Education & Training in End of Life Care for Certified Nursing Assistants in Long Term Care

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Purpose

• To educate and train certified nursing assistants to deliver better end of life care to residents and families
Purpose

Beginning of life care

End of life care
Introduction

- 16,100 nursing homes in the United States
- 1.7 million beds
- 86% occupation rate
- 1.5 million-current number of residents
- 835 days (2-2.5 years)-average length of stay
- By 2050-72.2 million older adults projected to be living in the United States
- 2011-$210 billion spent on long term care
  - Medicaid
  - Out of pocket spending

(www.cdc.gov)
(www.rwjf.org)
Introduction

- Inadequate education of certified nursing assistants (CNA) as the first line caregivers of residents in long term care (LTC) facilities at the end of life
  - Attend state approved training program comprising 100 hours
    - 70 (classroom/lab) + 30 (clinical experience)
  - In New York: $1200-$2500
  - Pass state licensing exam
    - Written competency exam
    - Clinical skills performance evaluation

(www.cnaclases.com)
Introduction

- CNA Curriculum topics
  - Fundamentals of nursing assistant
  - Introduction to health care systems
  - The patient
  - Protecting the person
  - Assisting with activities of daily living
  - Patient assessment
  - Assisting with care needs
  - Nursing assistant practicum

(www.oaces.net)
Program Description

• Implementation of an educational intervention designed to enable CNAs to deliver better care to residents & families in the LTC setting at the end of life

• Six 45 minute sessions developed using Core Curriculum for the Hospice & Palliative Nursing Assistant

• Pretests/Posttests consisting of 5 questions given before & after each session to assess gain in knowledge
Program Instructors

- Mansura Malik RN BSN
  - Staff Education Clinical Coordinator

- Wendy Chapman RN BSN CHPN
  - Certified Hospice & Palliative Care Nurse Educator
Program Description

- Curriculum topics developed with collaborating hospice nurse:
  - Overview of Hospice & Palliative Nursing
  - Pain Management
  - Care at the Time of Dying
  - Loss & Bereavement
  - Personal Development & Self Care
  - Communication with Residents & Families
Program Scope

- Enhance knowledge of CNAs already working in LTC facilities caring for residents & families at the end of life

- Facilitate CNAs to identify additional learning needs

- Improve CNA satisfaction & comfort with delivering end of life care
Practice Setting

- 140 bed LTC facility in Western New York
- Incorporates 20 rehabilitation beds plus 120 long term care beds
Population

• CNAs currently working in a LTC setting caring for residents & families at the end of life
• Have to be working at the facility for at least 6 months
• Proficient with reading & writing English per facility requirements
Population

Age

- 20-29 years
- 30-39 years
- 40-49 years
- 50-59 years
- 60 & older

Years of Experience

- 1-5 years
- 6-10 years
- 11-20 years
- 20-39 years
- 40 & more
Evidence

• Assessing the educational needs and concerns of nursing home staff regarding end of life care
  ▫ Focus group interviews of 39 CNAs
  ▫ Learning needs
    ▫ Difficulties with pain management
    ▫ Stressful interactions with residents, families, & other providers
    ▫ Lack of clarity related to role expectations
    ▫ Uncertainty about goals of care
    ▫ Time constraints
    ▫ Unmet needs for self care
  ▫ Frustrations
    ▫ Their hard work was often unappreciated by licensed staff & families
    ▫ Their intimate knowledge of residents’ habits & wishes were disregarded in planning residents’ care
Evidence

- **Enhancing end of life care in nursing homes: Palliative care educational resource team (PERT) program**
  - Ersek, M., Grant, M. M., & Kraybill, B. M. (2005)
  - 61 CNAs from 44 facilities participated
  - Reported significant increases in end of life knowledge & skills

- **A palliative care educational intervention for frontline nursing home staff: The IMPRESS Project**
  - Improving Professional Education & Sustaining Support
  - Quality improvement end of life care educational intervention attended by 92 frontline nursing home staff in 5 community nursing homes
  - Reported increase in application of end of life care skills by front line staff
Evidence

- **End of life care in nursing and care homes**
  - Interviews & focus groups with nursing assistants
  - Reported as staff had received little or no training in end of life care, wanted this training to develop confidence & professional practice

- **Attitudes toward death, dying, end of life palliative care, & interdisciplinary practice in long term care workers**
  - Survey questionnaire consisting of 24 items
  - Reported nursing assistants most likely to benefit from training & support programs
Theoretical Framework

• The Adult Learning Theory
  ▫ Malcolm Knowles (1913-1997)
  ▫ American educator
  ▫ Andragogy-art & science of adult learning

• Knowles’ 5 Assumptions of Adult Learners
  ▫ Self concept
  ▫ Adult learner experience
  ▫ Readiness to learn
  ▫ Orientation to learning
  ▫ Motivation to learn

(www.elearningindustry.com)
Adult Learners

need most motivated by bring experience need to be

problem centred learning subjects relevant to them basis for learning including mistakes involved

in in

employment life planning instruction in planning evaluation

(www.constructivismpbworks.com)
Program Goals

- Improvement in end of life care knowledge by CNAs working in a LTC facility

- Ability of CNAs to identify additional learning needs pertaining to end of life care
Elements of Program

- Received $5000 grant from facility foundation to fund education program
- Funds used for food, materials, & gift cards
Elements of Program

- Recruited 20 CNAs, 19 CNAs successfully completed program
Elements of Program

- Held dinner reception for all participants who completed program
- Participants were given a pin, a certificate of completion, & a gift card
- Facility administrators & staff were also invited to acknowledge & support participating CNAs
Evaluation

• Pretest/Posttest
  ▫ Improvement in Overview of Hospice & Palliative Nursing
  ▫ Significant improvement in Pain Management & Care at the Time of Dying

• Additional learning needs:
  ▫ Caring for residents with Alzheimer's, Multiple Sclerosis, & behavioral issues
  ▫ Working well with interdisciplinary team, communication, & teamwork
Pretest/Posttest-Repeated Measures ANOVA

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Satisfaction Survey-Descriptive Statistics

- Program helpful
- Educators knowledge
- Content engaging
- Questions & discussions
- Learning fun & easy

- Minimum
- Maximum
- Mean
- Standard Deviation
Program Outcomes

• CNA staff very satisfied with program
• Residents & families receiving better end of life care
• Facility staff requesting end of life care education as well
• Received another grant to continue program for all interested staff
• Community wide interest in end of life care education & training
Future Direction

- Educate & train many more first line caregivers in end of life care
- Implement this education & training program in other facilities with their staff as program gains attention & momentum
- Impact elderly health care by demonstrating strong connection between educated & trained staff and improved outcomes for residents & families in end of life
References

Questions & Comments