



## Statement 8: Education for Patients, SDMs, Families, & Caregivers

People with a progressive, life-limiting illness, their future substitute decision-maker (SDM), their family, and their caregivers are offered education about palliative care and information about available resources and supports.

For people with a progressive, life-limiting illness, their SDMs, and their family and caregivers, education plays a vital role in increasing their knowledge about their care, providing reasonable expectations about illness progression and palliative care, and preparing them for the decisions they will need to make. Education can increase a person’s sense of self-control and well-being.

Education about symptom management and coping strategies improves symptom control for patients at the end of life and improves quality of life for caregivers.

It is important that the education provided be sensitive to health literacy and linguistic and cultural preferences. The information can be delivered in a variety of formats, from in-person interaction to using written materials, online self-training, or hands-on skills practice and problem-solving.

### Sources

- [HPC Consultation Services – Caregiving Guides](#)
- [HQO - Palliative Care Patient Guide](#)
- [HQO Quality Standard for Palliative Care: Statement #8 – Education for Patients, SDMs, Families & Caregivers](#)
- [WW LHIN - HPC Educational Resources & Services](#)

The screenshot shows a web page titled "Quality Statements in Brief". It has a navigation menu with "Resources", "Quality Statements", "Working Group", and "About". The main content area features a large teal box with the number "8" and the title "Education for Patients, Substitute Decision-Makers, Families, and Caregivers". Below the title is a summary: "People with a progressive, life-limiting illness, their future substitute decision-maker, their family, and their caregivers are offered education about palliative care and information about available resources and supports." To the right of this box is a vertical list of 8 quality statements, with statement 08, "Education for Patients, Substitute Decision-Makers, Families, and Caregivers", highlighted in teal. Below the main content are several teal buttons: "Background", "What This Quality Statement Means", "Quality Indicators", and "Definitions Used Within This Quality Statement".

### What this Quality Standard Means

#### For Patients, Families, and Caregivers

Your care team should give you, your family, your SDM, and your caregivers information about palliative care. They should also give you information about resources and supports such as counselling, hospice volunteers, wellness programs, spiritual care, or support groups. This knowledge can help you understand your treatment and service options, how palliative care can improve your quality of life, and how to connect with available supports.

#### For Clinicians

Provide education about palliative care to patients, their families, and their caregivers, and offer information about available local resources and supports.

#### For Health Services

Ensure that educational resources and tools about palliative care are available for health care professionals, patients, their families, and their caregivers.

#### Resources for Caregivers

- [HPC Consultation Services – Caregiving Guides](#)
- [HQO - Palliative Care Patient Guide](#)
- [WW LHIN - HPC Educational Resources & Services](#)