

Quality End-of-Life-Care Checklist

This checklist provides a general overview of the steps to quality end-of-life care. It is divided into the decision-making phase (page 1) and the End-of-Life Care phase (page 2).

Decision-Making Phase

Pre-meeting with Patient and/or Family:

- Identify all stakeholders to be at meeting (e.g. family, attending services, spiritual support etc.)
- Arrange time and place
- Team preparation meeting in advance to address team questions and determine goals of meeting
- Obtain quiet room if available (or patient room if patient can participate)
- Provide water, chairs and Kleenex in room
- RN colleagues/CN assist to free up bedside RN to attend meeting

Meeting:

- Provide introductions and refer to patient by name
- Determine families current understanding of situation
- Provide medical update including any new findings and overview of patient's medical condition
- Explore **patient's** goals, values and beliefs
- Propose a recommended plan(s) of care based on medical condition and patient's wishes
- Provide opportunity for questions and discussion about proposed plan
- Recap discussion and determine next steps
- Ensure meeting is documented and any changes to resuscitation plan are ordered

Post-Meeting (when WDLS or WLS is the Proposed Plan):

- Answer any questions about meeting discussion, WDLS/WLS process, or what the patient/family may experience
- Provide support and opportunity to share stories or to express feelings
- If WDLS or WLS is the agreed upon plan, notify Trillium to explore Organ Donation wishes (patient or family may raise them on their own during meeting; they can be advised at that point that someone from Trillium will come to speak to them)
- Explore patient/family goals for end-of-life care including timing of events, who should be present and any cultural, religious or family rituals that would be important
- Offer spiritual care or other support if not already done
- Determine if patient will be a Coroner's Case and notify before WDLS (most patients who die for reasons other than illness or disease are a Coroner's Case)
- Ensure attending/admitting services are notified of the plan of care.
- If a Coroner's Case, determine in advance if all lines and tubes can be removed or if they need to remain in place

End-of-Life-Care Phase

Process for WDLS or WLS:

- Obtain orders (care plan for WDLS or plan for withholding)
- Notify Unit Clerk that patient is palliative or actively dying and communicate any wishes around visitors
- Explore spiritual care wishes for EOL
- Obtain Celebrating Me cart and speak to patient and or family about their wishes for mementos/keepsakes, music or rituals
- Place quiet signs and turn candles on at entrance to unit, CN desk, entrance to Bay and in patient's room
- Notify other staff to assist with noise control and ensure other health care providers are alerted (e.g. during rounds)
- Put bed in lowest position with side rails down
- Place chairs, Kleenex, water in room
- Set up room to allow RN and RRT to access ventilator and pumps in a less intrusive manner
- Close curtains/doors
- Remove unnecessary equipment
- Silence all alarms
- Provide family with privacy and time to share their stories or say goodbye in their own way
- Silent presence can be the most supportive
- Initiate Bereavement Package with condolence card

Aftercare:

- Notify Unit Clerk with time of death
- Ask family if they are coming back to room; prepare body for final visit
- Give family the information in Bereavement package, along with any mementos created
- Send belongings with family – ensure documentation
- If family doesn't know funeral home, let them know that they only need to determine a funeral home. Once the family meets with the funeral director and signs the release form, the funeral home will notify the hospital and pick up the body (the family does not need to call the hospital)
- Prepare body for morgue. Have a second person complete 2 patient identification.
- Notify all attending services and leave message for family physician

Last Reviewed: January 31, 2020

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