

Title: Conversations Before the Crisis: The Impact of an Educational Intervention on Value-Based Goals of Care Discussions

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Problem Statement: Effectively eliciting patient goals of care (GoC) is a skill requiring training, practice, and feedback, yet most healthcare organizations in the mid-south do not provide training on conducting GoC conversations. Education in conducting value-based GoC conversations presents opportunities for improved patient outcomes.

Background/Literature Review: A literature search revealed a lack of research evaluating the effects of educational interventions on clinician comfort. Many articles focused on effectiveness of communication training related to the occurrence, quality, and documentation of GoC conversations. In contrast, few concentrate on clinician comfort with conducting GoC discussions.

Purpose/Objectives: This project aims to determine the impact of an educational intervention on clinician comfort in conducting GoC conversations as measured by pre-/post-intervention surveys.

Methods/Measures: Seven 45-minute educational sessions were presented to small groups of APNs, RNs, and LPNs currently practicing in various specialties in the mid-south. Seventy-two percent of participants had >11 years of healthcare experience; most reported having an average of 1-3 GoC conversations/week. Participants completed a 13-item pre-/post-session survey to rate their comfort in conducting value-based GoC conversations. The analysis focused on the change in clinician comfort following session completion.

Findings: Thirty-three clinicians completed a pre-session survey, twenty-two attended an educational session, and eighteen completed a post-survey. Results revealed that 100% of post-survey respondents felt comfortable having value-based GoC conversations, compared to 79% of pre-survey respondents. Data showed a 27% increase in clinicians' ability to define "value-based" GoC and a 21% increase in clinician comfort communicating prognoses to patients and families. The most surprising finding was a 39% increase in clinician comfort using prognostic tools to assist in counseling patients.

Implications for Practice: A short educational session can increase clinician comfort in conducting GoC conversations. Focusing future research on settings such as the emergency department may present opportunities for improved patient outcomes in other populations.