Hospice Facility Consultant

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**Introduction**

According to the World Health Organization, palliative care is defined as “active total care of patients who have a disease that is not responsive to the curative treatment"(Bhatnagar & Lagnese, 2019). Hospice care or the end of life care is also defined as a specific type of medical care that is meant for people who are in the final stages of any kind of terminal illness. Also, it refers to the care that can help the patients to be both, physically and emotionally comfortable as much as possible. Hospice care is one of the lifeboats for the people who suffer from terminal illness because a patient who is given hospice care usually have a life expectancy of six months or even less than that (Bhatnagar & Lagnese, 2019). So, each part and routine that is followed in hospice care should address the basic needs and inabilities of the patients. Bring a consultant it is one of my responsibilities that better hospice facilities should be given to the patients who are suffering from some kind of terminal illness. Also, it is important to ensure that each of the patient is getting equal care and health facilities because there are a lot of people who belong to a different cultural and ethical background. It is important to incorporate those strategies and actions that can help patients feel void of illness and spend their lives in ease (Hickish & Roberts, 2019). This paper aims at the analysis of the instructions and recommendations that can ensure a responsible, safe and healthy life for the patients who are availing hospice facility so that all the complaints can be addressed.

**Discussion**

Hospice facility is meant to ensure that all the patients who are terminally ill can be granted health facilities or support system so as to ensure a stable if not healthy life for the adults who are living a deserted and terminally ill life. Following are the set of instructions that can be followed by the staff members so that the basic necessities of the patients who are availing hospice facility can be addressed.

**Training and Education**

It is highlighted that education and training is one of the major steps that can be taken by the Hospice center to mitigate the complaints because if employees will be trained they will be aware of the duty of care. In training the nurses should be taught about actions that are required of them, as well as within this training, the nurses should be taught about the penalties they have to face in dealing with the patients if they will be found misconducting. Another major aspect of this training is to make the nurse aware of the cultural values and ideology that they have to respect every culture without any discrimination and they should treat their patients with care and concern. Also, the same training should be comprised of the facts and figures that are universal and which can help nurses treat their patients will care. Nurses should be given some training sessions in which different audio-visual aids should be used for teaching the nurses about being culturally diverse and specific practice tools that can help them being cooperative to the patients (Bhatnagar & Lagnese, 2019).

**Evaluation**

Evaluation is also one of the major elements that can be used to mitigate the complaints, this evaluation would be both internal and external. Internal evaluation will include an internal evaluator in the form of a supervisor who will be conducting surveys which will help to note the feedback that the patients have about the ones who are treating them. Also, there would be an external evaluator who will help to calculate data in the form of the condition of the hospice center taking into account that patients would be asked to convey their feelings. it is important and equally evident that there will be a lot of patients who might not be able to explain or express their view, for such patients the external evlautaion will not be used. Also, in this evaluation, a major role will be played by the CCTV that would be working every minute so that all the actions and the activities of the patients can be recorded. After this evaluation, the nurses would be categorized and appointed as per their expertise and the type of treatment that they have been given (Suanino & Brandeis, 2019).

Within the evaluation, different incentive should be offered that can keep the employees motivated and make them capable of addressing the needs of the patients. It is also important that the shift of the nurses will be regulated every now and then so that they can be made to interact with all the patients which can enhance their communication skills as well (Suanino & Brandeis, 2019).

**Nursing Care**

Nursing care is not just confined to the realms of the care that is given to the patients while they are under treatment or they are under observation. It also includes different types of training courses that should be given to the nurses while they are at their job. This care will be in the form of different training and practice courses that should be taught to the nurses so that they can help patients such as mentality ill, who are unable to take care of themselves as well as those who are not able to take medicines and facilitate themselves. There are some major categories of the training that should be given to the patients such as, treating them in physical activities such as bathing cleaning and the movement. Others should be trained in regulating medicines, help patients taking medicine and to do other tasks of their daily lives (Ryan-Madonna, Levin, & Lauder, 2019).

**Counseling of patients**

Another major aspect of the recommendations is that the patients should be trained and they should be counseled. this counseling should be carried out after a few weeks, taking into account the teaching of the activities as well as simple techniques that can help them in self-defense. Also, the patients should be taught to share if they have ever faced any bad situations such as maltreatment or inadequate services. Counseling should also include exercises that can help patients to overcome their mental issues. It is also important to note that the training will be accompanied by a complete treatment format so that patients can be made to live in peace rather than bear anxiety and stress (Hickish & Roberts, 2019).

**Involving HR**

Human Resource is something that plays a central role in regulating the actions of any department that is facilitating others. Even in the hospice center, there should be proper recruitment of the human resource management that can keep a check and balance on the type of treatment that is given to the patients. Also, the human resource will be keeping a check on the actions that will be recorded in the camera and it will help to analyze and understanding if there is misconduct going on. Also, the relatives of the patients will be facilitated at the prime end, giving them the options to keep a check on the patient (Suanino & Brandeis, 2019).

**Medication assistants**

It is important and equally significant that the patients who are living in hospice center might be facing some difficult stations in their life or they might be suffering from some kind of disease that might cause a huge loss or they are at the end of life, in such a case, terminal illness is something prominent. Also, there are a lot of patients who are unable to address their health needs themselves and they will be in a dire need of someone who can help them with medications. In the context of recommendation, there would be a well-educated and well-trained medication assistant who can help nurses with their patients as well as they can help patients to keep a follow up with their health. this medication assistant can also help them with their health and even direct nurses about what should they do and how should they treat the patients (Ryan-Madonna et al., 2019).

**Helpline**

One of the recommendations from the hospice center is that there would a helpline service that would be available to the patients in all the rooms. It is highlighted that the patients would be taught to use that helpline do that they can reach out to any of the support whenever required. It is also important to note that the helpline will help to reduce the case of abuse both psychological and physical. This helpline along with the other information source can help the patients to get immediate help whenever required or they would be able to seek help whenever it is required of them such as cleaning, medication or if they are not feeling well (Ryan-Madonna et al., 2019).

**Introducing ethical considerations**

Ethical considerations are also a part of the training, still, as this hospice is culturally diverse it is asserted that the employees and the nurses should be given the training of ethical consideration. it might include some booklets or another source of information that can help the nurses to become aware of the responsibilities and they can incorporate an inclusive training. These ethical considerations will also include training options that can help patients to get in touch with the cultural diverse people in a positive way that might include using their culturally specific greetings and following some of the norms (Ryan-Madonna et al., 2019).

**Introducing the latest equipment's**

Equipment is one of the major tools that can help to suppress the case of abuse and other issues that might cast a negative impact on the people. Also, equipment will help to overcome the issue of negligence because advanced equipment can help to understand the stance of human nature that cannot be made positive or professional all the time. So, introducing the latest equipment can help both nurses and patients (Aniemeke et al., 2019).

**Therapies**

It is recommended that different physical and nutrition therapies should be made a part of the training and the treatment that is given to the patient taking into account that physical therapy will be a sort of entertainment and a positive approach for the patients. Also, it is highlighted that the nutrition therapies will help the patient to keep a check and balance on their diet that will help them regulate their health. A collective vision highlight that these therapies will help the patients to become livelier, rather than feeling idle and useless. Also, physical activity will be an always-available source that can give empowerment to the patients. Another major aspect of this service would be massage taking into account that the patients should be given massage so that they can feel comfortable and healthy. It will keep the patient physically active and they will more towards a busy routine rather than sitting on a bed that can make the patients more dependent or relying on others (Aniemeke et al., 2019).

**Art and music therapies**

Major and well-developed hospice centers are incorporating those activities that can help the patients to become a part of society rather than spending a useless life. One of the most effective and positive initiatives is the incorporation of the art and music therapies that can help the patients became more interactive towards each other. Also, they would be engaged in a more busy lifestyle along with a positive approach to life rather than a regret or negative thinking toward life (Aniemeke et al., 2019).

**Availability of funds and financial reports**

Another major recommendation is, the hospice center should have an ample fund and the financial report already available because lack of financial investment is one of the reasons that the hospice center has to face such issue. if there would be funds the center will automatically think of taking initiatives that can help them to introduce activities that are supporting and appealing for the patients (Bhatnagar & Lagnese, 2019).

**Public engagement and engagement in policies**

It is highlighted that there are a lot of extra activities that can be performed by the hospice center so that the needs of the patients can be addressed. One such initiative is the public engagement in the structure and management of the hospice, it will help the caretaker to be comfortable with the services that are provided to the relatives because the case of abuse is not limited to the ill-actions of the nurses sometimes it is the action of the patients as well hat is unbearable because they are not comfortable with what they have around. Also, the hospice center while evaluation should seek some changes that the members of the hospice center want to be incorporated as it will cast a highly positive impact on the patients and they will no longer feel suppressed (Suanino & Brandeis, 2019).

**Clinician and Patient communication**

Communication is something that can either facilitate a situation or dig out to the worst of the endings. In the case of complaints that are registered in the hospice center, it is highlighted that the patients should be given the chance to communicate with the nurses in a friendly manner. In the same way, the nurses should be taught to have fair communication with the patients in the form of greetings and if they need something. Also, if there is someone who belongs to other culture so, he/she would be encouraged by asking about their cultures and facilitating and entertaining other with some collective activities. It can help the patients to become open to their needs and the changes if they want any, also it would help the nurses take their profession as an option of learning rather than something that is a burden on them, or something for which they are paid (Aniemeke et al., 2019).

**Maintenance of the logs**

Another initiative that can be fruitful or supportive for treating the patients is the notion of helping the patient by strong check and balance. This will involve the Maintenance of a log; this log register should be used to keep a record of the number of the nurses who are on duty and who is dealing with which patents. It is one of the major aspects to consider as it is a means of adhering to the manual maintenance (Aniemeke et al., 2019).

**Conclusion**

It is highlighted that the above-mentioned recommendations will be fruitful in eradicating all the complaints of misconduct. Also, these strategies will be much help in the facilitation of patients in terms of different needs and requirements of the patients. In a nutshell, these recommendations are universal and global enough that they should be made part of all the hospice centers so that all the possible needs of the patients can be addressed without any delay. Also, check and balance can help to maintain all the actions in order, as per the center policies and also in accordance with the requirements of the patients. In addition, these recommendations can prove much effective for terminally ill patients where they will not only be treated but encouraged to live a colorful life.

**References**

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