When You’ve Done All You Can Do:

Structured Family Meetings for End-Of-Life Care in the ICU

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- 551 Bed Academic Medical Center
- High Referral Center

- 16 Bed MICU
- Complex, Multi-System Disease
- Gold-Level Beacon!
Death is no more than passing from one room into another. But there’s a difference for me, you know. Because in that other room I shall be able to see.

Helen Keller
Learning Outcomes

- Discuss the Importance of Structured Family Meetings in the ICU
- Name essential components of planning a successful family meeting
- Discuss specific actions to assist the ICU care team to integrate family meetings into daily practice
Standards for Improving Palliative Care

- Care of Patient
- Team Communication
- Patient- Focused Decisions
- Caring for the family

http://www.capc.org/ipal/ipal-icu

(IPAL-ICU Project, 2010)
How Our Project Started

- The Patient/Family Experience
- Realizing Struggles
- Optimizing Crucial Conversations
- Palliative Care Program Support
- Highmark Project
Project Outcomes

- Palliative Care Screening Tool
- Mandatory Resuscitation Orders
- Health Care Proxy Documentation

July- Nov 2013
Structured Family Meetings

- Open Communication
- Establish Trust
- Make Needed Decisions
- Identify and Follow Patient’s Wishes
- Anticipate Needs

Video.....Debbie Steinman Viewpoint on structured meeting
The Secret to Success

Don’t Feel Trapped

Use a Team Approach
Planning Family Meetings

- Be Interprofessional
- Take Time to Plan
- Meet
- Debrief
- Meet Again
Be Interprofessional

- Providers
- Care Coordinators
- Direct-Care Nurse
- Respiratory Therapy
- Pastoral Care
Take time to Plan-
A Blueprint for Success

- Video….Dr. Wojnar discussing Blue Print
- Pre-Meeting
- Review Information
- Establish Meeting Goals
- Determine Participants
- Establish the Proper Setting
- Check own Emotions
Meet

- Introductions
- Reason for Meeting
- Explore and Discuss
- Listen
- Summarize
- Document Details
Debrief

- What went well?
- What didn’t go well?
- How is the family coping?
- What Concerns Remain?
- Close Loops
Meet Again

- Family/Patient Needs
- Changes in Condition
- New/Significant Decisions
- Updates in Care
Establishing a Daily Process

- Everybody-Everyday-Expectation
- Establish an Interprofessional Tool
- Use Visuals
- Make Meetings Valuable
- Use the EHR
Everybody—Everyday—Expectation

- Know the team and their roles
- Set a “meet by” goal (i.e., Day 5)
- Follow the process
- Plan for team member absences
- Stay Accountable within the team
- Video….Helen describing the daily process
Consider an Electronic/Manual Tool

<table>
<thead>
<tr>
<th>Electronic</th>
<th>Manual</th>
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<tbody>
<tr>
<td>• Generate reports from EHR</td>
<td>• Team member recording data</td>
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<tr>
<td>• Track patient LOS</td>
<td>• More labor intensive</td>
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<tr>
<td>• Track documentation completion</td>
<td>• Process-error prone</td>
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<tr>
<td>• Track other consults</td>
<td>• Can manipulate as needed</td>
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</tbody>
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Use Visuals

- Centralized Assignment Board
- Magnets/Stickers
- Family Meetings Scheduled
- Post Data
- Photo of Assignment board
Make Meetings Valuable

- Video.....Story from Direct Care RN on impact of a Family Meeting
- The Benefit Drives the Process
- Actually Address Issues
- Make Needed Decisions
- Involve the Team
- Listen to Feedback
Use the EHR

- Documentation
- Care Planning
- Continuity of Care
- Reports

MICU Family Meeting Process and Documentation

Designed in PY13, revised based on user feedback
- Developed for hospital, adapted for MICU
- Care Coordination, provider, nursing, chaplain education provided in PY13; ongoing education to new staff
- Multidisciplinary tool, reviewed & signed by Attending at meeting
- Meeting scheduled and note completion incorporated into daily rounds and hand-off communications

Barriers Identified: PY14
- Timely meetings
- Timely note completion
- Ensure components addressed or noted and/or documented in future discussions
Our Next Steps

- Bedside Shift Report
- Maintain Resources
- Evaluate Patient/Family Experience (FS-ICU Survey)
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