



Winston Kwong, RN, offers family members tangible mementos and encouragement as part of the Comfort Care Program.

End-of-Life Comfort Care Program

Since fall 2023, significant strides have been made in fostering a supportive environment for both patients and families, while also addressing the emotional needs of health care providers. As we move forward, continued focus on education, resources, and compassionate practices will ensure that we meet the challenges of end-of-life care with dignity and respect.

The End-of-Life Comfort Care Program achieved several key learning objectives:

- **Care of the dying patient:** Emphasizing the nonlinear nature of grief, nurses are trained to identify where patients and their families are on the grief spectrum, enabling tailored support.
- **Holistic assessment:** Nurses conduct thorough assessments focusing on respiratory function, hygiene, comfort, and psychosocial needs, ensuring comprehensive care.
- **Family engagement and education:** Actively listening to and engaging family members enhances their understanding of care processes and facilitates their involvement.
- **Implementation of comfort care protocols:** The introduction of a Comfort Care Bundle supports patients' needs and those of their families.

Comfort Care Bundles are offered when patients transition to comfort care. These bundles include the offering of tangible mementos such as a lock of hair, heart rhythm strips, and condolence cards.



Recognizing the emotional toll on health care workers, the End-of-Life Comfort Care Program promotes the use of available resources, including:

- Spiritual Care Coordinator who provides guidance and support to both staff and families.
- Resilience & Emotional Support Team (REST) who offers mental health support for health care workers.
- Employee Assistance Program (EAP) that encourages all staff to prioritize their well-being.

The Washington Health End-of-Life Comfort Care Program is supported by our mission to deliver exceptional, accessible, and personalized care to enhance the health and well-being of our diverse community.