

Integrating Palliative Care for Oncology Triage Nurses: An Educational Plan

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STATEMENT OF THE PROBLEM

- Registered nurses (RNs) are integral interdisciplinary team members in the after hours call center at CTCA.
- They provide ongoing whole person assessment, care coordination, symptom assessment and management, end-of-life care, and often have difficult conversations and discuss goals of care.
- It is unknown what palliative care (PC) knowledge and education they hold, what PC resources are available, and if an educational session would be beneficial.

BACKGROUND

- Research suggests that oncology RNs gain confidence in PC with education (Parajuli et al., 2021).
- Telephone triage RNs benefit from structured, consistent training (Ciccolini et al., 2021).
- Continuing education is essential to remain current in evidence-based practice and palliative care nursing.

PURPOSE

- This educational initiative determined oncology triage RNs' PC knowledge, learning needs, and challenges to providing primary PC.
- Results informed the development of an educational intervention to address knowledge deficits.
- A post educational survey evaluated the intervention's effectiveness.



METHODS

Sample/Setting: 15 oncology triage RN's employed in the after hours call center at CTCA

Intervention: 30-minute PC recorded educational presentation link distributed by email

Evaluation: Pre/post survey using Qualtrics

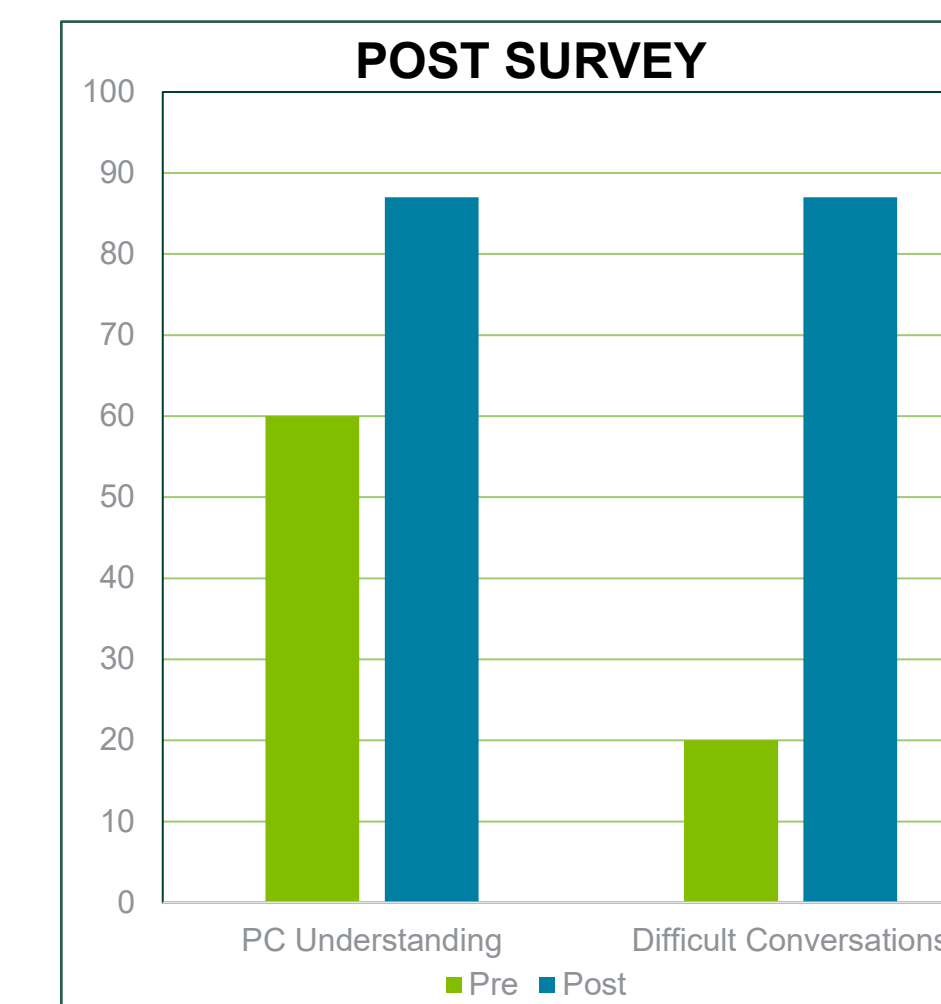
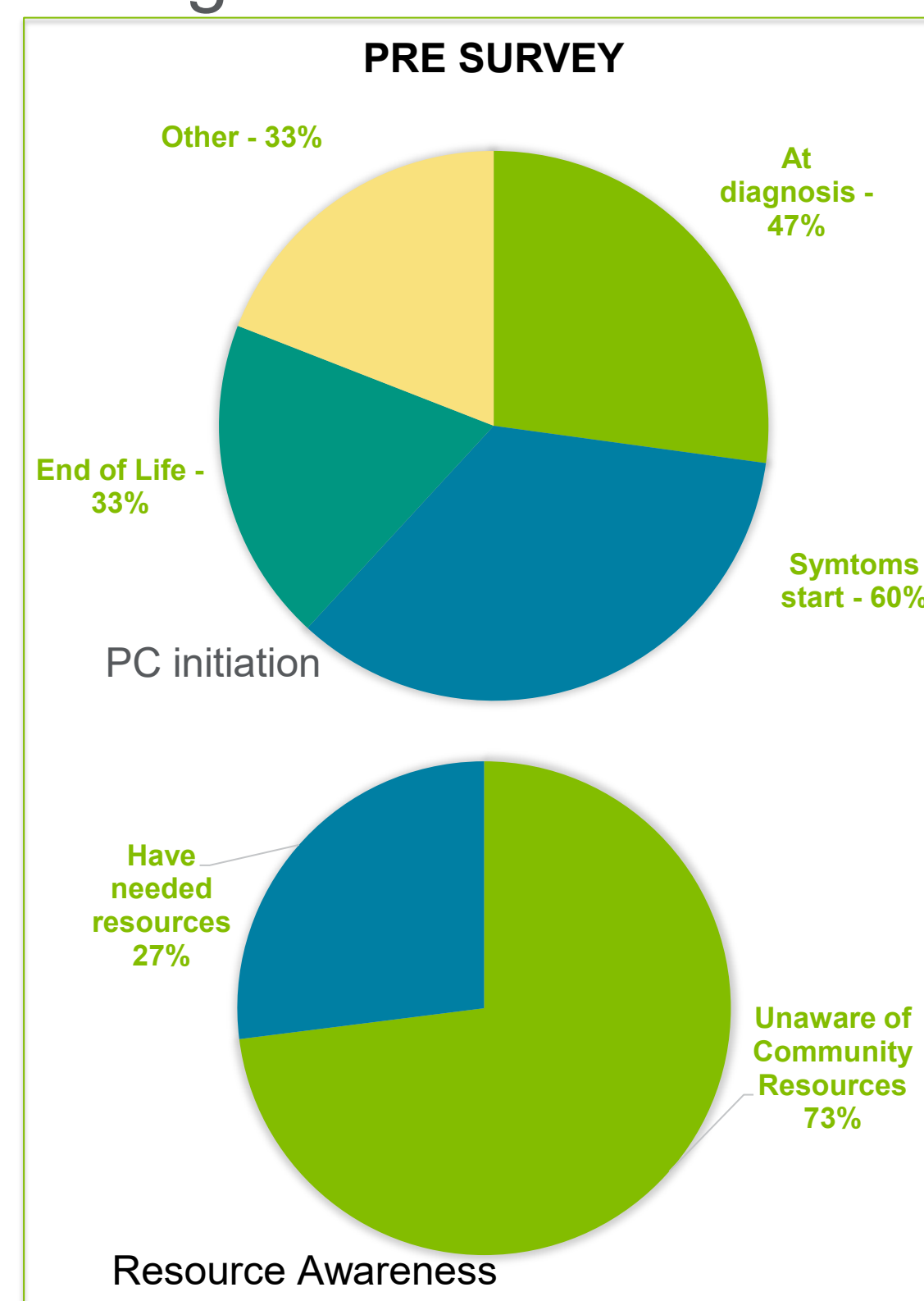
Data Analysis: Excel; descriptive statistics.

Timeline: May 2022-July 2022



RESULTS

Pre-survey data showed RNs wished to learn more about palliative versus hospice care, whole person assessment, and communication with patients and caregivers.



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CONCLUSIONS

- PC education was successful in increasing RN knowledge and confidence in providing primary PC.
- A PC resource list for RNs, patients, and families is under development.

LIMITATIONS

- This project was designed for a small department in a specialty hospital. Results may not be generalizable to a larger population.

ACKNOWLEDGEMENTS and REFERENCES

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References:

Ciccolini, K., Spaulding, E. M., Boyde, T., Berizzi, D., & Hansen, B. R. (2021). Oncology nursing telephone triage workshop. *Cancer Nursing*, 45(2), E463-E470. <https://doi.org/10.1097/ncc.0000000000000978>

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