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 specialities and sub-specialities
- 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

   1. Planning, Scripting, Recording
      What are the goals?
      - Increase hospice education for all staff
      - Reduce costs
      - Provide patient centered education

   2. Edit and Produce
      How will you know if you are successful?
      - Staff education completion stats
      - Review metrics on completion of modules
      - Increased education and communication

   3. Upload and Share with Staff
      What are the changes needed to make the program successful?
      - Staff surveys
      - Patient feedback
      - Develop strategies to improve

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

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

Dan Keuning RN MSN ACHPN
Advance Practice Nurse
danielkeuning@centura.org
970-382-2000

Dr. Anne Rossignol
Palliative Care Medical Director
970-382-2000

Dr. Lauren Loftis
Hospice Medical Director
970-382-2000

Tina Gallegos, Director Mercy Home Health, Hospice of Mercy
Dr. William Pflaum MD, Chief Medical Officer, Mercy Medical Center
Susan Tipton RN, Education at Mercy Regional Medical Center
Dr. Anne Rossignol, MD, Hospitael, Mercy Regional Medical Center
Lauren Lofitis, MD, Medical Director, Hospice of Mercy
Will McConnell, CEO, Mercy Regional Medical Center
Jane Strobel, CFO, Mercy Regional Medical Center
Lenne Pappineau, LEARN Coordinator Mercy Medical Center
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”