

Background

Through our encounters with ESTHERs (patients and relatives) in our inpatient hospice, we discovered that ESTHERs were distressed when healthcare providers were unaware of their healthcare preferences (e.g. their likes, dislikes and goals of care). This problem is exacerbated by the lack of explicit documentation of such preferences as well as the nature of our healthcare system where staff change shifts and handover frequently.

Methodology

Through private interviews with ESTHERs, we worked with them to come up with an “About Me” form that would guide exploration of ESTHERs’ preferences and facilitate handover of information between healthcare staff.

<u>General information</u>	
<u>Likes</u>	<u>Dislikes</u>
<u>My goals and wishes</u>	

Outcomes

We measured the satisfaction scores of 28 ESTHERs towards their healthcare providers’ understanding of their values, beliefs and preferences. We collected these scores before and after administering the “About Me” form, and weekly thereafter.

Figures 1 and 2 show the distribution of satisfaction scores before and after use of the “About Me” form respectively. **Figure 3** shows the intra-individual change in satisfaction score after use of the “About Me” form.

Figure 1: Pre-intervention satisfaction

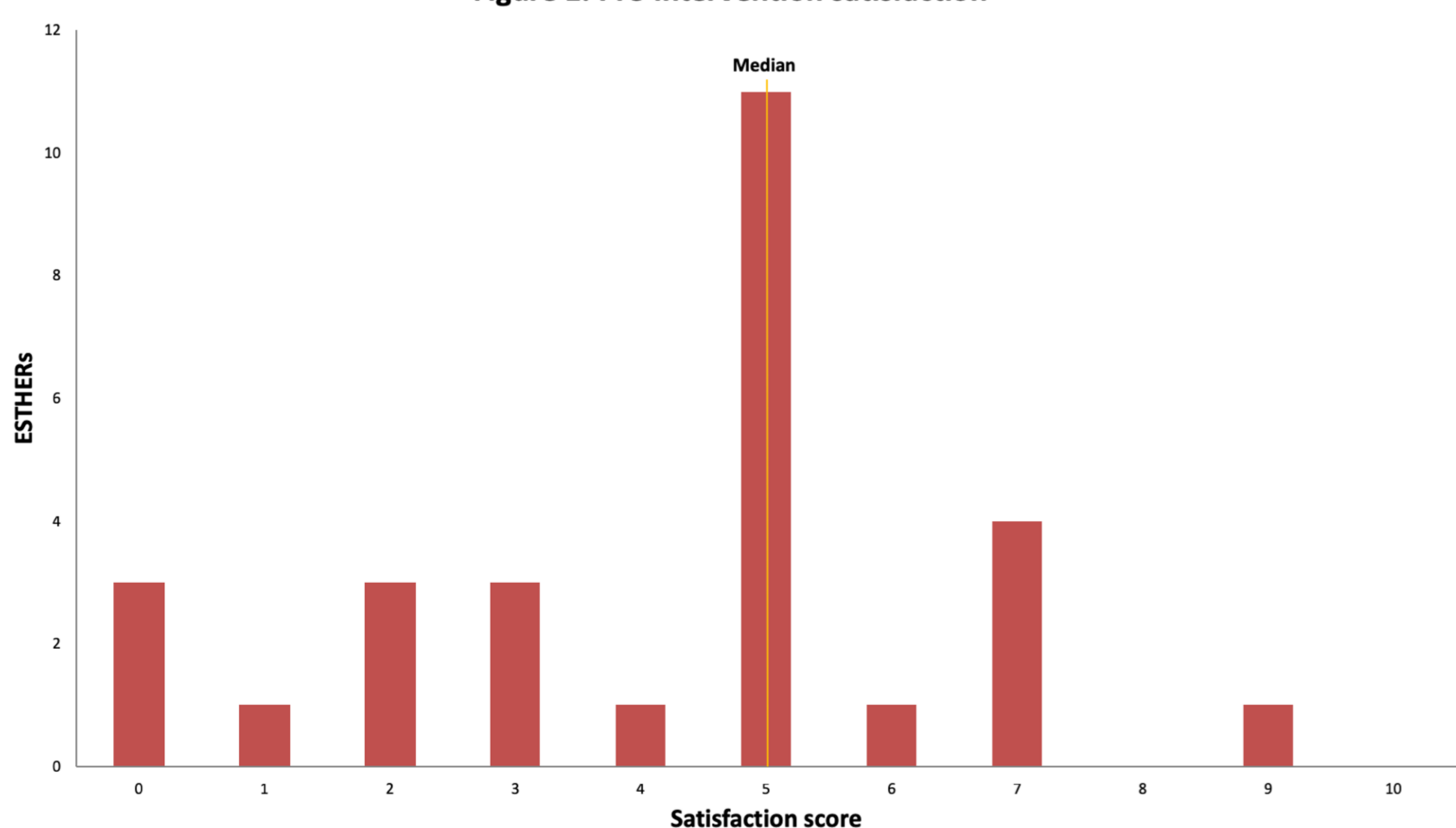


Figure 2: Post-intervention satisfaction

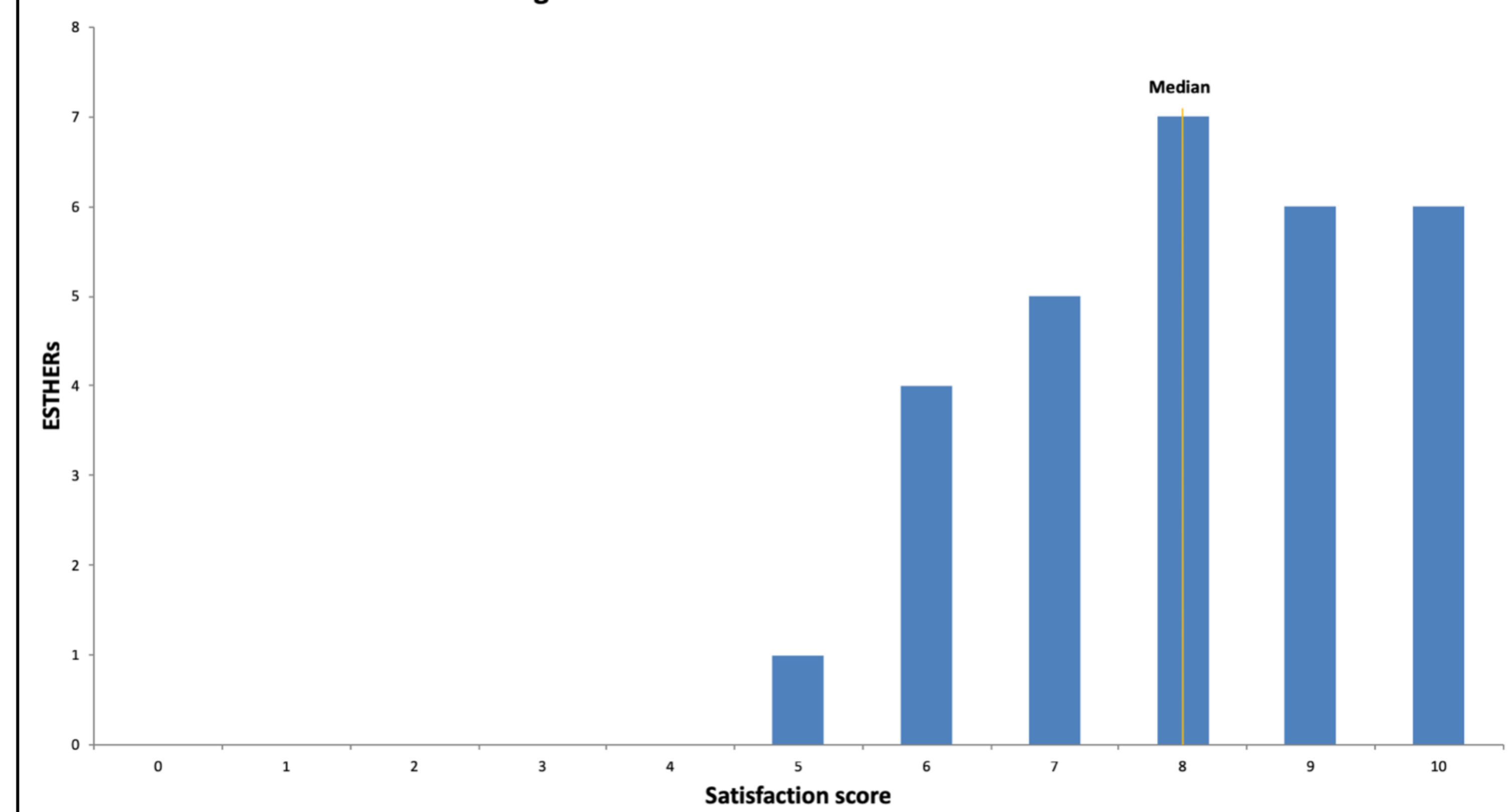
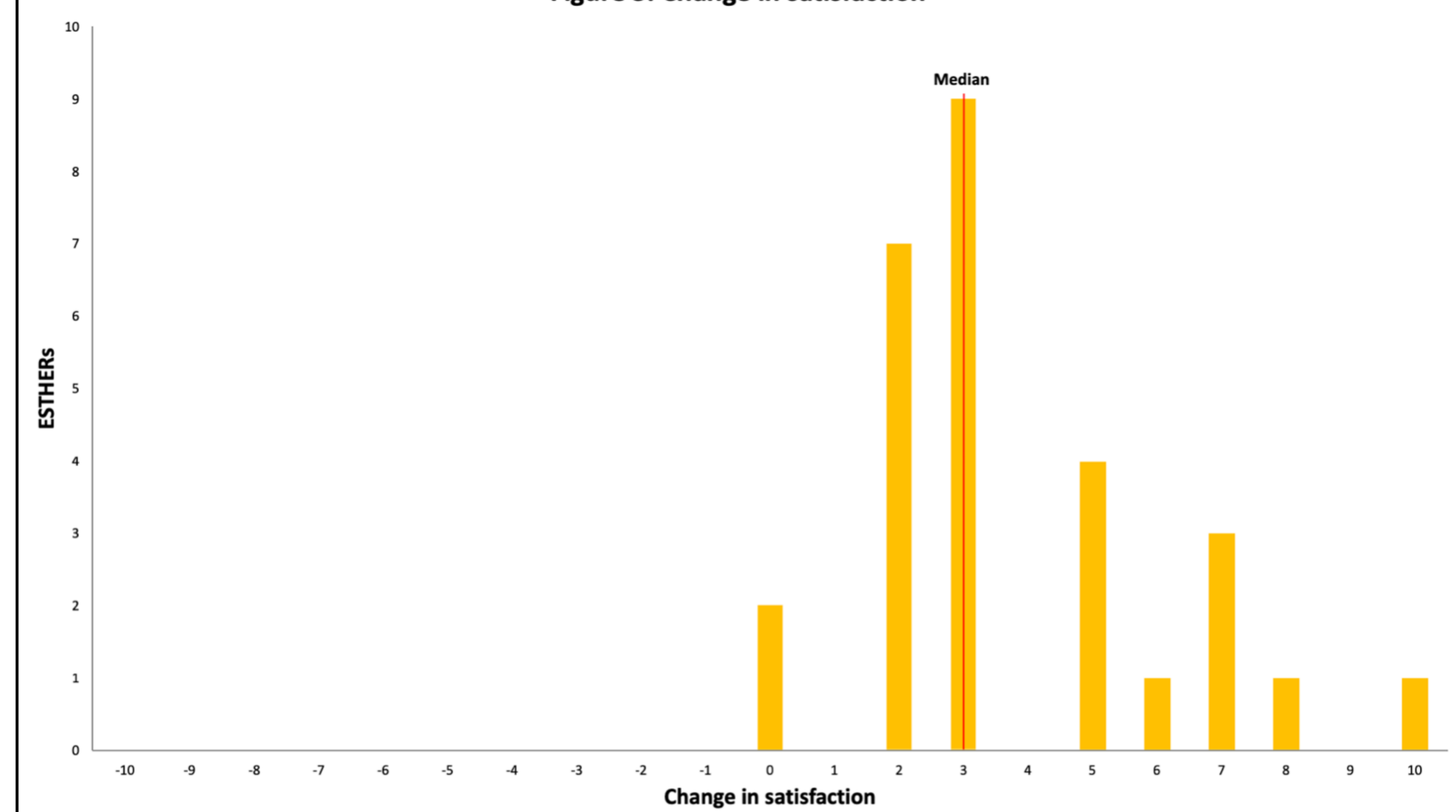


Figure 3: Change in satisfaction



Learning Points

- Many ESTHERs were not satisfied with their previous healthcare providers’ understanding of their preferences (79% had a score of 5 or less).
- Most ESTHERs had an increase in satisfaction following the intervention (93%). No ESTHER had a decrease in satisfaction.
- A significant proportion of ESTHERs improved by 5 points or more with the relatively simple intervention (36%).
- Improvement was sustained or increased in the majority of ESTHERs in subsequent weeks (93%).
- In an inpatient hospice setting, the intervention did not require significantly more time than what is usually required.
- The “About Me” form became a platform to naturally transition into ACP discussions and helped facilitate subsequent treatment decisions.

Future Plans

- We intend to spread the use of the “About Me” form beyond the confines of the hospice ward, to our subacute palliative and possibly rehab patients.
- We intend to contact other service providers who believe in the same philosophy to see how we can collaborate to further improve the idea.