

## Caring Hearts Award for Excellence in Palliative Care

### Purpose:

·Hoag Hospital's Palliative Care Team is committed to ensuring that patients at or near the end of life receive the same high quality of physical, emotional, spiritual and psychosocial care that is provided to all other patients. We recognize that the experience of these patients and their family members during this last stage of life will be etched in their memories forever. Providing such care requires skill, sensitivity, often times courage, as well as a willingness to be present in an extraordinary way to these patients and their family members. They look to us to guide, protect and support them through this journey. The Caring Heart Award for Excellence in Palliative Care has been created by the Hoag Palliative Care Team to honor those caregivers who demonstrate on an ongoing basis such skill, compassion, courage and sensitivity in caring for our patients. Recipients of the Caring Heart Award are the face of Palliative Care within the hospital and as such take a leadership and mentoring role with their colleagues in caring for these patients.

### Criteria for Nominating Staff for Caring Hearts Award:

#### **◆Displays exemplary bedside care of patients near/at end of life:**

- Shows compassion and empathy to pts and families when discussing end of life issues.
- Assists with providing emotional support and identification/clarification of pt/family needs.
- Goes beyond the “required” to ensure pts/families are comfortable and clear re: plan of care and that needs are met during end of life process.

**◆Proactive in discussing end of life issues with patients, families, healthcare team:**

- Questions pts/families re: whether they have an advance directive and discusses importance of having detailed conversation w/loved ones re: wishes related to end of life care.
- Speaks directly to pts/families re: status and plan of care (when appropriate), rather than avoiding subject matter that may be uncomfortable.
- Provides education re: options for care plan (as indicated by Physician) such as comfort care, code status and procedures related to end of life care.

**◆Advocates for pt/family wishes with healthcare team:**

- Bedside staff members have detailed conversations with pts/families re: wishes related to end of life; communicates with healthcare team to convey concerns, information and questions that pts/families have.

**◆Provides an example to peers:**

- When working with pts nearing/at end of life, provides clear communication to family members, demonstrates knowledge of end of life issues and resources.
- Leads by example, knowing resources available to support family and staff at end of life.

**◆Provides education to peers on end of life issues:**

- Offers to assist by pulling policies/order sets for supportive care pathway, withdrawal of vent support and comfort care guidelines if the staff member is not aware of these options.
- Provides guidance to peers re: what to say and do when pts are near end of life.

·Acts as a resource to fellow staff members to ensure that pts/families have the best possible experience during their transition to comfort care.

How to nominate a staff member who exemplifies the above criteria:

·Email Kristyn Fazzalano at [kristyn.fazzalano@hoaghospital.org](mailto:kristyn.fazzalano@hoaghospital.org)

OR

·Print this form and send via inter-office mail to Kristyn Fazzalano, LCSW (~~Case Management Department~~)

OR

·Print this form and fax to Kristyn Fazzalano at 949-764-~~8104~~ <sup>1931</sup> (in-house ~~48104~~)

·Include employee name, unit, shift, Charge/Supervisor, reason for nomination and specific examples of exemplary palliative care.

·The Palliative Care Committee will review all nominations and make selection of recipients.

·Recipients will be notified and recognized by their Department Director.

What does the staff member receive if selected?

·Palliative Care "Helping Hands, Caring Heart" Pin and Certificate of Recognition given by Department Director

·Write up in Hoag Times

·Annual Recognition Luncheon



Helping Hands, Caring Heart Pin

Outside of pall care  
team members  
17 recipients  
over past 1.5 yrs.  
Most referrals are  
from our team.