



POWELL RIVER HOSPICE SOCIETY EVALUATION REPORT – MARCH 2017

Through compassion, respect, and care, the Powell River Hospice Society offers social, emotional and spiritual support to individuals at the end of their life. The society also supports family and friends in grief and bereavement, and is committed to providing education and advocacy throughout the community.

This evaluation report provides an analysis of the first year of the society's operations, specifically focusing on:

1. Referral Process
2. Volunteer Program
3. Community and Health Care Professional Education
4. Client Experience of Care

Referral Process

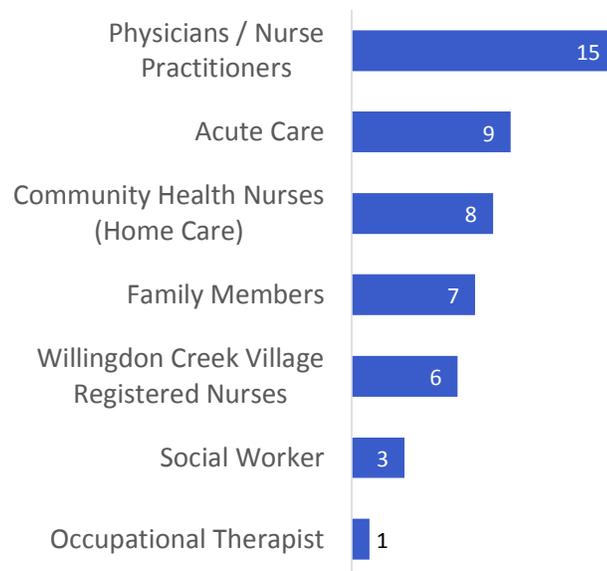
Between January and December 2016, a total of 74 referrals were made to the Hospice Society, including 52 palliative care and 22 referrals for bereavement support. Of the palliative care referrals, almost half (47%, 23 of 49) were made by physicians, nurse practitioners, and acute care staff (Fig. 1).

Strengths

In key informant interviews, which included perspectives from nurses and physicians, respondents expressed high satisfaction with the Hospice Society program as well as its referral process. In particular, respondents identified the simplicity and straightforwardness of the referral process as an area of strength for the program.

Interviewees also indicated that access to hospice services occurs quickly. As this respondent reported, *"The referral service has worked great. People have been seen really quickly, have gotten great services, and have really benefitted from the services."*

Fig. 1 - Referrals to the Powell River Hospice Society



Areas of Opportunity for the Referral Process

Interviewees identified two modifications to the referral process to support communication between referrers and the Hospice Society:

1. Modifying the referral form used to refer patients to the Hospice Society. Currently, the form does not include information on whether a referral is made for a patient or caregiver. Respondents suggested that adding space to indicate whether a referral is for palliative or bereavement services may be beneficial to hospice staff to determine what services are needed.
2. Developing a feedback process to inform referral sources that the referral has been received, and of the outcome of a referral once it has been processed. This would let referral sources know whether a patient is receiving support or not and what type of supports they are receiving, as well as whether they need to do additional follow-up with the patient. In addition, a physician who was interviewed noted that they would like to be notified if one of their patients is referred by another referral source (i.e., home and community care). However, this recommendation is forwarded with a note of caution to ensure patient consent and confidentiality is maintained with respect to sharing any personal information.
3. One physician noted that referrals to the hospice society may increase if there was a list outlining the specific programs and services that the hospice society can provide to patients and their families. Since it is a new organization, this physician noted that *“not everyone is necessarily aware of what actual things people can access there.”*

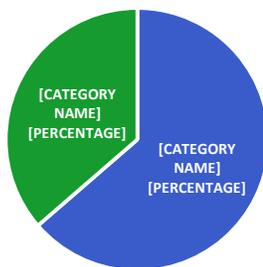
Volunteer Program

In the first year of operation, the Powell River Hospice Society has provided training to 37 volunteers. Powell River Hospice Society volunteers supported 52 palliative patients and 22 bereaved individuals, providing a total of 500 hours of volunteer service to the community.

Value of being a Hospice Volunteer

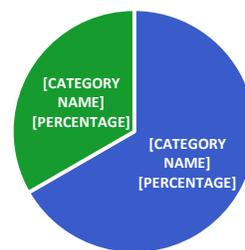
Volunteers expressed high satisfaction in their experience working with the society. According to the volunteers that completed the reflection survey (October 2016, n=15), 100% of respondents plan to continue volunteering with the Hospice Society, and would also recommend the volunteer program to family and friends (Fig. 2 and 3). One respondent elaborated: *“I believe that having hospice volunteers is an essential service in improving quality end of life care.”* Ten of twelve survey respondents (83%) strongly believe the hospice services make a difference for clients and their families.

Fig. 2 - I plan to continue to volunteer with the society



(n=11)

Fig. 3 - I would recommend the hospice society volunteer program to family/friends.



(n=12)

Volunteers Reported High Satisfaction with Volunteer Experience

"It has been a rewarding experience."

"I feel taking the hospice program has been a very positive experience."

"I really value the monthly meetings. They are a wonderful support to me. I appreciate getting to know other volunteers and the mini-training sessions. What an awesome group!"

Areas of Opportunity for the Volunteer Program

In the Volunteer Reflection survey, three volunteers indicated additional training and skills that would benefit them in their roles. Ideas included having the opportunity to receive mentoring or shadow an experienced hospice worker; writing case notes as volunteers to create baseline data on patients; and, being provided with more information regarding the medical aspects of end of life.

Volunteers who responded to the reflection survey (n=8) also provided suggestions that would improve their experiences as volunteers:

- More activities for volunteers to network, team build and connect to one another.
- Even more ongoing training.
- Less restrictions on scope of volunteer services.
- Have guest speakers provide sessions on various end of life environments volunteers may experience.
- Increase number of clients for volunteers, including increasing awareness of hospice services by care providers and general public.

Community and Health Care Professional Education

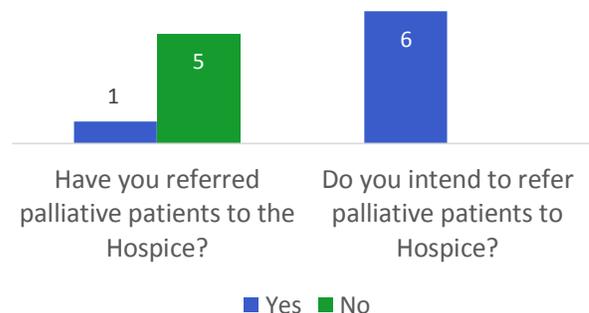
The Hospice Society has provided education sessions to various members of the Powell River community, including nursing/hospital staff, family physicians and the Tla'amin First Nations Community. Overall, these education events have been well received, with participants reporting a high level of satisfaction with the training.

Workshop | Nurses/Hospital Staff

In September 2016, the Hospice Society provided training about the various supports and services offered through its program to nurses and hospital staff. Within the training, participants were also taught how to make referrals to the Hospice Society.

According to participants who completed a post-training survey, prior to the training, five of the six respondents (83%) had not made a referral to the Hospice Society. After the event, however, 100% of

Fig. 4 - Nurses intend to refer palliative patients as a result of receiving referral training (n=6)



respondents indicated that they intend to refer patients to the Hospice Society in the future (Fig. 4).

Workshop | Tla'amin Community

In January 2017, the Hospice Society provided a two-day workshop in the Tla'amin First Nations Community on its program and services. According to attendees who completed a post-training survey, 13% of participants (1 of 8) knew about the Hospice Society prior to the training. However, after attending the workshop, all respondents were likely or very likely to recommend the Hospice Society to family or friends.

Seven of the eight respondents indicated that they worked in health care. Of these respondents, six (86%) reported that they intend to refer patients to the Hospice Society in the future.

Overall, post-training survey respondents indicated that they were highly satisfied with the event (Fig. 5). Specifically, respondents highlighted the event facilitator as a strength of the two-day workshop noting, the "facilitator had good knowledge of resources."

Fig. 5 - Tla'amin Workshop
How satisfied were you with...



Palliative Care Education Session | Health Care providers

On February 9th, 2017, the Hospice Society partnered with the Powell River Division of Family Practice to host a palliative care education event for care providers in the community. The purpose of the event was to inform care providers of the community tools and resources available for palliative care, including the Hospice Society. Attendees included family physicians, nurses and hospital staff.

According to attendees who completed a post-event survey (n=11), 93% of respondents reported that they have a high

Fig. 6 - % respondents who had high awareness of supports available for palliative care patients before/after the event



"The event was very well done. I feel more confident about my understanding of the concept of palliative care. All presenters were extremely well spoken and informative. They spoke to many different types of care so that everyone could relate to someone else's experience. Thanks so much.

- February Education Event
Post-Event Survey Respondent

awareness of the supports available to palliative patients (Fig. 6).

Overall, respondents were highly satisfied with the education event. Respondents rated the event highly (average rating of 4.9 on 5-point scale). Furthermore, all respondents expressed that they were more comfortable providing education to their patients about palliative care, and have a better understanding of the importance of self-care when working with palliative patients.

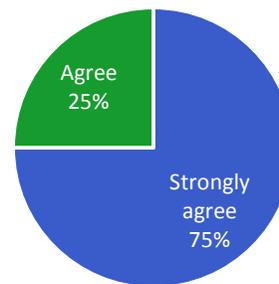
Client Experience

A brief survey was made available to family members/caregivers who had been supported by hospice programs/services to provide feedback on their experience. Three of four respondents participated in the Hospice's volunteer visiting program, while one participant was part of the bereavement group. All respondents (4 of 4) rated their overall satisfaction with the Hospice Society program as 4 or higher in a 5-point scale.

All respondents strongly agreed or agreed that:

- The Hospice Society was easy to connect with.
- Being involved with the Hospice Society was a positive experience in their palliative care journey.
- They would recommend the Hospice Society to family and friends (Fig. 7).
- They felt like there was good communication between difference care providers (including hospice) during their palliative care experience.

Fig. 7 - I would recommend the Powell River Hospice Society to family/friends.



Conclusion

The evaluation found that the first year of operation for the Powell River Hospice Society was met with enthusiasm, as indicated by both the number of referrals to the program, the diversity of referral sources, and the engagement of a large number of volunteers. The processes that have been developed provide a strong base to continue to grow the program, and the high satisfaction of volunteers and clients reinforce the ongoing efforts of the society to continue to reach out to and support individuals on their palliative care journeys.

Appendix A - Methods

The evaluation used a variety of methods to gather data to inform this report. Evaluation methods are outlined below:

- 1. Administrative data review:** The Powell River Hospice Society collected the following statistics, which were made available to the evaluation:
 - Number of referrals
 - Source of referral
 - Reason for referral (i.e., palliative care or bereavement support)
 - Number of volunteers trained, number of hours of service provided
- 2. Referral Source Interviews:** Open-ended, semi-structured interviews were conducted with key referral sources, including two family physicians and one Home and Community Care educator/liaison.
- 3. Referral Source Survey:** Four registered nurses (Home and Community Care) provided written responses to the referral source interview questions.
- 4. Post-Workshop Surveys:** Following education events/workshops, an evaluation form was made available to participants to evaluate what they had learned, and their satisfaction with the event.
 - Powell River Hospice Society Workshop, September 2016 (n=6)
 - Tla'amin First Nations Community Workshop, January 2017 (n = 8)
 - Palliative Care Education Event, February 2017 (n = 11)
- 5. Patient/Caregiver Satisfaction Survey:** A paper survey was distributed to family members/caregivers who had experience with the hospice society's programs and services. The survey was distributed in the fall of 2016 to eight people (response rate 50%; n = 4)
- 6. Volunteer Reflection Survey:** A short online survey (8 questions) was sent to 20 Hospice volunteers in September 2016. Volunteers were included in the survey if they had volunteered with the Hospice for a minimum of three months. Respondents were asked to provide feedback regarding the Hospice's training and programs. 12 of the 20 volunteers responded to the survey, corresponding to a 60% response rate.
- 7. Volunteer Training Survey:** Following participation in the Powell River Hospice Society's Volunteer Training program, individuals were asked to provide daily feedback on the training they received. 15 newly trained volunteers provided a response.