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TriState Health

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Owner **Kerry Lopez**

Policy Area **Patient Care Services**

End of Life Issues

All revisions of this policy are to be submitted to Washington State DOH in pdf format to hospitalpolicies@doh.wa.gov. Current submission dated September 2019. The policy will also be updated on the hospital's website per regulation.

POLICY

It is the policy of Tri-State Memorial Hospital to assist those patients who are facing end of life conditions to proceed through the death process with comfort, dignity and respect. As death is viewed as the final act of living, generated from within the person, all efforts will be set forth by the organization to identify, address and positively respond to the patient's needs and/or wishes, and those of their families as they relate to physical comfort, psychological, social, emotional, spiritual or cultural issues.

PROCEDURE

Every effort is made by the members of the healthcare team to identify and respond to the patient's belief and value systems, including but not limited to, those that are cultural and spiritual. This effort is made for all patients throughout the facility to assure one level of care.

For those patients who require specialized interaction due to belief and value systems, the direct patient care provider will contact the Social Services Department and/or the hospital chaplain on-call or personal clergy for direction and participation in the patient's care.

For those patients who are facing end of life issues, an emphasis on therapeutic communication will be placed, to allow for identification of end of life issues as they relate to belief and value systems, physical comfort, psychosocial, emotional and spiritual issues. Identification of these issues may be made with the assistance of the Social Services/Case Management/Discharge Planning staff, a hospital chaplain on-call or personal clergy.

Social Services/Case Management/Discharge Planning, hospital chaplain on-call or personal clergy will be notified by the direct patient care provider or chaplain liaison via telephone of those patients admitted

with a terminal illness or of those patients for whom a diagnosis of terminal illness, either short term or long term has been identified and documented as a definitive primary or secondary diagnosis.

Direct patient care providers will defer to the Social Services/Case Management/Discharge Planning or hospital chaplain on-call or personal clergy in their psychosocial interventions based on those departmental members specialized interactions with the patient and family. Direction will be taken from the Social Services/Case Management/Discharge Planning, hospital chaplain on-call or personal clergy as to management of the patient/family end of life issues as they related to belief and value systems, cultural, spiritual, emotional, physical comfort and psychosocial issues. Documentation of interventions will be completed on the nursing notes and/or social services form, and/or Case Management/Discharge Planning form.

Direct care providers will follow the policy and procedure for Pain Management in Terminal Patients, located in the Patient Care Services Manual, to assure physical comfort of the patient.

Cross reference: Pain Management in Terminal Patients

All Revision Dates

Feb 01, 2022, Aug 22, 2019, Mar 01, 2014, Jan 01, 2010, Apr 01, 2007, Jun 01, 2003, May 01, 2002, Oct 01, 2001

Approval Signatures

Step Description	Approver	Date
Approved by Board of Directors	Ronda Ahlsten: Site Administrator	Jan 31, 2023
Approved by Quality Management Committee	Amber Cameron	Dec 19, 2022
Approval by Executive	Jackie Mossakowski: CNO	Nov 16, 2022
Approval by owner	Kerry Lopez	Nov 10, 2022