

# Conversations Before the Crisis:

## The Impact of an Educational Intervention on Goals of Care Discussions

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### Statement of the Problem

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

### Literature Review

- A literature review revealed a lack of high-quality research evaluating the effects of educational interventions on clinician comfort.
- While many articles focus on the effectiveness of communication training related to the occurrence, quality, and documentation of GoC conversations, few concentrate on clinician comfort with conducting GoC discussions.

### Purpose

To determine the impact of an educational intervention on clinician comfort in conducting high-quality value-based GoC conversations.

### Methods

- Population:** Clinicians in the mid-south
- 9 APNs, 6 RNs, 3 LPNs from various specialties
  - Average of 1-3 GoC conversations per week
  - 72% with 11+ years of healthcare experience

**Implementation:** Seven 45-minute educational sessions presented to small groups of clinicians

**Setting:** Online via video platform

**Timeline:** Summer 2022

**Evaluation:** Participants completed a 13-item pre-/post-session survey to rate their comfort in conducting value-based GoC conversations

**Analysis:** Change in clinician comfort post session completion



### Acknowledgements

Thank you to my mentor, Harri Brackett, APRN, MS, CNS, ACHPN and leader, Regina Fink, PhD, APRN, CHPN, AOCN, FAAN both of whom have the patience of saints.

### Findings

- 33 clinicians completed a pre-session survey, 22 attended an educational session, and 18 completed a post-survey
- 27% increase in ability to define “value-based” GoC
- 100% of post-survey respondents felt comfortable having value-based GoC conversations versus 79% pre-survey
- 21% increase in comfort communicating prognoses
- 39% increase in comfort using prognostic tools

### Implications

- 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.

### Limitations

- Inconsistent access to clinicians resulted in a limited sample size.
- There was a disproportionate number of returned pre-surveys compared to post-surveys.