

Family Care Conferences in Long-Term Care: Exploring Content and Processes in End-of-life Communication

LEAD AUTHOR

Pamela Durepos, McMaster University

CO-AUTHORS

Sharon Kaasalainen, McMaster University, Faculty of Health Sciences; School of Nursing

Tamara Sussman, McGill University, School of Social Work

Deborah Parker, University of Technology Sydney Faculty of Health, Nursing and Midwifery

Kevin Brazil, Queen's University Belfast, School of Nursing and Midwifery

Susan Mintzberg, McGill University, School of Social Work

Alyssa Te, McMaster University, Faculty of Health Sciences, School of Nursing

This project (2014 - 2016) was funded by the Canadian Frailty Network (previously Technology Evaluation in the Elderly Network) and supported by Government of Canada through Networks of Centres of Excellence.



Canadian Frailty Network | Réseau canadien des soins aux personnes fragilisées

Known previously as Technology Evaluation in the Elderly Network, TVN

BACKGROUND

- End of life (EOL) communication in long-term care homes (LTC) is often inadequate and delayed, leaving residents dying with unknown preferences or goals of care
- Poor communication with staff contributes to families feeling unprepared, distressed, and unsatisfied with care
- Family Care Conferences (FCC) aim to increase structured, systematic communication around goals and plans for EOL

RESEARCH TOPIC

- The purpose of this sub-study is to examine FCC: a) content, and b) guiding processes such as documentation and multidisciplinary staff participation using mixed methods

METHODOLOGY

- As part of the 'Strengthening a Palliative Approach to Care' (SPA- LTC) project, FCCs were implemented in 4 LTC sites in Ontario, Canada
- 24 FCCs were held for residents with a Palliative Performance Scale of 40% (nearing death)
- Data was collected from conference forms, site- specific electronic chart documents and field notes
- Directed-content analysis of the data was informed by the Canadian Hospice Palliative Care Association's 'Square of Care' model

KEY FINDINGS

- FCCs addressed an average of 71% of content domains with physical and EOL care addressed most frequently, and loss/bereavement addressed the least
- Examination of processes supporting EOL communication found: i) advantages to using FCC forms vs. electronic charts, and ii) high level of multidisciplinary participation overall but limited participation of Personal Support Workers (PSWs) and physicians
- Description of content and FCC processes provides guidance to persons implementing FCCs

CONCLUSION

- Communication around EOL in LTC can be improved by using FCCs
- Recommendations to optimize communication include use of specific conference forms, increased bereavement discussion, further engagement of PSWs and Physicians