/
www.advancingexpertcare.org
Nursing Impact

Nurses provide patient education and care for a diverse population across the life span in multiple health care environments.

American Association of Colleges of Nursing (AACN) 2008
Where Do Hospice and Palliative Nurses Impact Care?

• Acute Care
• Outpatient clinics
• Skilled Nursing Facilities
• Assisted Living Centers
• Hospice Facilities
• Home
• Parishes
• Prison
• Community centers
Challenges for Hospice and Palliative Nurses

• Patients recall and understand as little as 50% of what they are told by their healthcare provider
• Patients and families may be experiencing
  ◦ Emotional instability
  ◦ Impaired information processing
  ◦ Communication challenges
  ◦ Family dynamics preventing consensus
• Interdisciplinary team communication
• Communication across the care continuum


Role of Nursing in Education

“Appropriate patient teaching that reflects developmental stage, age, culture, spirituality, patient preferences and health literacy considerations to foster patient engagement in their care”

American Association of Colleges of Nursing (AACN) 2008

The Role of the Hospice and Palliative Nurse in Health Literacy

• Frontline presence
• “Universal” approach
• Interpretation of medical jargon
• Education
  ◦ Patients and caregivers
  ◦ Primary palliative care providers
• Facilitation of Communication
  ◦ Interdisciplinary team members
  ◦ Multiple specialties
  ◦ Transitions of Care
• Advocacy
Hospice Palliative Nurses Association
Advancing Expert Care through Health Literacy

• Patient and Family Teaching sheets
• Nursing Assistant TIPs sheets
• Quick Information Sheets
• Access to Two Online Journals
  ◦ Journal of Hospice and Palliative Nursing
  ◦ Journal of Palliative Nursing
• Online E-Learning Courses
• Education Scholarships
• Research Scholarships

Many available in English, Spanish and Chinese

http://advancingexpertcare.org/
Palliative Care Program Spotlight

• Carolinas Healthcare System, Charlotte NC
  ◦ Inpatient, Outpatient, and Virtual Care Programs
  ◦ All patient education material reviewed and approved by the Patient and Family Health Education Governance Council
    ◦ “When the Time Comes”
  ◦ Culture Vision
  ◦ Providing Compassionate Care
    • Educated > 900 nurses in primary Palliative Care
  ◦ Interdisciplinary teams huddle every morning
Hospice Program Spotlight
Hospice of the Western Reserve, Cleveland Ohio

• Family Caregiver Project
  ◦ National education project 18 month pilot study for oncology care caregivers
  ◦ Goals: Needs assessment, education, caregiver confidence
  ◦ Survey identified need for core caregiving education
  ◦ Post education survey: 75% improvement in caregiving confidence
  ◦ Pilot also revealed importance of educating hospice nursing assistants on how to identify caregiver’s learning type and use of adult learning principles
  ◦ Implementation in clinical practice

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Recommendations

• Communication training for Hospice and Palliative nurses, physicians, and other interdisciplinary team members
• Communication training for all healthcare providers, regardless of the specialty
• Current materials and resources related to health literacy should be revised to include content related to chronic illness and end of life care
Connect to Purpose

….. “your team answered our questions before we knew we had them”....

Thank you card excerpt, University of Utah Palliative Care Program