

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

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.cnaclasses.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**

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**



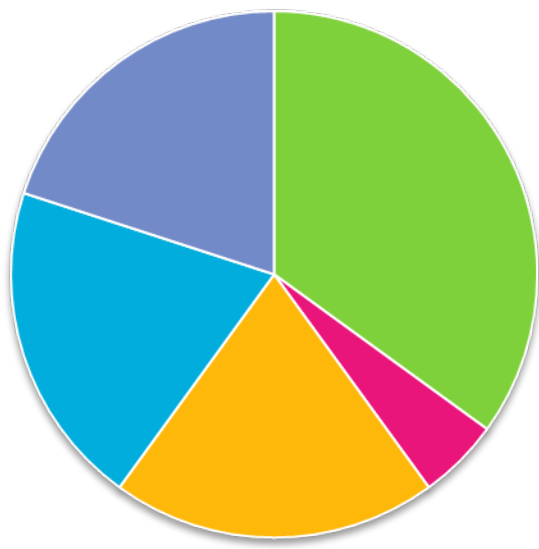
Population

- 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*
 - Ersek, M., Kraybill, B. M., & Hansberry, J. (2000)
 - 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*
 - Wen, A., Tachibana, Y., Tin, M. M., Bell, C., Kojane, J., Zeri, K., & Masaki, K. (2012)
 - 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

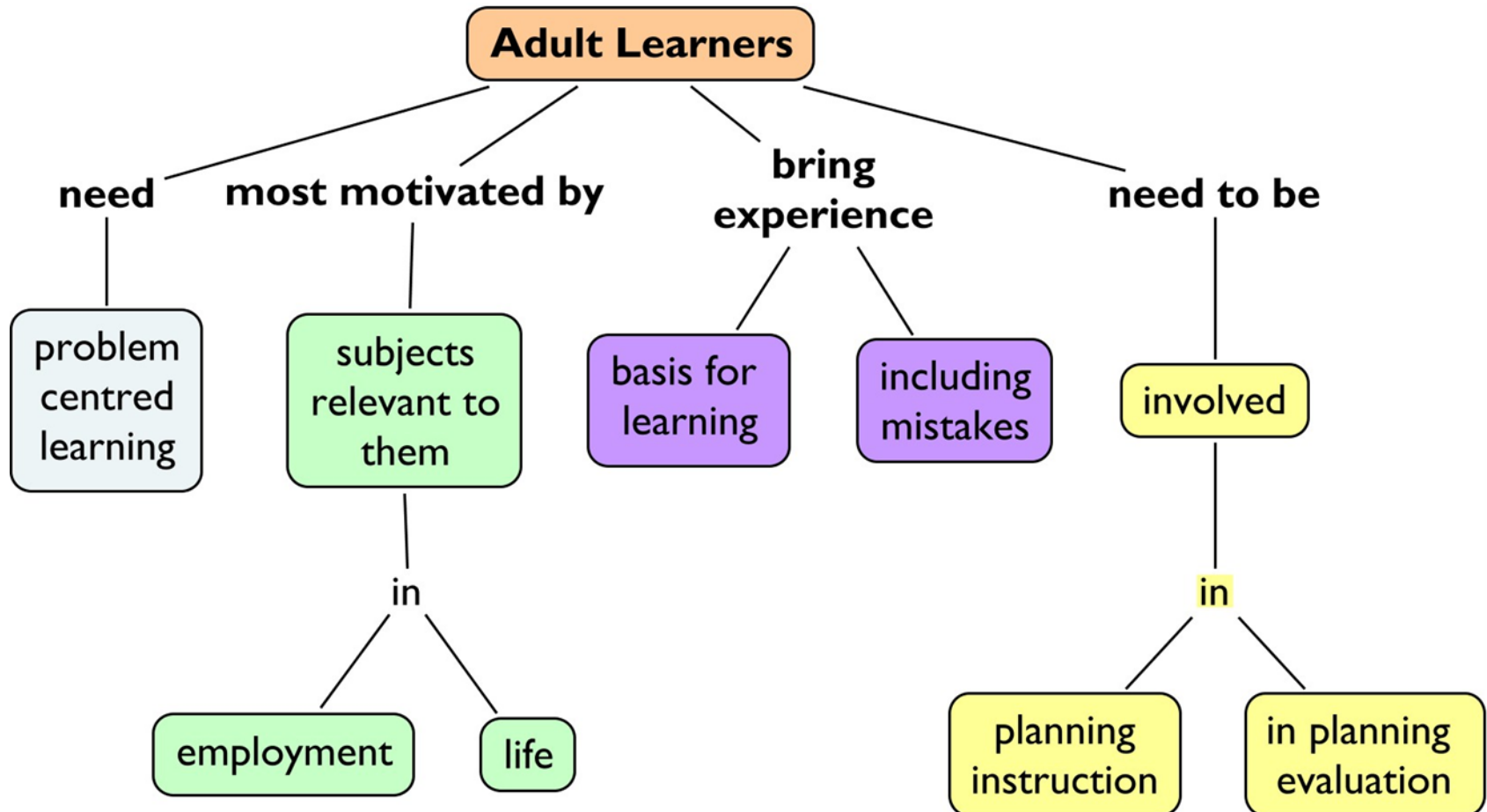
Evidence

- *End of life care in nursing and care homes*
 - Percival, J. & Johnson, M. (2013)
 - 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*
 - Leclerc, B., Lessard, S., Bechenec, C., Gal, E., Benoit, S., & Bellerose, L. (2014)
 - 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)



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**



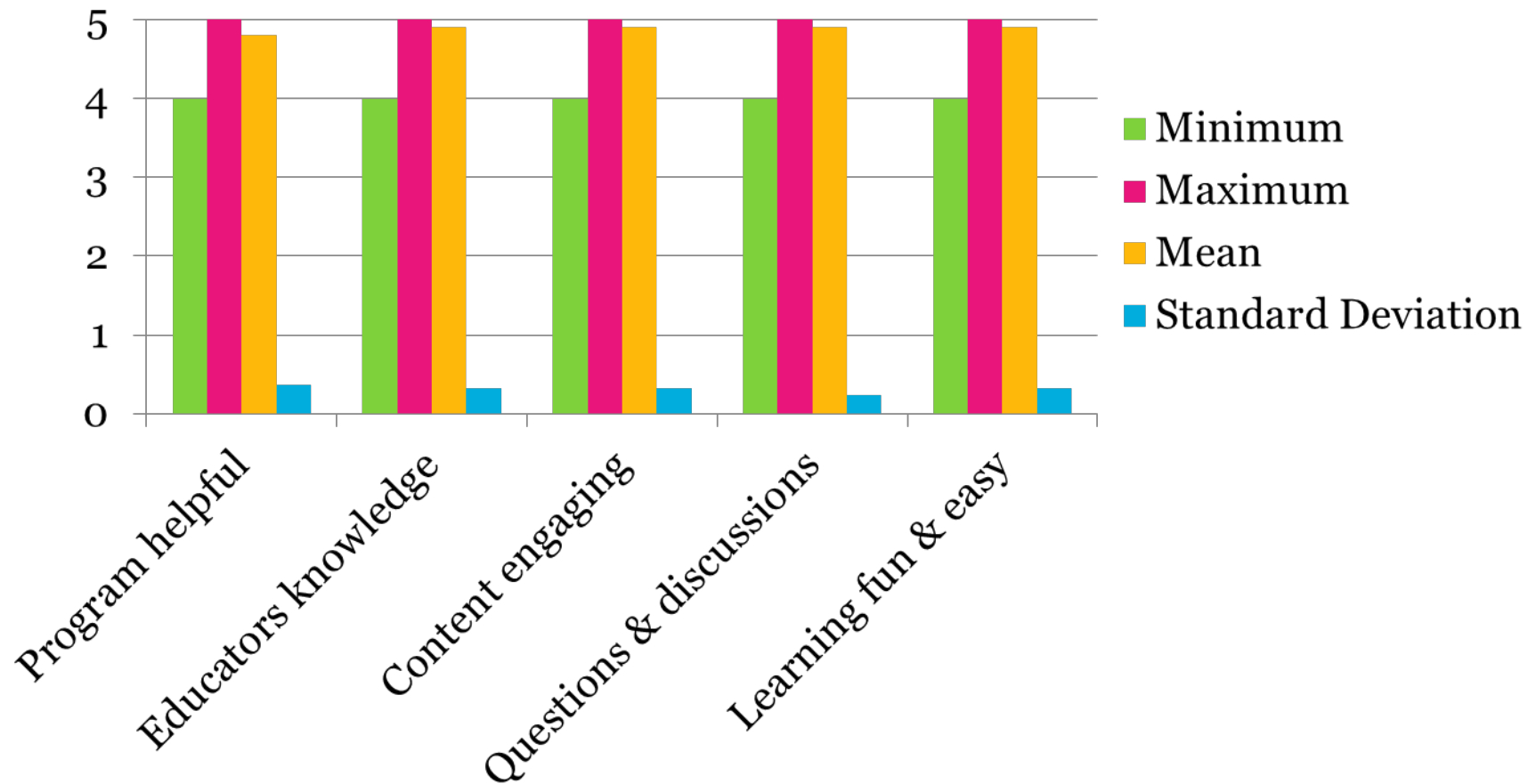
Evaluation

- **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

Session	Pre-Mean	Pre-S.D.	Post-Mean	Post-S.D.	p
Overview of Hospice & Palliative Nursing	60.0	18.9	65.3	23.9	p>0.05
Pain Management	38.9	21.6	70.5	27.0	p<0.05*
Care at the Time of Dying	57.9	26.6	78.9	10.5	p<0.05*
Loss & Bereavement	88.4	20.3	85.3	19.8	p>0.05
Personal Development & Self Care	89.5	15.4	91.6	15.4	p>0.05
Communication with Residents & Families	81.1	19.4	76.8	19.2	p>0.05

Satisfaction Survey-Descriptive Statistics



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

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Questions & Comments

