

**A Quality Improvement Initiative for Improving Hospice Care Experience Through
Hospice Nurse's Communication**

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Abstract

Background and Purpose: Communication during hospice care is imperative to ensure quality care at end of life. Limited literature supports standardization of nursing communication to patients and caregivers receiving in-home hospice care. The purpose of this quality improvement initiative was to implement standardized end of life communication training for hospice nurses to improve nurses' self-confidence in communicating at end of life.

Methods: A total of 6 hospice nurses who met inclusion criteria participated in the educational course. This project utilized a 1- group pre and post-survey design comparing hospice nurses' self-reported confidence level in communicating at end of life situations after a 6-hour educational course using the COMFORT module.

Results: All 6 participants completed the pre-and post-intervention survey on the day of the intervention. There was a noted improvement in hospice nurses' self-reported confidence level when communicating at end of life after the 6-hour educational course.

Conclusions: Findings suggest standardized end of life communication training would be beneficial for hospice nurses. Long-term adaptation of standardized end of life education training would be recommended as it provides the imperative communication skills needed to provide quality hospice care.

Implications: From a quality perspective, this study identifies the need for end of life communication training and details the impact, quality end of life communication has on the hospice experience.

Keywords: Hospice, communication, nursing, barriers, COMFORT module