

Nurse Unit Manager – Leanne

Leanne, a Nurse Unit Manager (NUM) on the Respiratory Unit in a large public hospital, received a complaint from a patient's family regarding poor support and communication during end-of-life care. She is responsible for addressing the complaint and improving quality and safety processes.



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Leanne learns from the Cardiac Unit's NUM about using **End-of-Life Essentials (EOLE)** for staff training. She identifies an **opportunity to integrate EOLE** into the Respiratory Unit's education program.

A new group of junior nurses commence on the unit.

New junior nurses must complete the EOLE **Orientation to End-of-Life Care** in their first week to gain foundational knowledge around delivering end-of-life care

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Utilising the **Imminent Death Training Resources**, Leanne asks staff, "What do you consider as barriers to delivering end-of-life care on the ward?"

- Staff identified they were **less confident** in dealing with a patient's feelings and emotions, and often **focused on health facts** in their communication with patients and families.

Leanne plays '**A Patient's Point of View**' animation at a Grand Round, to support staff in recognising the importance of **seeing the patient as a person with a life**, family, and vulnerabilities.

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Leanne conducts ward training sessions using the **Communication Training Resources**. Staff participate in role plays, including scenarios like responding to a patient's question, '**Am I dying?**'

Staff anonymously complete a training **evaluation** at the end of each session.

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Over the next six months Leanne integrates end-of-life care into the nursing staff education program.

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Leanne accesses the EOLE **Hospital Accreditation Case Stories** to learn how other hospitals have undertaken audits.

Nine months later, Leanne undertakes an audit focusing on the quality of end-of-life care patients received.

- Audit results identified the unit's improvement in communicating with patients about their care, however further improvements were needed around supporting staff after a death.

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Leanne uses the **After a Death Training Resources** to discuss **self-care** and lead an open team discussion on personal wellbeing.

