

healthcare profession in the context of addressing goals of care for a patient/family.

Discussion/conclusion. To effectively develop a de novo interprofessional educational experience, comprehensive interprofessional input and participation is required. Topics in hospice palliative care serve as an effective platform to teach skills in interprofessional knowledge, skills, and attitudes.

“The Notebook”

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Objectives

1. Develop an educational initiative that would meet the need for immediate educational requirements and encompass the issues related to broad-based staff turnover rates.
2. Present required education in an inviting format to increase utilization and retention of the material with long-term enhancement of patient care outcomes.
3. Utilize a structured delivery format that provides measureable outcomes of utilization and acceptance of relevance of the material.

Background. With the release of revised hospice conditions of participation in May of 2008, hospice agencies across the United States were given the responsibility of developing policies and practices to meet the broadened requirements related to contractual relationships for enhancement of quality of care across all levels of health care. In particular, the education requirement as follows:

Condition of Participation Requirement 418:112 Standard # 6: Orientation and Training of Staff must include:

- A. Hospice Philosophy: Hospice 101
- B. Pain Control
- C. Symptom Management
- D. Principles about Death & Dying
- E. Individual Responses to Death
- F. Patient Rights
- G. Appropriate Forms required for collaboration:
 1. Most Recent Plan of Care
 2. Hospice Election Form
 3. Advanced Directives
 4. Physician Certifications
 5. Contact Information for hospice staff
 6. How to Access 24-Hour on-call system
 7. Specific Medication Information

8. Physician Orders Specific to Each Patient
H. Record Keeping Requirements

“The Notebook” was developed to incorporate all the pieces of required education into an efficient and receptive format.

Methods. After data analysis of the scope of this project, we developed a two team approach. The first team’s focus was on marketing, distribution, and coordination of education opportunities and follow through. The second team’s focus was on preparation of educational material into a readily accessible format with a variety of delivery methods for group education as well as a self-study format for follow-up education and utilization in ongoing orientation programs within the facilities. This team also utilized a peer education process for cross training selected educators within the agency for presentation responsibilities.

Results. The Notebook concept was developed further into the Iowa Hospice Educational Collaborative Textbook “At Home with Hospice” flyer and was distributed to more than 450 agencies statewide during the first quarter of 2009, with greater than 90% response for additional information and educational opportunities. By the end of the first year of this program, we had completed 439 educational events involving 49% of the facilities contacted. Each educational event was for 1 hour of direct education. A copy of the self-study format for the presented topic was then placed in the facility “Notebook” to be utilized with new hires, doubling our educational outreach.

Discussion. This educational initiative has greatly enhanced the overall end-of-life education available to personnel at entry level of palliative care in facilities with minimal education funding. We incorporated the palliative care concept into a wide variety of state required in-services such as HIPAA training and wound care and found this greatly improved reception to the time necessary for continuing education. We have gone on to acknowledge the need for a short form of the information for agencies not receptive to the full education format and have incorporated that into our 2010 program.

Conclusion. This program quadrupled the outreach of our education department and enhanced the receptivity to palliative education and care approaches in a holistic format.