

Example of Palliative Program Role Descriptions

Role of the Nursing Department

1. To assess the Resident and family to determine their physical, psychological, social, spiritual, and practical needs.
2. To provide necessary comfort measures according to currently recognized norms of practice as required by the palliative Resident with pain symptom management as a priority.
3. To formulate and implement an individual care plan based on the physical, emotional, social, spiritual needs of the palliative Resident, according to Clinical Practice Guidelines.
4. To provide on-going assessment of the Resident's needs and response to therapy making changes to the individual care plan as needed.
5. To meet the needs of the palliative Resident in a knowledgeable and timely manner, utilizing all available resources.
6. To communicate and collaborate with Resident, family and the Physician about changing needs of the Resident.
7. To communicate with all other disciplines concerning services required to provide optimum care and comfort for the palliative Resident.
8. To be available as a resource, support and comfort person in a caring empathetic way for the Resident, family and co-workers during the dying and grieving process.
9. To recommend other external health care providers who may be needed by the Resident or family.

Role of the Nutrition Services Department

1. To enhance the quality of life of a palliative Resident by maintaining adequate nutrient intake while considering the individual's needs and wishes.
2. To provide the diet, as ordered, for palliative Residents.
3. To obtain and serve any food item (within reason), that will improve the nutritional intake of that Resident under the guidance of the medical Nursing Staff, the Nutrition Services Manager and/or the consulting Dietitian.

4. To monitor the nutritional status of the Resident and make changes to the meal plan as the Resident's condition changes.
5. To provide support to other disciplines concerning care requirements for palliative Residents.
6. To communicate with other disciplines concerning care requirements for palliative Residents.
7. To respect the rights of the palliative Resident and provide emotional support to the Resident, families, roommates, tablemates and co-workers as appropriate.
8. To provide, under special circumstances, meals to the families of palliative Residents.

Role of the Dietitian:

1. When required, the Consulting Dietitian will complete a Nutritional Assessment for the palliative Resident and provide a Nutritional Care Plan. The Dietitian will then monitor the Resident as needed.
2. To provide support and counseling to families when a palliative Resident is at the stage of not eating or drinking.

Role of the Life Enrichment Department

1. To provide companionship to the palliative Resident, family and roommate.
2. To provide respite for the family of the palliative Resident.
3. To provide support to the palliative Resident, family, roommate and co-workers.
4. To provide special services for the palliative Resident and family i.e., letter writing, cards, errands, reading, sitting, holding hands etc.
5. To provide relaxing and comforting measures for the palliative Resident i.e., music or video stimuli.
6. To aid in the bereavement process by being a part of and assisting with the memorial service.
7. To inform family of the memorial service to be held at _____ and participate in the provision of that service.

Role of Housekeeping

1. To display discretion in their routines for cleaning Residents rooms.
2. To display respect and give emotional support to Resident, family and co-workers.
3. To communicate and consult with other palliative care team members regarding changes in a Resident's condition or special instructions which would be helpful for providing comfort and meeting the Resident's needs.
4. To store and distribute belongings to the appropriate family members.

Role of Laundry:

1. To provide adequate linens to make Residents as comfortable as possible, giving special attention to individual needs.
2. To display respect and give emotional support to Resident, family and co-workers.

Role of Administration

1. To offer support and assistance to Resident, family and staff during the dying and grieving process.
2. To assist the Resident and family with business matters and/or funeral arrangements as required.

Role of Hospice Volunteer

1. To provide companionship to dying Resident. Examples: reading, playing radio/music, sitting quietly with, holding hand
2. To provide relief to a family when a Resident requires someone with him constantly.
3. To provide support to the bereaved.
4. to provide physical comfort measures: (as a family member might offer)
Examples: wiping face, helping Resident brush teeth, offering Resident drink (as outlined by nurse), alerting the nurse of the Resident's need for help.

The Volunteer will come to the Nurses' Station and will be given a report on the Resident before she/he begins his session with the Resident. The nurse will explain to the volunteer such issues as:

- i) Resident's General Condition
 - Resident's alertness
 - Resident's emotional state and needs
 - Suggestions for communicating with the Resident

- Resident's physical condition i.e. pain, breathing problems
- ii) Resident's Diet - ability to eat or drink and what they prefer and may have
- iii) Resident's Activity - Resident's preferred position (can I roll up the bed?)
- iv) Routine Care – that staff will be providing

The Volunteer should feel free to ask any questions necessary in their caring for the Resident.

During Volunteer's stay with Resident:

- the volunteer should feel comfortable to notify the nurse of any concerns he has about the Resident or to ask questions.
- the volunteer may use the call bell or go to the Nurses' Station.

Before Leaving:

- each volunteer is requested to let the nurse know when he is leaving and to give a brief report to the nurse about the Resident.
- some families have appreciated notes left by the Volunteer.