

# **The role and importance of nurses in palliative care**

## **紓緩科護士的定位及重要性**

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# Palliative Care Team 紓緩治療團隊

Nurses play a key role as members of palliative teams across the continuum of care



# Hospice Palliative Care Nursing

## 紓緩治療護理

Nurses spend the most time with patients and their family members at the end-of-life than any other member of the healthcare team



**Nursing is the Cornerstone of  
Hospice Palliative Care**  
護理工作是紓緩治療的基石

*Dame Cicely Saunders*

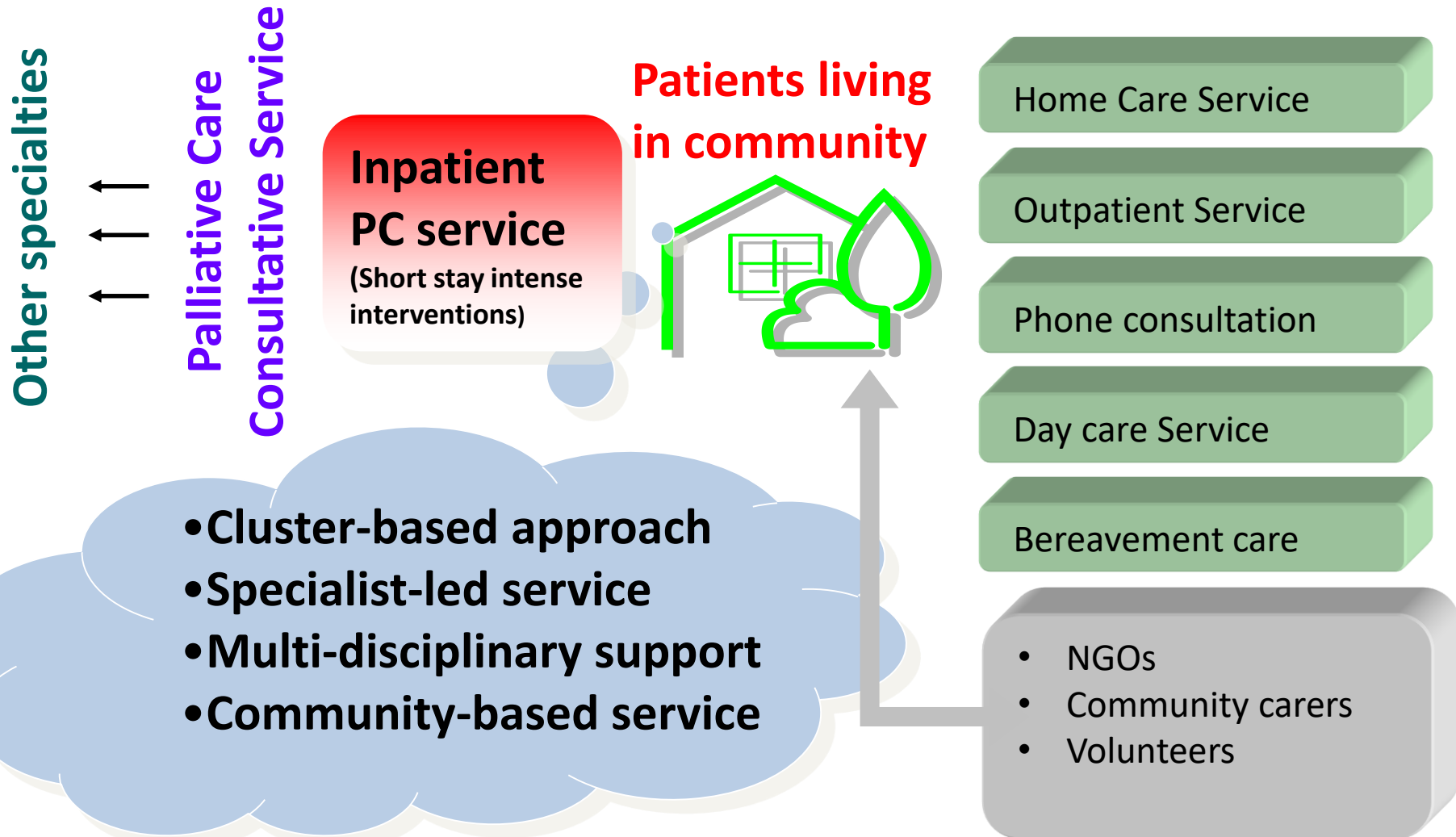
# Philosophy of Nursing Care in Hospice Palliative Care 紓緩治療護理哲學

Hospice palliative nursing is the **holistic approach to meet the complex needs** of individuals and their families/caregivers facing terminal illnesses. With the **inter-disciplinary approach**, care is directed towards **alleviating the physical symptoms** as well as the **psycho-socio-spiritual distress** associated with the terminal illness. The focus of care is the **promotion of comfort, improvement of QOL and the preservation of dignity** for the individuals. The nurse is also responsible for and committed to **educating the community on this specialized area of nursing**.

Guidelines For Specialty Nursing Services  
(Hospice Palliative Care) Hospital Authority, 2015

# Seamless Palliative Care Service Model

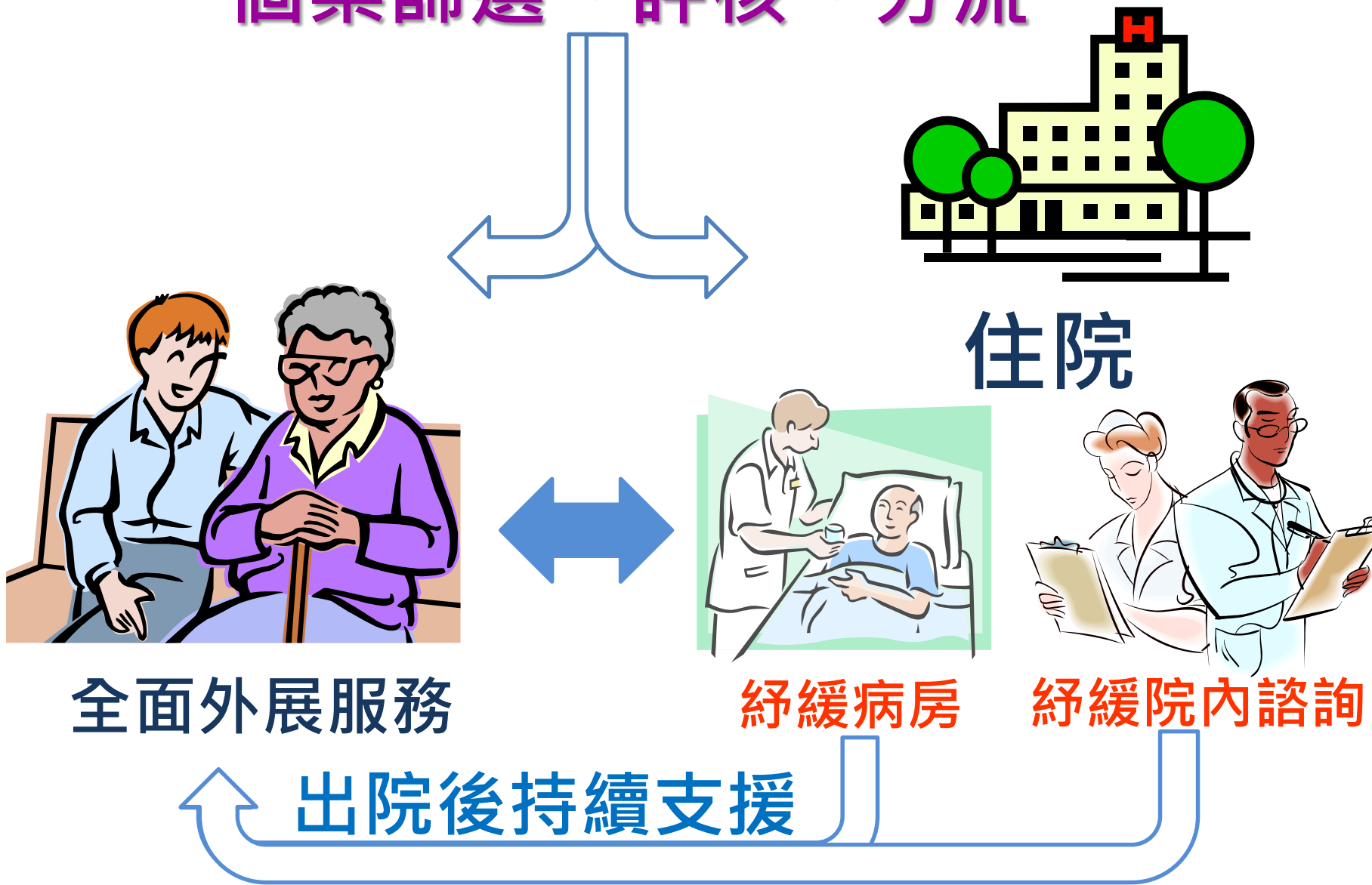
## 無縫紓緩治療服務模式



# Nurses are involving in Palliative Care Patient Journey

紓緩治療病人人生的最後路程，  
護士都參與其中

# 服務推動 個案篩選、評核、分流



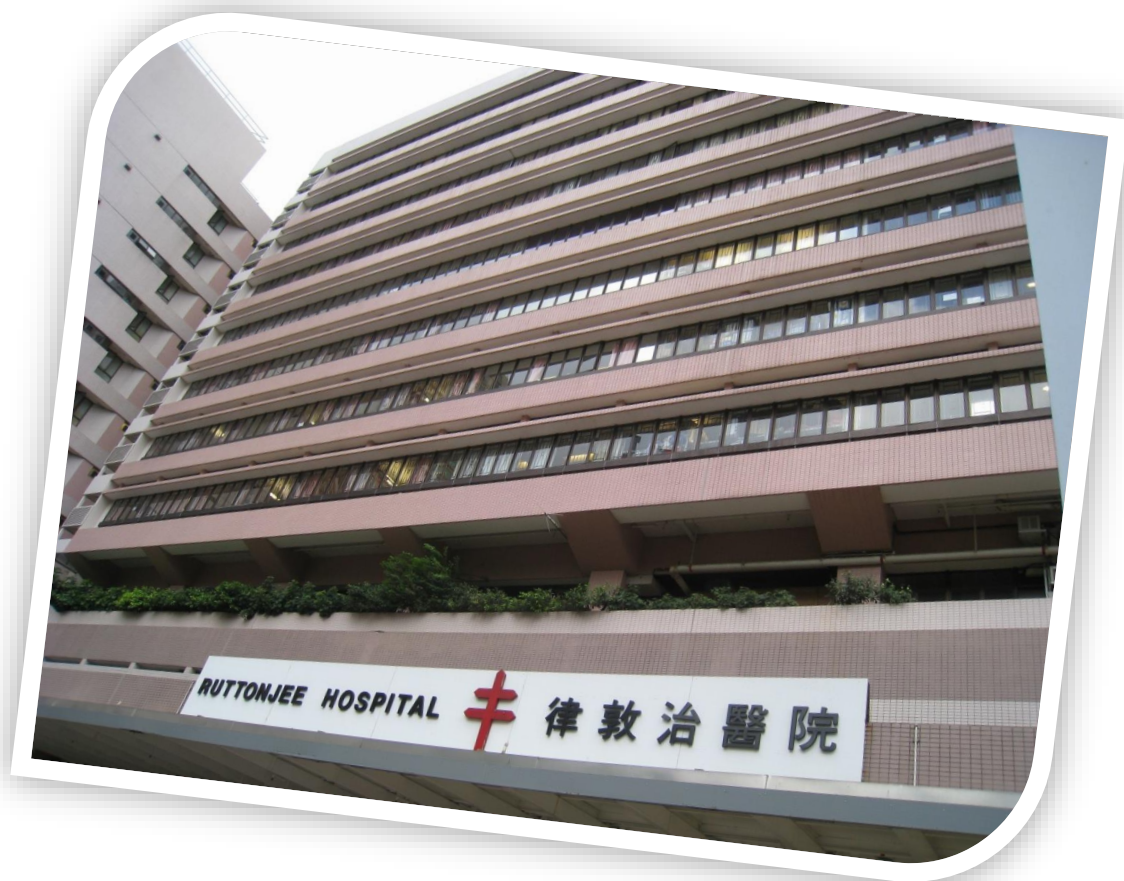
# 住院服務 (Inpatient)

- 提供舒適的家居環境，讓病者作短暫住院以緩解不適症狀，並鼓勵親友支持、陪伴，使病者得到溫暖、尊嚴及平安，達致身、心、社、靈的全人關顧。



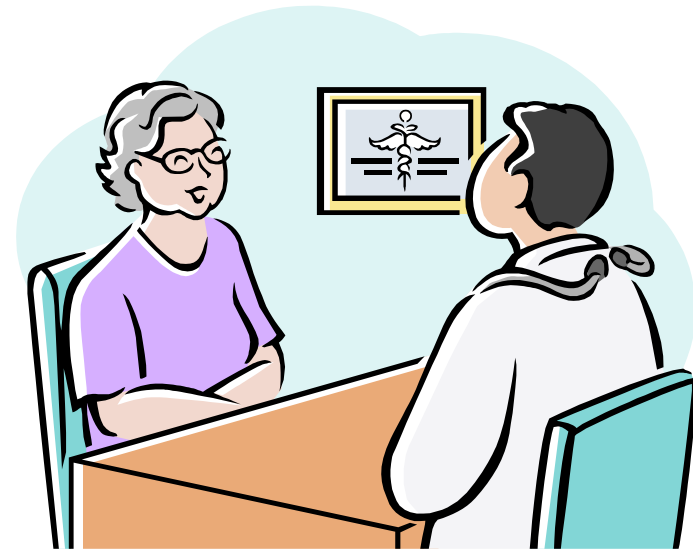
# 顧問服務 (Consultation)

紓緩治療科醫生、護士為其他住院重病患者提供症狀治理及紓解心靈困擾的會診服務



# 專科門診 (Specialist outpatient clinic)

病者除可接受紓緩科醫生的診治外，專科護士為病者及家屬作全面評估、徵狀處理和護理指導。



# 家居探訪 (Home Care)

- 護士透過家訪、為病者紓緩徵狀和疼痛，並提供心理支持，指導及協助家屬照顧病者。
- 醫生、醫務社工、物理治療師、職業治療師、臨床心理學家在後方支援。
- 如有特別需求，護士安排醫生或專職同事探訪。



**主要由護士  
提供家訪服務**

# 熱線諮詢 (Telephone Hotline)

護士與家居病者及家屬  
透過電話保持聯絡，提  
供資訊及護理解答、給  
予即時的輔導和支援。



# 日間醫院 (Day Hospital)

護士統籌合適的治療及活動以改善病者的狀態，更為病者提供專業醫療和護理，利用物理及職業治療和多種輔助儀器來改善病者的活動能力，並透過社交及康樂活動，提高其生活質素。



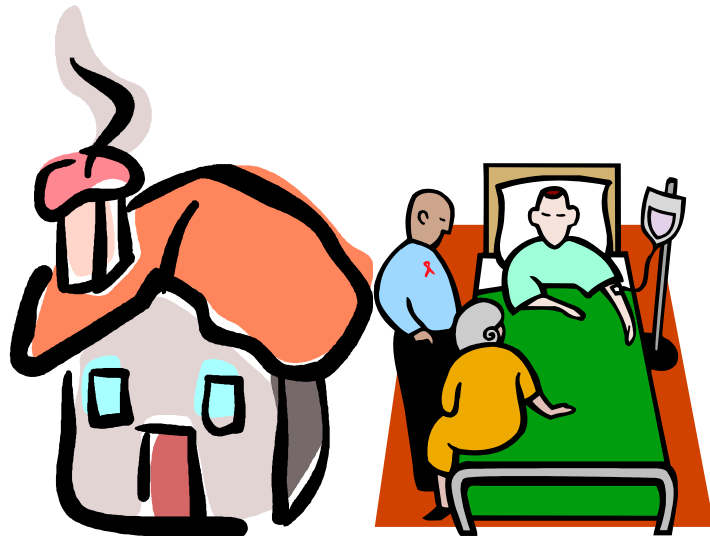
# 團體社交活動 (Social group activities)

透過節日聯歡、慶祝及郊遊活動，病人、親友、紓緩醫療團隊及義工們互動互助，建立友愛互信關係。



# 臨終護理 (Terminal Care)

末期病人可選擇留在家中或院舍，紓緩治療  
護士協助完成病人留在自己熟悉環境及與摯  
親、友伴共渡最後日子的意願



可留在家中、院舍離世



在醫院離世

# 哀傷(善別)關顧 (Bereavement Care)

護理、專職團隊繼續關心及輔導哀傷的家庭。

紓緩家人情緒，幫助他們更積極的面對生命，選擇好好的活著。



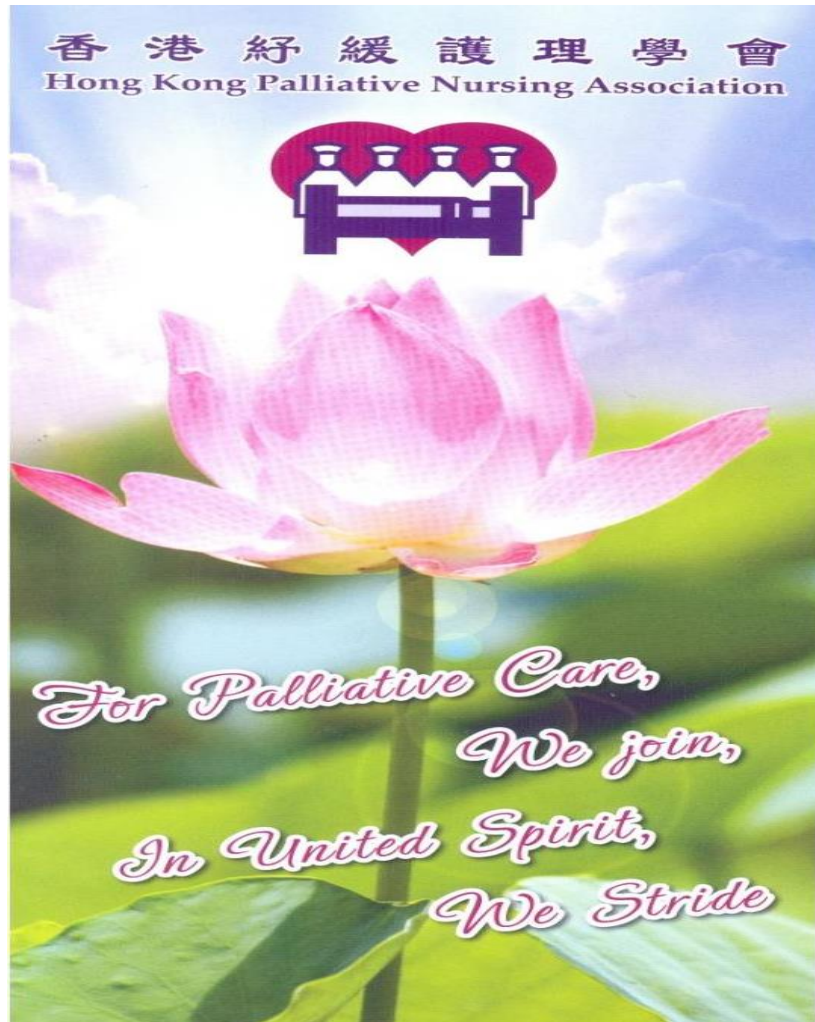
# Professionalization of palliative nursing 紓緩護理專業化

**1992** A group of nurses of Bradbury Hospice received a month of palliative nursing training

**1995 1<sup>st</sup> Post Registration Certificate Course in Hospice & Palliative Nursing (PRCC) organized by Bradbury Hospice and Hospital Authority**

# 1997 Set up “Hong Kong Hospice Nurses’ Association” renamed as “Hong Kong Palliative Nursing Association”

成立“香港善終服務護士會”  
現改名為“香港紓緩護理學會”



The Hong Kong Palliative Nursing Association was formally called Hong Kong Hospice Nurses’ Association. It was established in 1997. With the joint effort of palliative care nurses, we aim at improving the care for patients with advance progressive diseases and promote the development of palliative nursing.

## Our objectives are:

1. To promote and enhance the knowledge, skills and expertise Palliative Nursing through training and development.
2. To promote the welfare and interest of nurses engaged in Palliative care.
3. To provide for the delivery and holding of educational activities related to Palliative care.
4. To liaise and co-operate with other palliative care related organization or authorities.
- 5: To discuss and recommend on policies to enhance the right of patients with terminal illness.
6. To provide professional recommendations to nursing parties to enhance the standard of palliative care.
7. To acquire knowledge and skills from overseas experts to develop the local palliative care to an international standard.

*Let's Join  
and Support!*

# Palliative nursing clinical career progression

## 紓緩護理臨床專業發展



# 紓緩護理 - 護理實踐標準 Standards of Hospice Palliative Care- Nursing Practice (Hospice Palliative Specialty Nursing Guideline, 2015)

1. Symptom Control
2. Psychosocial Care
3. Spiritual Support
4. Family Care
5. Bereavement Care
6. Legal & Ethical Practice
7. Palliative Care Team
8. Staff Support

# How nurses support the patients and their families / significant others at the end-of-life

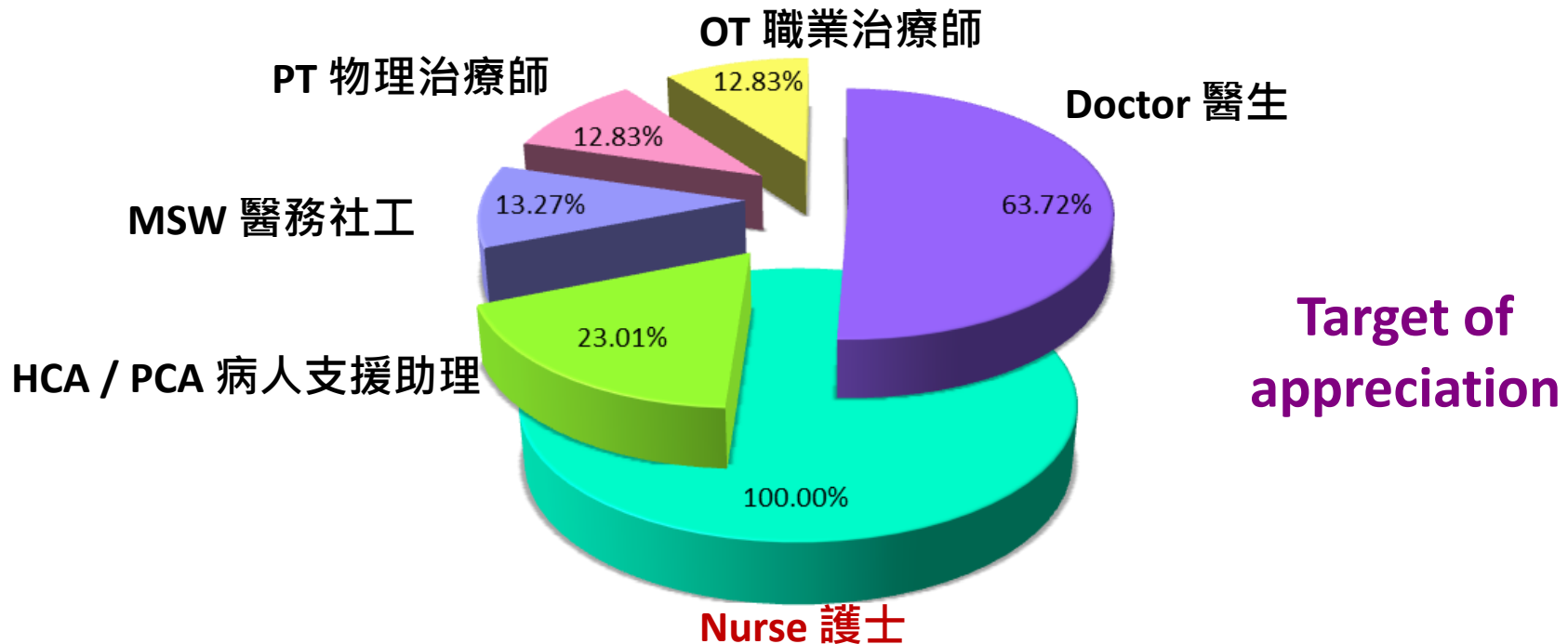
- Nursing is based in caring and respect for human dignity
- Must be confident in their clinical nursing skills
- Aware personal feelings about death, as well as the ethical, spiritual, and legal issues they may confront while providing end-of-life care



# Who ? 誰人最被讚賞

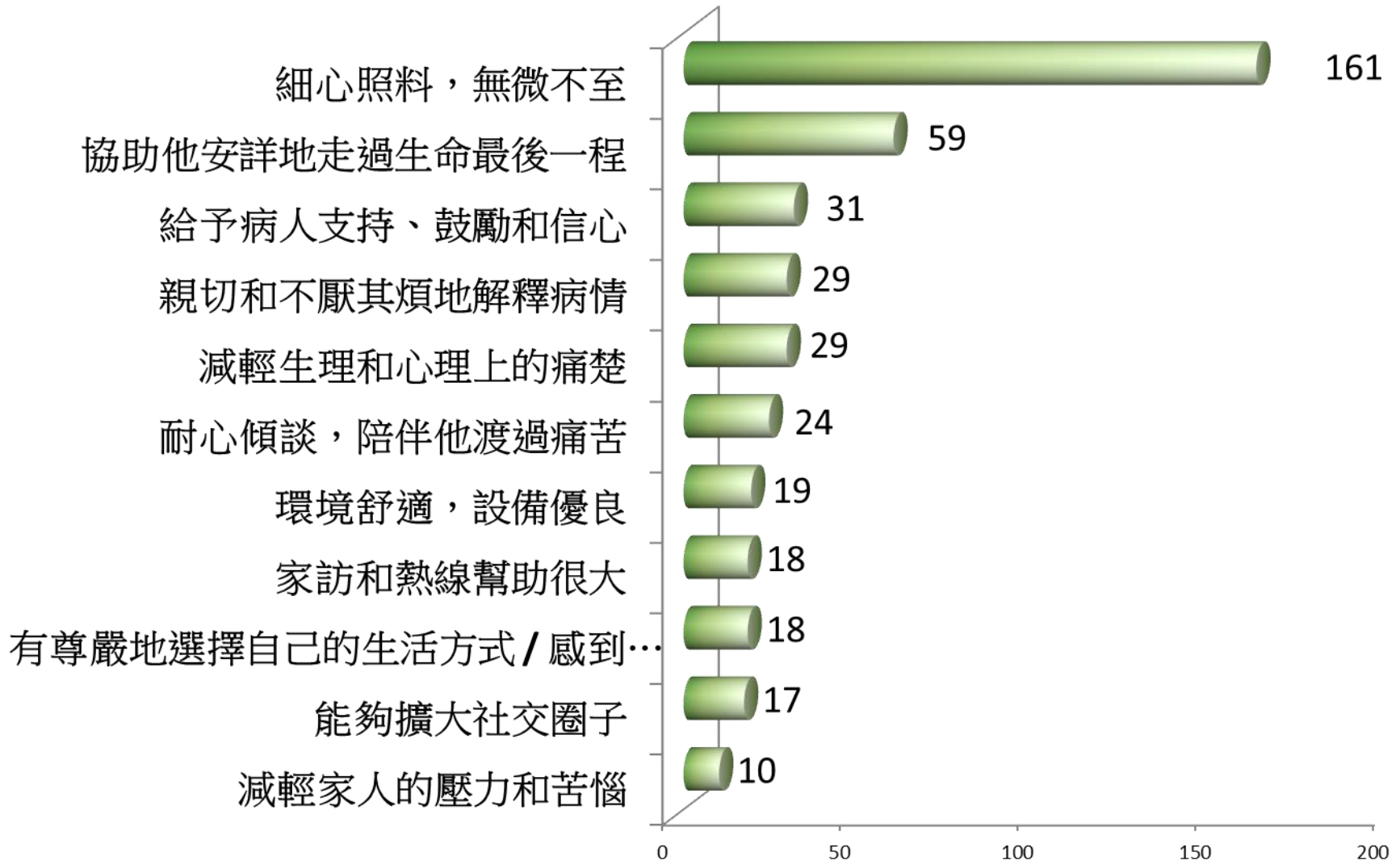
## Palliative care clients appreciate most

Total 452 thank you cards / letters received from patients or their families – to a palliative care unit



# What ? 那一方面最被讚賞

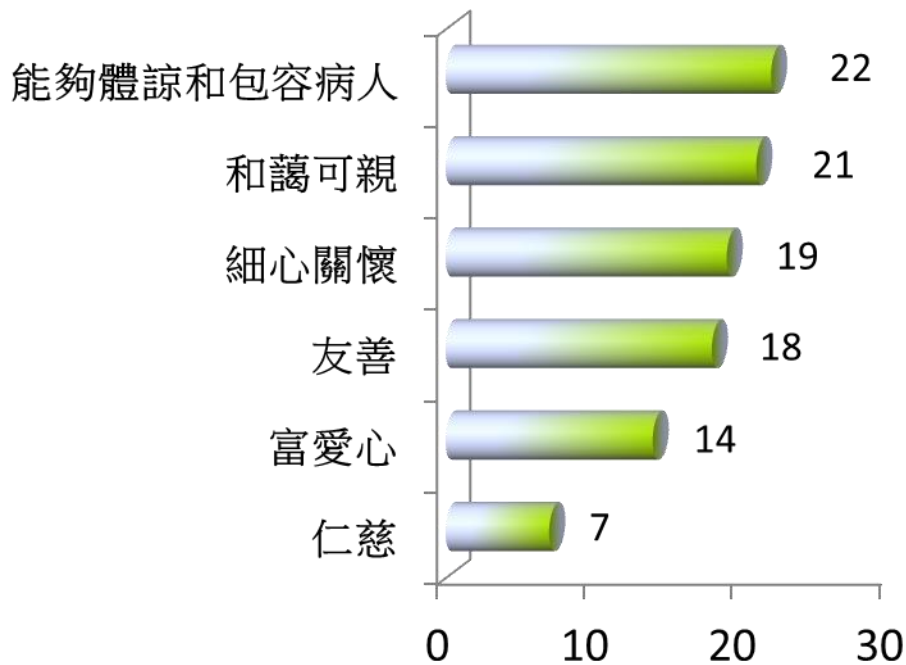
## Palliative care clients appreciate most



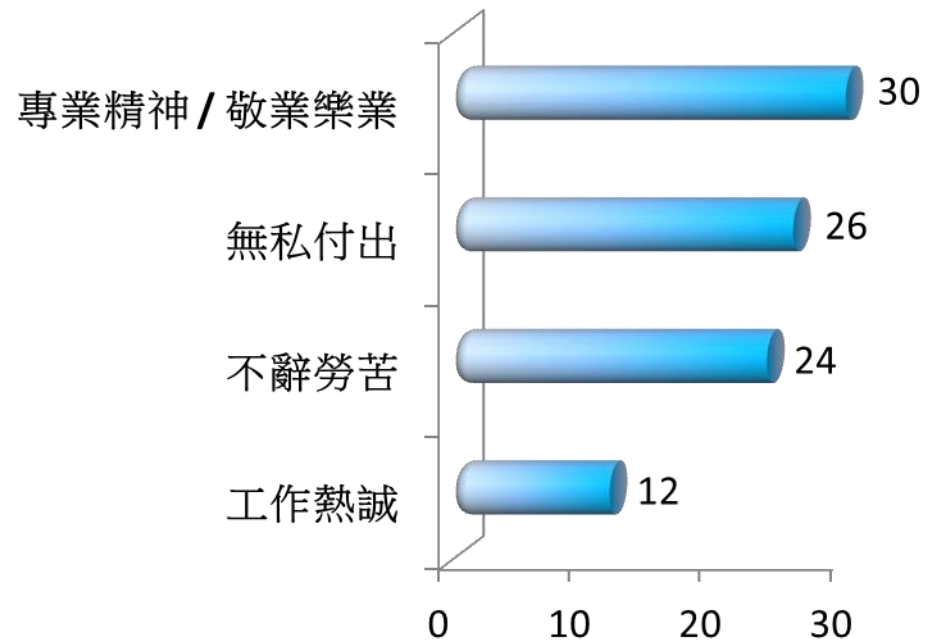
# What ? 那一方面最被讚賞

## Palliative care clients appreciate most Carer Attitude

個人特質



工作態度



# 紓緩護理的精要

## Essence of Palliative Nursing

Nurses are expert in coordinating the physical, psychosocial, and spiritual aspects of care. They are ideal providers to ensure continuity of care across various settings.

It is important to involve all stakeholders – patients, staff, carers, and families - have opportunities to participate and are included in decisions about effective care using approaches that respect individual and collective values.

# 臨在 Being with

“你們的臨在已代表了你們對病人、家屬的安慰、支持與鼓勵。



“在悲痛無助的日子裡，你們的探訪就像是浮沉在大海中找到一根木柱，讓我們覺得找到了救主，有了依靠，在恐懼、手足慌亂的時候，你們伸出援手，幫助解決問題。”

# 溝通通知 / 聆聽

## Communication / listening

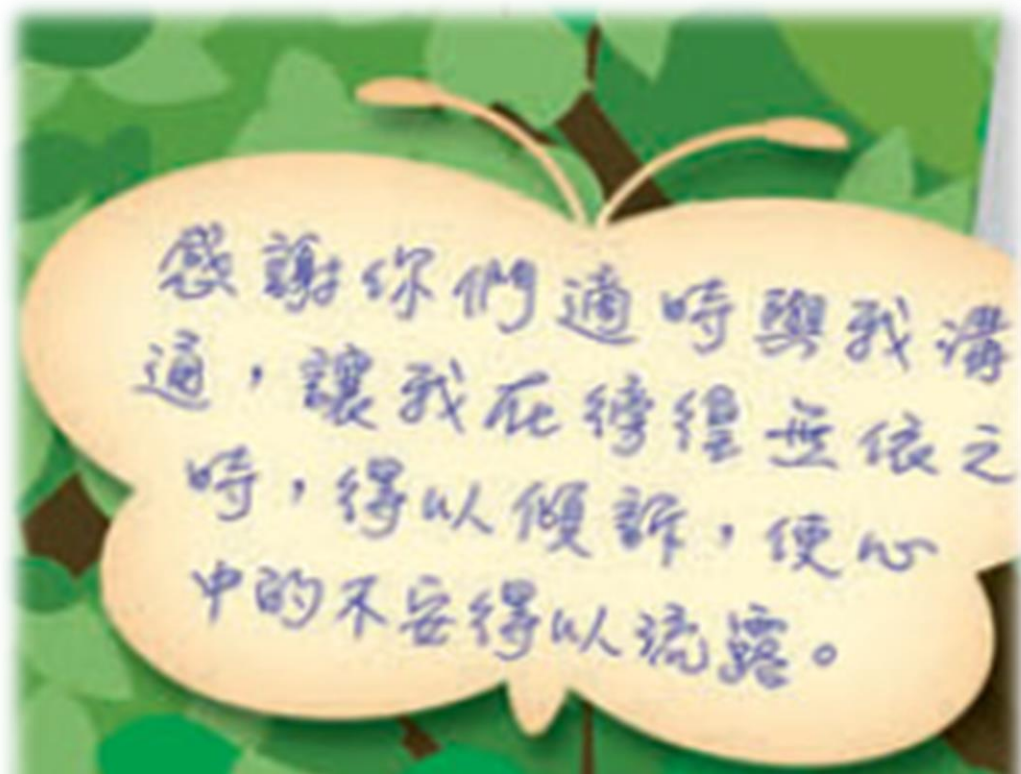
“你們和家母閒話家常，  
態度溫馨親切，令她暫  
忘疾病帶來的困苦。”



## 提供心理支持

### Provide psychological support

“護士們不單獻出無限的愛心，更照顧到家母與我的悲痛，不厭其煩地開解我們。



## 建立信任的治療關係

### Develop trusting therapeutic relationship

“姑娘給我們的感覺是那麼安穩，那份安全感，令我們覺得很平安。你們的支持和安慰，使先父對生存抱有莫大的信心，使他不致潰塌下來，跟癌魔戰鬥到最後一分鐘。”

# 緩解精神痛苦

## Relieve spiritual distress

“你們在精神上、靈性上、宗教上，完全給予我無比的支持和服務，使我這隻在病苦中呻吟的醜小鴨立時變回一隻白天鵝了。”



## 加強社會支持

### Enhance social support

“姑娘的關心、問候和邀約聚會，使我能擴大社交圈子，使平淡的老人家生活多一點姿彩。”

“在你們的支持下，家父大部分時間都是正面樂觀地活著。記起他口中總是說「返醫院活動」，每每知道能夠參與活動，都成了他最大的推動力。參與活動，樂在其中實在令他體能及心靈均有很大的改進。

# 症狀處理

## Symptoms management

“一直也不相信世界上有天使這回事，但在父親入住紓緩病房短短兩日中，我親眼看見一羣充滿愛心的天使不分日夜地為病人解苦困。”

“衷心感謝你們對病人的關懷，充滿愛心和悉心照顧。盡量減低病人的痛楚，令到病人能夠舒舒服服的走最後一程。”

## 教育和資料提供

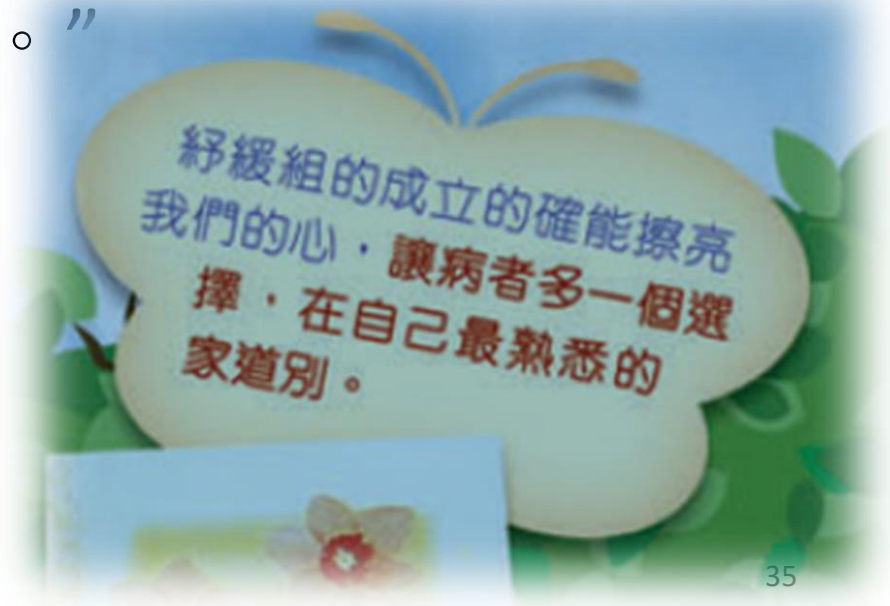
### Education and information giving

“護士姑娘更給我不少醫學常識，令我  
可以照顧家母周詳些。姑娘教曉我噴氣管藥、  
協助母親轉身、換尿片、清潔口腔等等，  
很多以前想也沒想過會為媽媽做的事，這  
六個星期過得真有意義！”

## 促進自我控制/選擇

### Promote self-control / choices

“感謝你們在我們父親生病時的照顧，讓他更有尊嚴地選擇自己的生活方式，他終安詳地離開，走進快樂的地域。”



## 設定目標 Setting goals of care

“媽媽的一些心願：不住老人院、吃些中藥、在家中離開、我親自為媽媽唸誦經文等均一一實現。”



## 支持病者家人 Support patients' family

“萬分多謝你們對我們的體諒、忍耐及包容。因為母親的病況很擔憂而帶來的種種要求，你們都盡力安排配合。你們適時與我們溝通，讓我們在徬徨無依之時，得以傾訴，使心中的不安得以流露。你們不單紓緩了病人的病痛，也紓緩了家人的心。”

## 強化病人家屬能力 Empower patient's family

“最難能可貴的是你們除提供指導照顧母親的方法外，無論何時、何地、都得到支援，對你們專業充滿信心，使我們更有信心和認識，從而產生能力去照顧母親，我和家人都能夠減輕壓力和苦楚。”

# 維護人格和尊嚴

## Preserving personhood and dignity

“難忘姑娘的愛心，耐心和對病人的尊重，難忘姑娘替我們的母親換掉污穢了的上衣，讓她整整齊齊地離世。凡此種種，都使我們體會到人間有情，長記於心頭。”



# 連續性的關懷與舒適照顧

## Sustain continuity of care & comfort

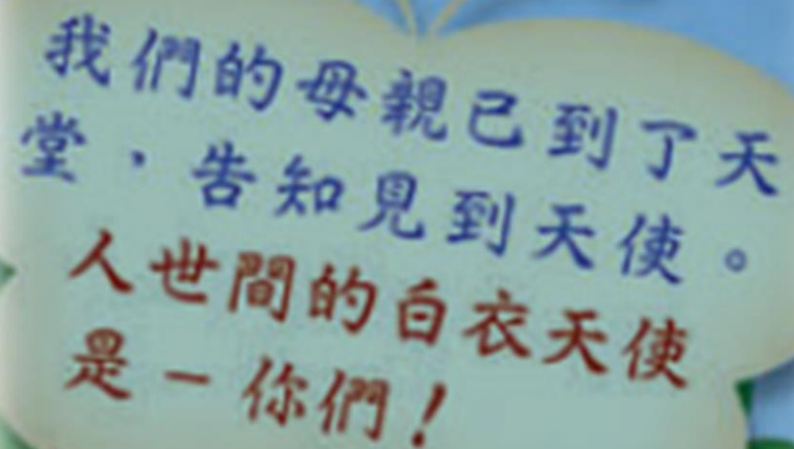
“姑娘真正實踐了跟進和照顧病者，讓病者減少痛苦，直至走完人生最後一段路的服務承諾。”



# 護理協調

## Care is coordinated

“謝謝你們給母親的各方面照顧，由家居支援、入院安排、住院護理、出院安排，讓母親和家人得到全人-全心-全程的愛心及專業關顧。”



我們的母親已到了天堂，告知見到天使。  
人世間的白衣天使  
是——你們！

# We nurses, in our patients dying journey

*We facilitate the searching*

though have no straight forward answers...

*We continue the therapeutic activities*

though we cannot bring along cure...

*We initiate the healing process*

though not all wounds can be healed...

*We accompany the dying*

and we know companionship never fails.

# Thank You!