NHPCO Project ECHO

March 2021
Case presentation by Merilynne Rush, MSHP, EOLD Trainer, The Dying Year
Video Teleconferencing Etiquette

• Remain on mute unless speaking and eliminate or reduce environmental distractions to improve sound/video quality
• Use video whenever possible; Face and make eye contact with the camera when you are speaking
• Use respectful and appropriate language
• Do not disclose protected health information (PHI) or personally identifiable information (PII)
Disclosures

Disclosure

The planners and faculty disclose that they have no financial relationships with any commercial interest.

Data Collection

In order to support the growth of the ECHO® movement, Project ECHO® collects participation data for each ECHO® program. Data allows Project ECHO® to measure, analyze, and report on the movement’s reach. Data is used in reports, on maps and visualizations, for research, for communications and surveys, for data quality assurance activities, and for decision-making related to new initiatives.

Evaluation

You will be receiving an email with a link to complete a short survey about this session. Please complete the survey within 48 hours. Completion of this evaluation is required for Quality Connections credit. We ask all participants to take the survey as it will help us to improve future clinic sessions.
## Upcoming Project ECHO Sessions

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 31, 2021</td>
<td>3pm ET</td>
<td>EOL Doula Case</td>
</tr>
<tr>
<td>April 27, 2021</td>
<td>3pm ET</td>
<td>Short length of stay</td>
</tr>
<tr>
<td>May 26, 2021</td>
<td>3pm ET</td>
<td>Spiritual care focused case</td>
</tr>
<tr>
<td>June 23, 2021</td>
<td>3pm ET</td>
<td>Completing a debrief with IDT post patient event (i.e., patient suicide)</td>
</tr>
<tr>
<td>July 27, 2021</td>
<td>3pm ET</td>
<td>Advance care directive conflict focused case</td>
</tr>
<tr>
<td>August 25, 2021</td>
<td>3pm ET</td>
<td>Patient and staff safety focused case (i.e., drug diversion, weapons in the home)</td>
</tr>
<tr>
<td>September 29, 2021</td>
<td>3pm ET</td>
<td>Ethical/moral distress focused case</td>
</tr>
<tr>
<td>October 26, 2021</td>
<td>3pm ET</td>
<td>Patient abuse/neglect focused case</td>
</tr>
<tr>
<td>November 30, 2021</td>
<td>3pm ET</td>
<td>Social work focused case</td>
</tr>
<tr>
<td>December 21, 2021</td>
<td>3pm ET</td>
<td>Plan of care management focus</td>
</tr>
</tbody>
</table>
What Are We Looking for in a Case?

- Poses difficult issues for the interdisciplinary team
- May be an outlying or a frequent situation that involves clinical/emotional/psychosocial/spiritual challenges
- May involve process of care issues
- Could be a case in the hospice or palliative care space
- Is relevant to today's hospice and palliative care environment
- Quality focused

Submit a case - https://www.nhpco.org/projectecho/
Today’s Agenda

- Welcome and brief introductions
- Introduction of the case presenter and subject matter experts
- Brief didactic presentation related to the case
- Case presenter presents case details and specific questions or ponderings.
- Case Summary by facilitator
- Questions and clarifications – participants and subject matter experts
- Request for Recommendation – participants and subject matter experts
- Summary of Recommendations by facilitator
Introductions

Case presenter
• Merilynne Rush, MSHP, EOLD Trainer, The Dying Year

Subject Matter Experts
• Marina McGough, National Volunteer Director., Ascend Hospice
• Valoria Walker, EOLD, Doula by Destiny
• Nancy Flowers, LCSW, MSW, Rainbow Hospice and Palliative Care
End-of-life Doulas and Hospice Care
March 31, 2021

Presented by members of the EOL Doula Council:
Marian McGough, Nat’l Volunteer Dir., Ascend Hospice
Valoria Walker, EOLD, Doula by Destiny
Merilynne Rush, MSHP, EOLD Trainer, The Dying Year
NHPCO END OF LIFE DOULA COUNCIL

- Established 2018
- 10 members – doulas, trainers, hospice administrators, volunteer coordinators
- Promotes awareness and understanding of the EOLD role through:
  - Blogs
  - Webinars
  - Conference presentations
  - Written materials
- Covid Grief Support Program

Plan to join our webinar July 8!

- nhpco.org/about-nhpco/committees-and-councils/end-of-life-doula-council/
End of Life Doulas

...provide non-medical, individualized, holistic support and companionship to the dying individual and their family from initial diagnosis through bereavement.

Scope of Practice (nedalliance.org)

• Inform, support, guide, accompany
• Provide resources
• Collaborate with other care providers
• Respect values and autonomy, foster self-determination
• Non-clinical, non-medical
Doulas & the IDT

• Role is not to replace the current disciplines of the IDT but to enhance
  
  • The goal is to positively impact all departments of the hospice agency

How Doulas can support:
  • Reinforce palliative care concepts & plan of care
  • Assist with advance care planning
  • Life review
  • Vigil planning
  • Respite
  • Bereavement
Complimenting the Hospice Agency

• Progressive
• Innovative
• Holistic Approach
• Additional support for Patient/Family
• Source of support for Clinical Team
Integration Options

- Volunteer
- Contracted
- Hired/Salaried
- Per Diem/On Call
- Community Doulas (not affiliated with hospice or palliative care)
Benefits of a Volunteer Doula

- Part of your agency
- Cost Effective
- Increased Skill Level
- Contributes to your 5% direct hours regulation
- Community Involvement
Benefits of Contracted Doula

- Flexibility with schedule
- Ability to sit longer
- Assist with on-call presence
- Livelihood/Career
- Focus more on care and not on documentation
Credentials

- End of Life Doula Training
- NEDA Proficiency (optional)
- Experience (at least 1 year)
- Recommendations/References
- Business Integrity-Mission & Values

Other Ways to Evaluate:
- Review Social Media Accounts
- Client Reviews
- Website
Today’s Case Presentation

SBAR (Situation, Background, Assessment, Recommendation)
Next Steps

Questions

- Subject Matter Experts & Participants

Recommendations

- Subject Matter Experts & Participants

Summary