



*The Florida Association of Homes and Services for the Aging
Innovation Exchange*

Submission

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Date of Submission:	July 24, 2002
Title of Innovation:	Angles Passing By: Care at the End of Life
Topic for Submission:	Bon Secours Place's end-of-life program centered around the belief that no one should die alone.
Audience:	Affordable Housing (HUD, tax credit, etc.) Assisted Living Facilities Home & Community Based Services Nursing Homes Retirement Communities (CCRC or fee for Service) X All of the Above

Description of Innovation:

This innovation started at Maria Manor when one of our residents was dying and we realized the special interactions between staff, residents and families during the dying process. The resident and her husband became part of everyone's life, and we began recording everything we did for the family and the resident to make the experience as positive and peaceful as possible. One of the main goals of the program is that no one should die alone, if at all possible someone remains with the resident at all times during the last days of their lives. This person may just sit at the bedside, play music, pray with the person or be or some company to a spouse.

The Sisters of Bon Secours have a core set of beliefs of care at the end-of-life. It is a very special part of who and what they are. It has been a process that has come full circle to honor the way the Sisters originally left the cloisters of Paris to go to others homes and take care of the sick and dying and making sure they were not alone in there sickness.

Goal of Innovation: To make sure that the dying process is gone through with dignity and compassion

for all members of the family and the resident.

Our Director of Nursing was the person who developed the program and then did training programs for all staff and volunteers of the program.

Date Program was Implemented: March 1999

This program has developed into a program that is the standard of care for Maria Manor. All staff, visitors, volunteers and outside organizations are aware and support the program

Process and Timeframe: The program continued to evolve over time and the program the way it is currently implemented has been in place for over one and half years. In 2007 Maria Manor began also using Hospice of the Florida Suncoast 11th Hour volunteers as Angels Passing By volunteers if the resident was also on hospice.

Costs associated with innovation implementation: Costs for the implementation are few. Significant cost was incurred in the past depending on the time that was committed for C.N.A.'s or nurses to be at the bedside. Currently we use volunteers or rotate staff through at the bedside during the night shift when volunteers are unavailable.

Outcomes and Evaluation:

Positive Results: We have seen a decrease of our residents going to the hospital with end-of-life related issues. Because it is an issue that we discuss with our families and the physicians have become comfortable with the care at the end-of-life including pain management, managing wounds and other issue we have been able to avoid distressing trips to the hospital. We have also seen a very positive reaction from the community about addressing these issues and recently were included in a large newspaper article about end-of-life issues with those with Alzheimer's disease.

Tools/process for evaluating the innovation: There are simple processes that we track for those who are not hospitalized unnecessarily at the end of life and now the health system is moving into a more comprehensive palliative care program that will encompass end of life care as well.

There have not been negative outcomes other than the struggle you sometimes have with admitting that a loved one is coming to the end of his or her life.

Cost savings resulting from the Innovation: None.

Is this innovation currently used in your facility/organization? Yes
If yes, how long? Since 1999

Sustainability: The Innovation is not time-limited.

If the innovation is ongoing, describe how it is maintained?

Again this is part of the overall Care of the Dying Program maintained throughout Bon Secours Health System.

Process to be used for replication at another site:

a. This may not be the easiest to replicate other than the concepts of the program

b. Special note should be made that the Angel's Passing By symbol and program are trademarked. We are still happy to work with any individuals about training and concepts based on the program.

QUESTIONS & ANSWERS ON ANGELS PASSING BY PROGRAM:

Question: The application states that cost is minimal, but that staffing costs are significant depending on the time committed for CNAs and/or nurses to be at the bedside. It also states these costs, exclusive of staff, are covered by donations. Does the program allow for 24-hour bedside "companionship/assistance" or does staff only cover times when family is not present?

Answer: The Angel's Passing By program is unique as far as costs go. We do not charge any different price for the program. As staffing concerns have become a bigger challenge we have not had the one on one time that we would prefer to have with this program. However, what will happen is all of the CNAs nurses and other people on the floor begin to "rotate" the responsibility of being with the family and resident. We do have some light duty people that we can utilize and some volunteers.

Also keep in mind that we have a pastoral care department and mission department that other facilities most likely do not have. However, once the program gets the by in from all of the staff, and that usually takes them being really involved in one residents passing, they see the powerful effect that it can have.

Additionally, sometimes the family does not want people with them so not every circumstance is the same.

Question: What are the annual staffing costs and how are they covered? Are daily rates higher for this type of care?

Answer: As far as the financial end of this is concerned we also have received a great deal in donations in lieu of flowers and other donations upon the death of a resident. It can be a challenge but the spirit of the program is much more the one on one provided.

Question: What is on the "angel cart" and how is it used?

Answer: The angel cart is a cart that is put together with everything from a notebook for people to use to leave message for the family to CD player with different types of music to special teas to lotions and any other things that the staff would like to offer for the family. This is a cart that changes with each situation.

Question: Are volunteers involved and how are they trained?

Answer: Volunteers are used and they are trained by a nurse on what they do and cannot do. The training consists of about two or three hours.

Budget:

Cost of the program is minimal for printing and developing Angel Carts. Most of the program (not including cost of time of staff) is covered by donations. Significant cost is incurred depended on the time that is committed for CNAs or nurses to be at the bedside.

