THE CLOSING COMPOSITION: END-OF-LIFE COMMUNICATION STRATEGIES

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LEARNING OBJECTIVES

The learner will be able to:

1. state five communication strategies for challenging conversations.
2. identify 2-3 patient cues as triggers for challenging conversations.
What is palliative and end-of-life care?

What are the palliative and end-of-life needs for patients and families?
LITERATURE REVIEW

- Patient and family decision making at end-of-life
- Healthcare professional communication with patients and families at end-of-life
- Nursing communication with patients and families at end-of-life
- Goals of care at end-of-life
METHODS

Design and Sampling

Data collection and analysis
FINDINGS—THE CLOSING COMPOSITION

- Establishing context
- Acknowledgement through attentive listening
- Trust—“Making it safe for them to die”
- Wishes/goals of care
- Honesty
ESTABLISHING CONTEXT

- “Meeting them where they’re at.”
- “Wow, you just turned a huge corner.”
ACKNOWLEDGEMENT THROUGH ATTENTIVE LISTENING

- “I didn’t sleep very good last night.”
- Let’s talk about why you didn’t sleep good last night.”

“If you want to listen at a higher level, try listening to the space between the notes too.”

Mark Miller
“You know, we have to do that. We owe it to people to make it safe for them to die…and if they’re scared…there has to be that reassurance.”
WISHES/GOALS OF CARE

- It was amazing, there was something in writing, but the kids hadn’t seen it, and it was locked in the safe back home.
- …this is their story and knowing it’s all about them and not necessarily what we want or what us professionals want for the situation.
They were black and white facts, you know, that were listed. And then we talked about that…

…if I see changes…I’m going to be honest with them…. I am going to say it over and over again…. 
DISCUSSION

- Implications for undergraduate and graduate nursing curriculum
- Implications for continuing education and clinical nursing practice