

# NHPCO Project ECHO

**March 2021**

**Case presentation by Merylynne Rush, MSHP, EOLD Trainer, The Dying Year**

# Video Teleconferencing Etiquette

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- 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

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## **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

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

# What Are We Looking for in a Case?

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- 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

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- 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

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## **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

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- 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/](https://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](http://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

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- 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

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- Progressive
- Innovative
- Holistic Approach
- Additional support for Patient/Family
- Source of support for Clinical Team



# Integration Options

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

# Benefits of a Volunteer Doula

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

# Benefits of Contracted Doula

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

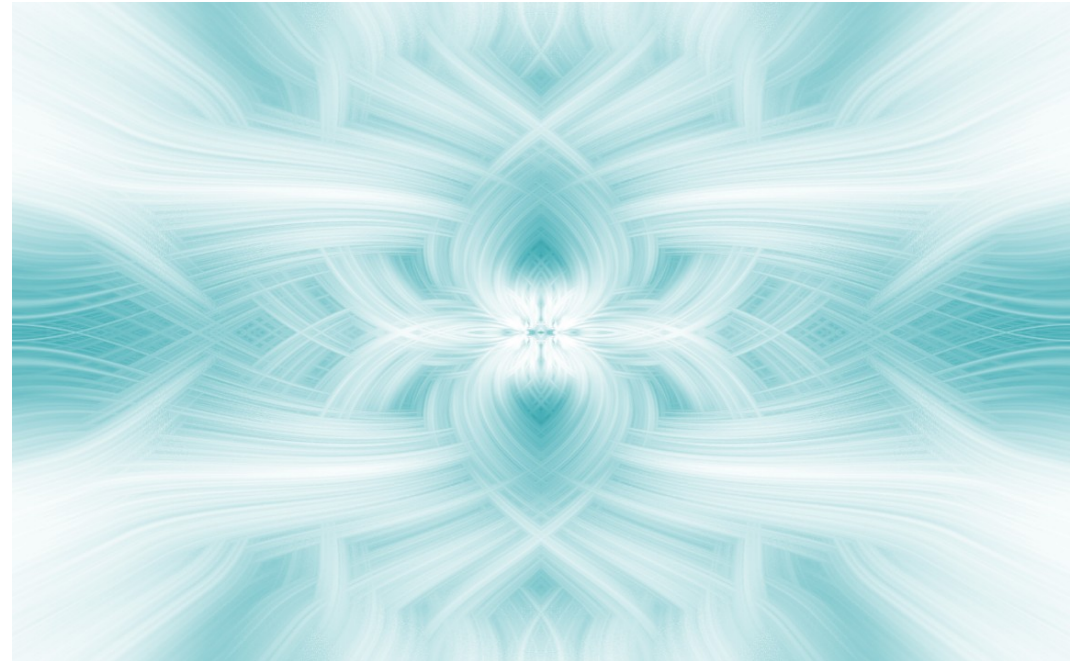
# Credentials

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- 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

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## Questions

- Subject Matter Experts & Participants

## Recommendations

- Subject Matter Experts & Participants

## Summary