

Fulfilling Personalized Wishes of Older Adults in Hong Kong: A Review on Wish Fulfillment Programme in Residential Care Homes for the Elderly

Bobby H.K. Chan, Nicole T.Y. Sham, Shirley K.W. Wong

The Salvation Army Palliative Care in Residential Care Homes for the Elderly
救世軍香港安老院舍完善人生關顧計劃

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Background (Ewing, 2009; Mistry et al., 2015; Shoshani, et al., 2016)

Recent studies show that wish fulfilment is crucial in different End-of-Life Care service settings;

Wishes can deal with present tasks, or plan for the future, reinforce positive emotions and establish greater self-autonomy, contributing to **BETTER PREPARATION FOR DEATH.**



Past studies are predominantly undertaken in pediatric setting...

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Establishment of Wish Fulfillment Programme 伴你心中願 for Older Adults in Residential Care Homes (RCHes)

- One of the core services in The Salvation Army Palliative Care Programme & cases referred by 15 participating RCHes
- It aims at addressing the needs of older adults, especially those with advanced chronic conditions, to deal with regrets confronting death

香港安老院舍完善人生關顧計劃
計劃第四期
「伴你心中願」支援服務
〈疫境特別版〉

本計劃因應疫情，推出「伴你心中願」疫境特別版，根據2020年11月制訂之防疫措施，與參與單位合作籌備或帶領活動，陪伴長者圓願，締造難忘回憶。

對象 經參與單位之專業同工推薦，長者須符合以下條件：
1. 長者心願較難透過自己或家人的能力去達成；
2. 長者受身體、環境或經濟狀況所限，需要額外資源協助完成心願。

疫境心願有選擇！

- 1. 及早規劃**
以視像協助家人與長者溝通，了解晚晴資訊，並作規劃
- 2. 光影留情**
為長者拍攝個人照片或生活片段，捕捉珍貴時刻
- 3. 獨一無二**
與長者回顧人生，編撰生命故事冊或家庭相集，肯定生命價值
- 4. 趣藝共享**
為長者舉辦真人圖書館，在單位或線上展現個人技藝或展覽，分享快樂
- 5. 遙距探索**
讓長者透過科技，走訪名勝舊地、接觸小動物或學習新事物，增添生活樂趣
- 6. 另類外出**
如需外出，請單位審慎考慮，計劃團隊會協助策劃行程，盡量避免接觸大量人群，或以另類方式圓願，例如遊車河、視像崇拜、遙距拜祭等

參加方法：填寫轉介表後交回本計劃社工
協助評估長者心願之可行性，支援心願
參與單位角色：實踐，與計劃團隊協調各方人士

查詢：2651-1698
救世軍完善人生計劃
SADCPROJ

主辦機構 THE SALVATION ARMY 救世軍
捐助機構 "la Caixa" Foundation
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Objectives of the Programme Evaluation

- To **review the effectiveness** of “Wish Fulfillment Programme” in RCHEs
- To contribute to **better service provision** and **identify unique outcomes in the Chinese context**



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Design of the Programme Evaluation

Mixed-methods Study

(Period covered: June 2017 to May 2021, 48 months)

i) Quantitative data

- Summary of demographic data & types of wishes
- Questionnaires

ii) Qualitative data

- Interviews of participants through focus group



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Summary of Demographic Data

Table 1. Elderly Participants Characteristics	
Number of data sets	99
Sex	
Number of Female Participants	68
Number of Male Participants	31
Age (years old)	
61-70	3
71-80	15
81-90	41
91-100	34
101-110	6
Mean	88.2 years old
Number of deceased elderly participants	35
Wishes implemented with family members	49

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Five Types of Wishes (Cook et al., 2015)

1. Humanizing the environment

e.g. Soliciting personal mementos for the patient's room, playing the patient's favorite television channel 24 h/d

2. Personal tributes

e.g. Creating a framed word cloud, holding a tea party at the patient's bedside

3. Family reconnections

e.g. Locating an estranged relative, facilitating a Skype reunion

4. Rituals and observances

e.g. Birthday celebration for the family in the ICU conference room, renewal of wedding vows at the patient's bedside

5. Paying it forward

e.g. Organ donation, unsolicited family gift to future families

Cook, D., Swinton, M., Toledo, F., Clarke, F., Rose, T., Hand-Breckenridge, T., ... & Sheppard, R. (2015). Personalizing death in the intensive care unit: the 3 Wishes Project: a mixed-methods study. *Annals of internal medicine*, 163(4), 271-279.

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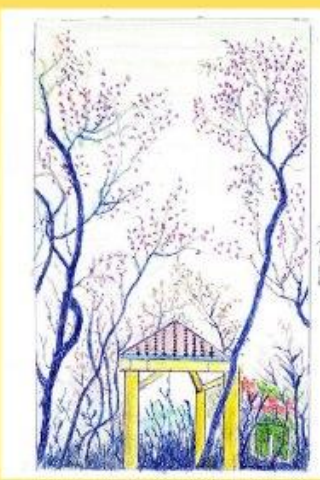
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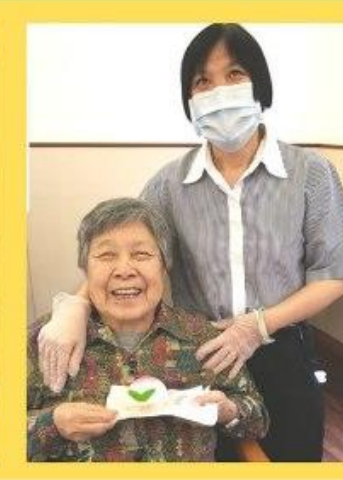
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Summary of Wishes Implemented

Table 2. Types of wishes implemented

Number of data sets		99
Category of wishes of the participants	No. of cases	Percentage
• Humanizing the environment	4	(4.0%)
• Personal tributes	51	(51.5%)
• Family reconnections	28	(28.3%)
• Rituals and observances	14	(14.1%)
• Paying it forward	2	(2.0%)

Five types of wishes categorized :

1. Humanizing the environment

e.g. Playing old songs, decorating the room to make it look like the old community

2. Personal tributes

e.g. Making life-story book, organizing an art exhibition, Revisiting the old community

3. Family reconnections

e.g. Having an virtual family reunion

4. Rituals and observances

e.g. Taking wedding photos, Revisiting the church

5. Paying it forward

e.g. Making after-death arrangement

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Questionnaires

- Number of responses: 34
 - 22 elderly participants
 - 12 relatives of elderly participants
- Objectives of the questionnaire
 - ✓ To evaluate the effectiveness of the programme design
 - ✓ To assess the level of goal attainment

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完善人生關顧計劃

伴 你 心 中 願

活動成效問卷

1 計劃對象：院友受身體或經濟狀況所限，
心願較難透過自己或家人的能力去達成，
需要額外資源協助。

2 計劃目的：陪伴長者圓願，締造難忘回憶。

參加者姓名：_____ ☐長者 ☐家屬/朋友/其他

個案編號：_____ (由負責社工填寫)

填寫日期：_____

P.1

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Effectiveness of Programme Design

Nearly 80% elderly participants and their relatives were satisfied about the programme design, namely **the content, time, venue, worker's performance** and **overall arrangement**.

	Completely Satisfied	Very Satisfied	Moderately Satisfied	Slightly Dissatisfied	Not at all Satisfied	N/A
Q1. To what extent, are you satisfied about the content of the programme?	76.5%	23.5%	0.0%	0.0%	0.0%	0.0%
Q2. To what extent, are you satisfied about the time of the programme?	58.8%	35.3%	2.9%	0.0%	0.0%	2.9%
Q3. To what extent, are you satisfied about the venue of the programme?	70.6%	26.5%	0.0%	0.0%	0.0%	2.9%
Q4. To what extent, are you satisfied about the worker(s)' performance?	85.3%	14.7%	0.0%	0.0%	0.0%	0.0%
Q5. To what extent, are you satisfied about the overall arrangement?	79.4%	14.7%	2.9%	0.0%	0.0%	2.9%

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Level of Goal Attainment

44% of respondents indicated a higher level of agreement that the programme **enhanced quality of life** and **minimized regrets**.

Nearly 65% of respondents indicated a higher level of agreement that the programme **increased positive emotions**.

	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Slightly Disagree	Strongly Disagree	N/A
Q6. Enhancement of quality of life	44.1%	38.2%	5.9%	0.0%	0.0%	11.8%
Q7. Increase of positive emotions	64.7%	26.5%	0.0%	0.0%	0.0%	8.8%
Q8. Increase of family communication	38.2%	14.7%	26.5%	0.0%	0.0%	20.6%
Q9. Increase of intimacy in family relationship	38.2%	17.6%	23.5%	0.0%	0.0%	20.6%
Q10. Fulfillment of spiritual needs	29.4%	20.6%	17.6%	0.0%	0.0%	32.4%
Q11. Minimization of regrets	44.1%	20.6%	11.8%	2.9%	0.0%	20.6%

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Interviews of Elderly Participants through Focus Groups

- Target participants : 12 former participants in 3 RCHEs (6 female and 6 male)
 - Types of Wishes Covered (No. of cases):
 - ◆ Personal Tributes (8), Rituals and Observances (3), Paying it forward (1)
- Objectives of the group :
 - ◆ To explore impacts on spiritual aspect after programme implementation
 - ◆ To study reasons for eliciting the wishes

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Results from the Focus Groups

1. *Feelings gained from the programme*

Participants shared that they have **enhanced sense of autonomy** towards their life.

E.g. "After having stroke, my mobility was limited and I rarely went out . The programme provided me with an opportunity to go out.", Madam Leung said.

2. *A majority of past-related wishes*

For wish elicitation, residents shared that they came up with the wishes as they **reviewed life and past experiences** after heard of the programme.

E.g. " It had been a long time to visit the old community since I was admitted to residential care homes. That's why I would like to join the programme. I think the implementation of programme minimized regrets.", Madam Chan said.

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Results from the Focus Groups

3. *Need of individual planning*

Participants stated that it was valuable to **have personalized activities** in a residential care setting and their preferences being respected.

E.g. "I am so happy that I can decide where I go. If I had one more chance, I would like to take it again.", Mr. Chan said.

4. *Importance of fostering family engagement*

Participants were impressed by the programme, especially those **with family engagement**.

E.g. "I am pleased that I can visit this place with my wife.", said Mr. Tang, 74 years old, wishing to go Tsz Shan Temple

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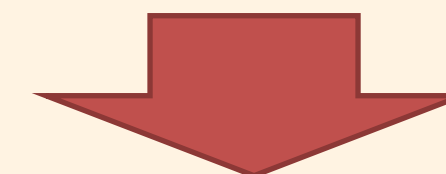
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Discussion

Comparison of types of wishes between the East & West

Table 3. Comparison of types of wishes between the East & West

	In Western Context	In Chinese Context
Nature of wishes	More present or future oriented	More past-oriented
Types of wishes	Self-actualization	Maintaining relationships & Reminiscence
Examples	Organ Donation, Naming a park bench for the patient, Soliciting personal mementos for the patient's room etc.	Making life-story books, revisiting the old community or flats, taking family photos etc.



A need of conducting life reviews and reaching sense of integrity among Chinese older adults

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Discussion

- Increasing **Positive Emotions**, Improving the **Quality of Life & Minimizing Regrets** are inter-related;
- Chinese older adults' wishes** are most likely related to their **life history** and **personhood**; they define wishes as '**doing once more**' rather than '**dreaming more**';
- Family engagement** in wish fulfillment requires to be promoted and strengthened.

	Strongly Agree	Mostly Agree	Neither Agree nor Disagree	Slightly Disagree	Strongly Disagree	N/A
Q6. Enhancement of quality of life	44.1%	38.2%	5.9%	0.0%	0.0%	11.8%
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Conclusion

- Promoting wish fulfillment as **an Important element** in residential care homes – include it for both resident and family in resident's ICP & ACP;
- Increasing **awareness of staff and elders** on helping residents to accomplish their wishes earlier and have more psychological preparation;
- **Understanding "Personhood"** of older adults to explore wishes & giving more creative choices and examples for elders to elicit wishes;
- Trying to **engage family members** in programme design, implementation and feeling expression.

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Thank!
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