

Moving Hospice/Palliative Care Education Online

Meeting Staff Education Needs ...Anywhere ...Anytime

Mercy Regional Medical Center, Durango, CO

Overview

With a new 8 bed hospice residence at Mercy Regional Medical Center in Durango, Colorado scheduled to open October 30th, 2017, education for staff became a high priority. With our rural nature, hospital and home based programs, and acute care environment we needed to make a platform for education in hospice and palliative care that met the needs of all staff at all times. We created 10 LEARN modules online focused on ELNEC (End of Life Nursing Education Curriculum) and Preventable Suffering for staff to take outside of the formal education of the classroom. Doing this, we were able to offer up to 15 hours of online education to staff and volunteers. Education of new staff and hospice residence staff became "real time" instead of scheduled. The staff were able to view, learn, and get the education hours required for the hospice residence online.

Purpose & Objectives

The Ultimate Goal: Education Whenever/Wherever

Flexibility in Sites for End of Life Education

The Patient Experience is Enhanced by Providing Excellent Education to Staff
Education Program modeled after ELNEC Core Curriculum 2015 Version

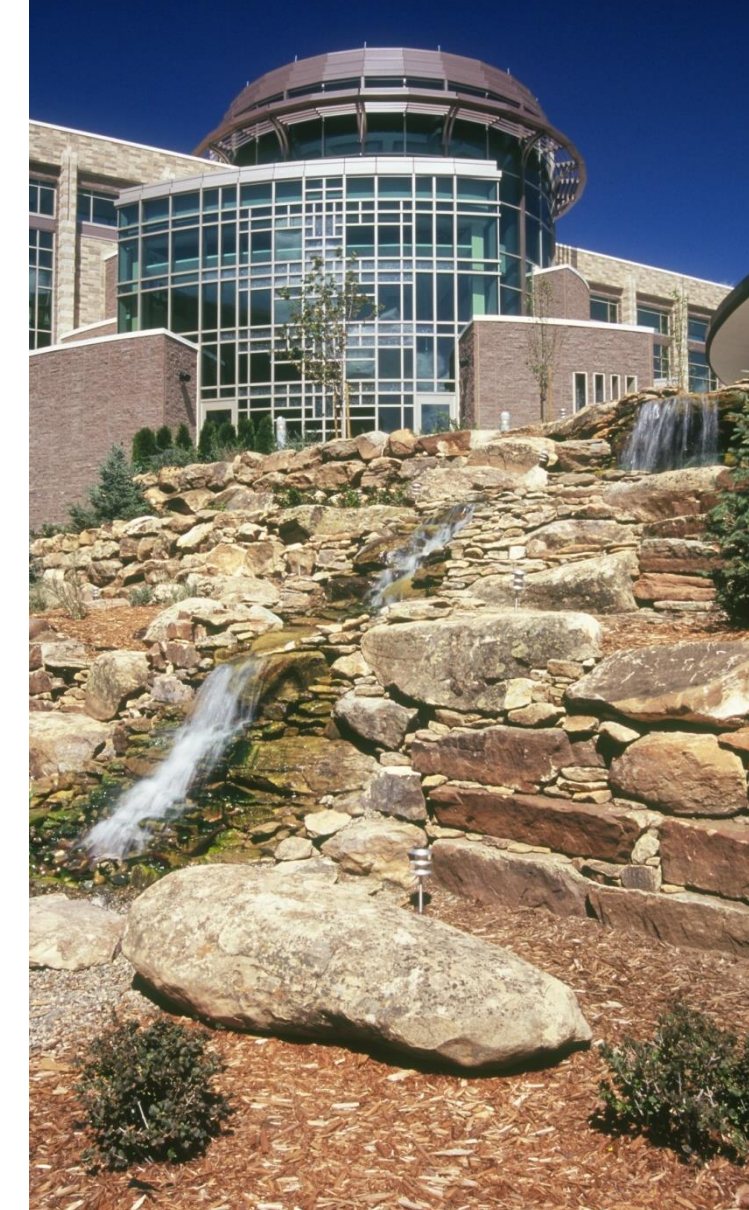
Critical Success Factors

- Education for all staff including RN, Support Staff, and Medical
- Leadership actions that support the Mission of Mercy
- Building an Education Platform for Staff. How?
 - Provide education to staff for new residence
 - Foster a culture change in end of life care
 - Challenge providers to be Palliative Care Providers
 - Increase Education in End of Life Care for all staff
 - Clinical competence of the Hospice and Palliative Care Team
 - Ensure that every provider knows they make a difference and contribute to the mission of the organization
- Flexibility of staff is key to a successful education program
- Low cost for education for all staff instead of attending conferences
- Completion of 72% of all employees LEARN modules at 3 months
- Integrating Online Education with Onsite Education

Facility Profile & Facts

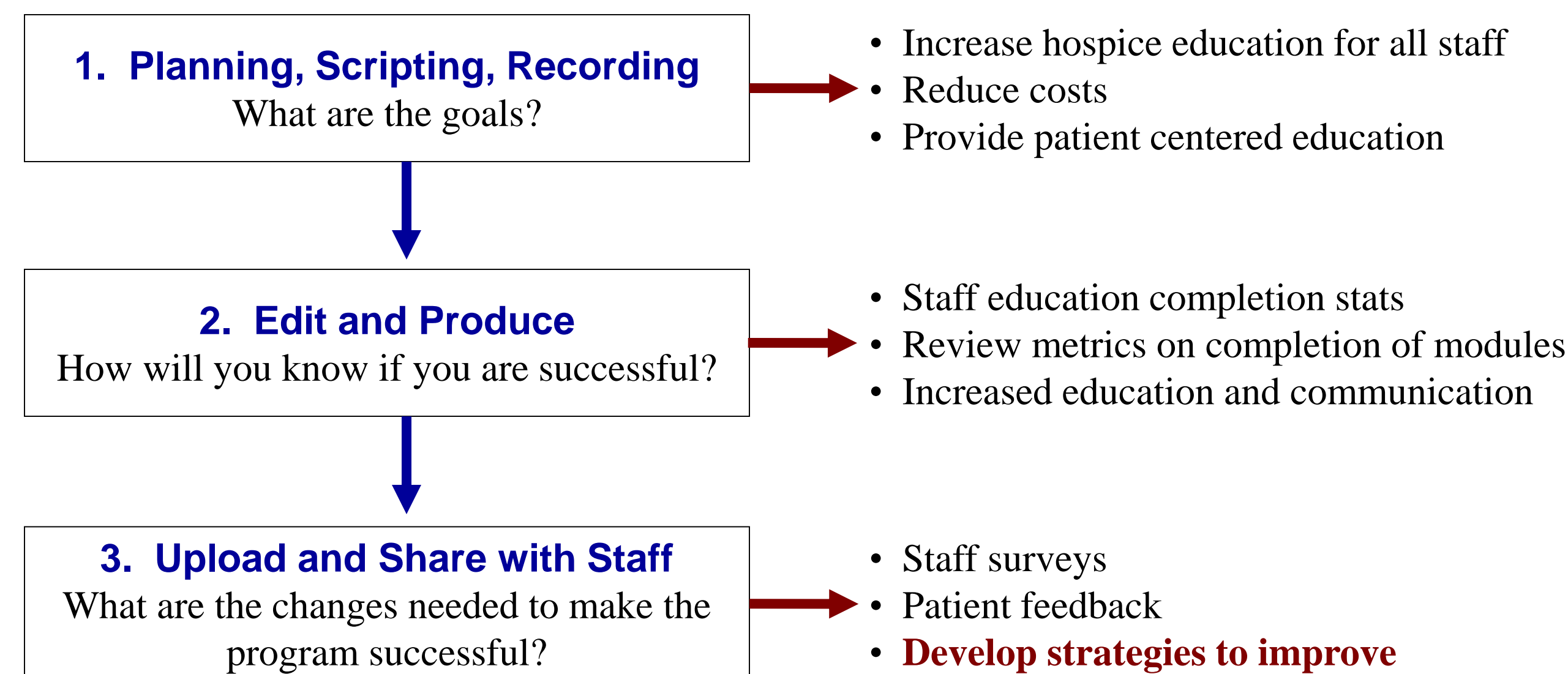
Founded in 1882 by the Sisters of Mercy, Mercy Regional Medical Center has grown to be Southwest Colorado's largest and most technologically advanced Hospital.

- 82-beds Acute Care
- 8 bed Hospice Unit (new 2017)
- Level III trauma center
- 151 board-certified physicians
- 44 medical specialties and sub-specialties
- 800+ full and part-time employees (one the largest employers in the area)



How We Did It

1. Developed a plan to move Hospice education online



2. Strategies

Engage the staff Consistent availability of education in the hospital, out patient, or homes. Attend team meetings. Site visits for follow up on education.

Provide excellent follow-up- Focus on increased education hospice staff in new facility

3. Actions

- 1. Create "Mission Opportunities"** Reflect on the mission of the organization while integrating education
- 2. Increase Competence of All Care Providers** Hospital meetings, rounding, employee education, attend department meetings, community education
- 3. Recognize Staff Completion** Celebrate successes and achievements with those that make you successful
- 4. Clearly Communicate ELNEC Goals** Define the scope of care provided and emphasize it is more than "end of life" care
- 3. Resolve Staff Isolation** Implement follow up meetings to discuss modules
- 4. Improve Communication** increase frequency of employee education, just-in-time training opportunities



LEARN Modules

CEN/MRMC 2017 ELNEC Video Series

COURSE
STATUS: In Progress EST. TIME: 2h 30m
Learning Activities

Learning Activities in this Course

ELNEC Preventable Suffering	VIDEO STATUS: In Progress	>
ELNEC Core Introduction	VIDEO STATUS: Not Yet Started	🔒
ELNEC Mod 1- Palliative Care Nursing	VIDEO STATUS: Not Yet Started	🔒
ELNEC Mod 2- Pain Management	VIDEO STATUS: Not Yet Started	🔒
ELNEC Mod 3- Symptom Management	VIDEO STATUS: Not Yet Started	🔒
ELNEC Mod 4- Ethics	VIDEO STATUS: Not Yet Started	🔒
ELNEC Mod 5- Hospice Culture	VIDEO STATUS: Not Yet Started	🔒
ELNEC Mod 6- Communication	VIDEO STATUS: Not Yet Started	🔒
ELNEC Mod 7- Loss, Grief, Bereavement	VIDEO STATUS: Not Yet Started	🔒
ELNEC Mod 8- Final Hours	VIDEO STATUS: Not Yet Started	🔒

2017 ELNEC Attestation

Student and Group Transcript Report
REPORT GENERATED: Oct 11, 2017, 12:16 pm ET
Home Health/Hospice - Centura Health
Keuning, Daniel B
Transcript Range: Oct 12, 2016 through Oct 11, 2017
Report Generated: Oct 11, 2017, 12:16 pm ET

NAME	ESTIMATED TIME*	COMPLETION DATE
CEN Corporate Responsibility 2017 - Live our Mission, Know our Code	0:31	09/21/2017
MRMC 2017 HHH ELNEC 3-7 Video Series	1:25	09/08/2017
MRMC 2017 HHH ELNEC 1, 2, 8	1:05	08/23/2017
MRMC HHH 2017 ELNEC Core Intro	0:14	08/03/2017
MRMC HHH 2017 Preventable Suffering	0:40	07/06/2017
MRMC 2017 HHH End of Life	1:05	09/01/2017



Lessons Learned

Bringing Education Online

- Utilizing Camtasia and Power Point in the LEARN Environment
- Plug-and-play programs may not work. Every organization is different
- Need to set reasonable time goals for completing online education
- Communication and participation of all staff is essential
- It takes longer to upload education videos
- Taking ownership of the growth and success
- Making changes based on employee/provider feedback is crucial
- Participate in follow up discussions 1:1 with staff that have done education online
- Have Hospice Team and Palliative meet regularly for real time education opportunities
- Have Fun!

Our Team

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The Physicians, Nurse Practitioners, and Physician Assistants, Nurses and staff at Mercy Regional Medical Center, Mercy Home Health and Hospice of Mercy, HOME Hospice Residence "The Hospice of Mercy Experience"