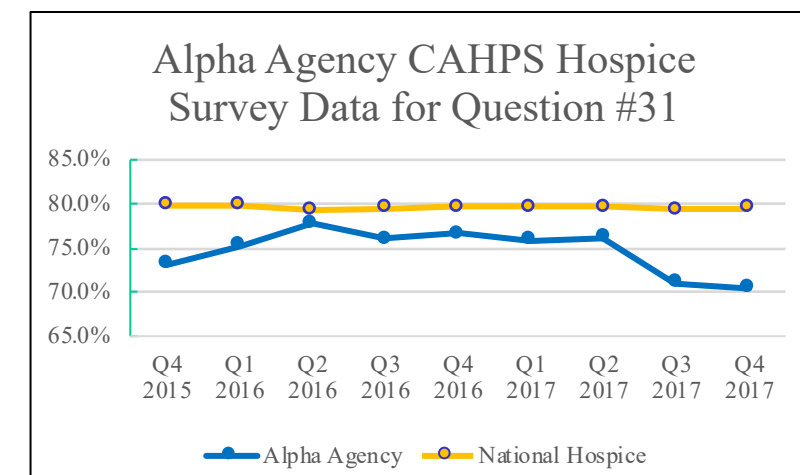


# Use of video to improve home hospice family caregiver satisfaction with knowledge about what to expect at the end of life

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## Introduction

**Background:** Alpha Hospice Agency family caregiver satisfaction about what to expect at the end of life (EOL) was consistently lower than the national hospice average between 2015-2017.



**Current practice** to educate about the EOL: *End of Life: A Caregiver's Guide* booklet.

**Purpose:** to design, implement, and evaluate feasibility of video as a supplement to booklet.

**Specific aim:** improve agency family caregiver satisfaction scores to reach or surpass that of the national hospice average of 79%.

## Methods

- Literature search: focused on video education.
- Guided by Mayer's Cognitive Theory of Multimedia Learning: use of words with pictures to reinforce learning
- Video created based on booklet.
- Plan Do Study Act (PDSA) evaluated feasibility and effectiveness of pilot video project.

### Process Measures:

- # of times video shown to family caregivers
- Provider satisfaction with video
- Provider perception of family caregiver engagement with video

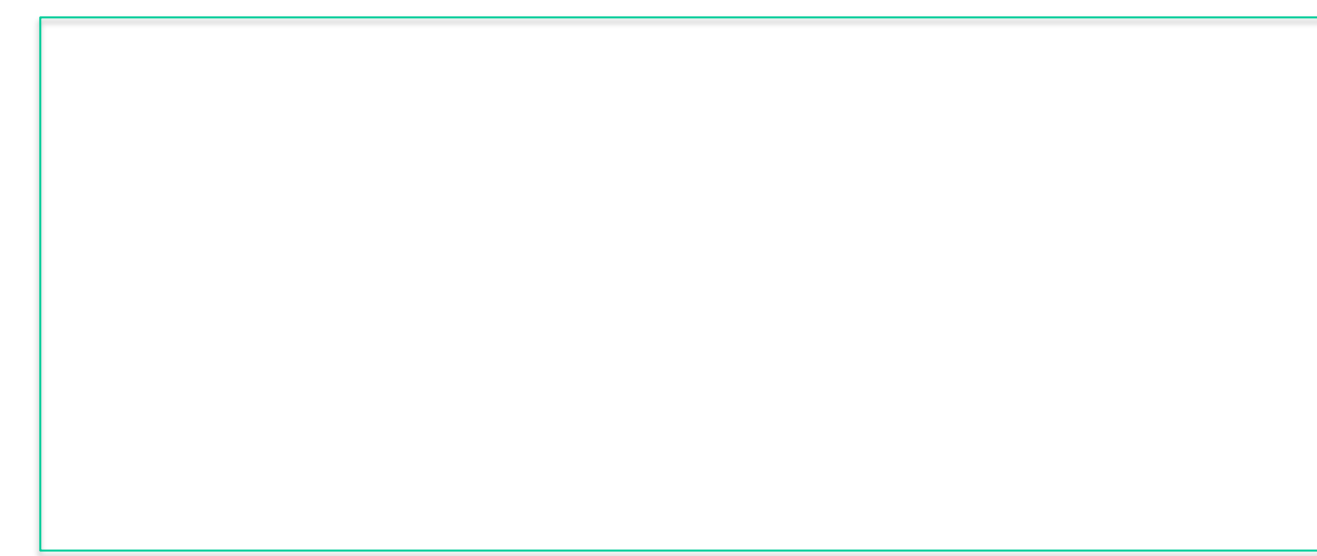
### Outcome Measure:

- Family caregiver satisfaction with knowledge about what to expect at the EOL
  - Collected via Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey

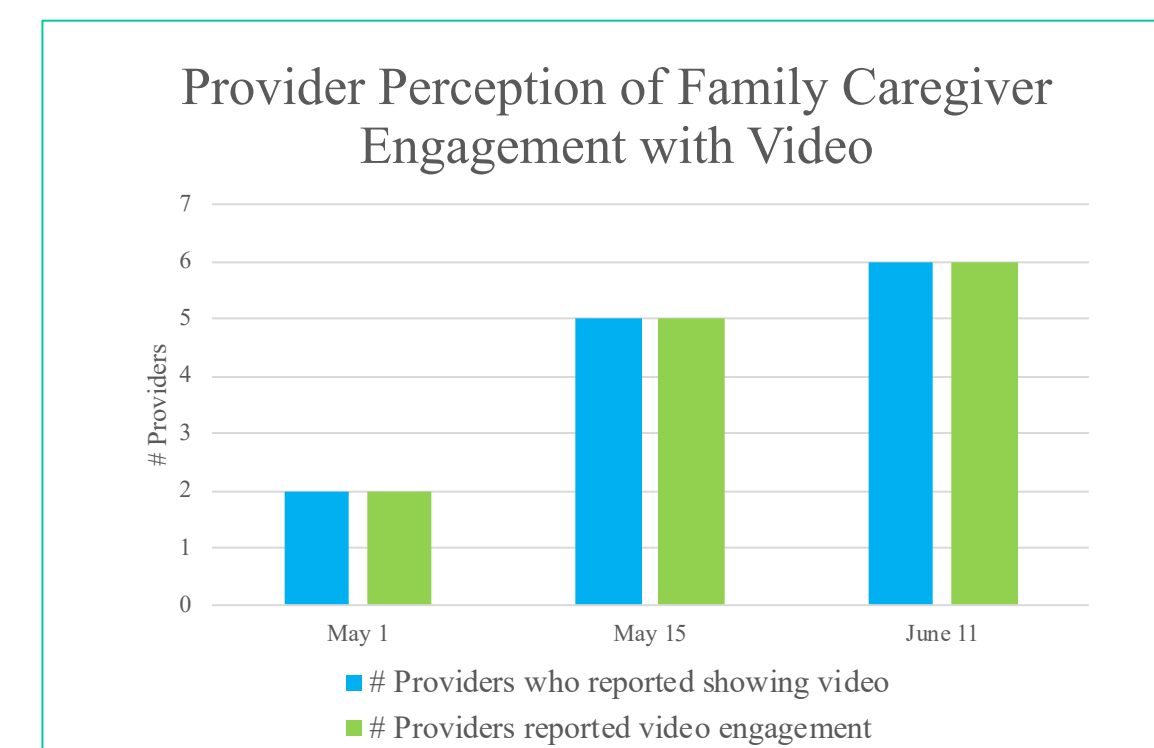
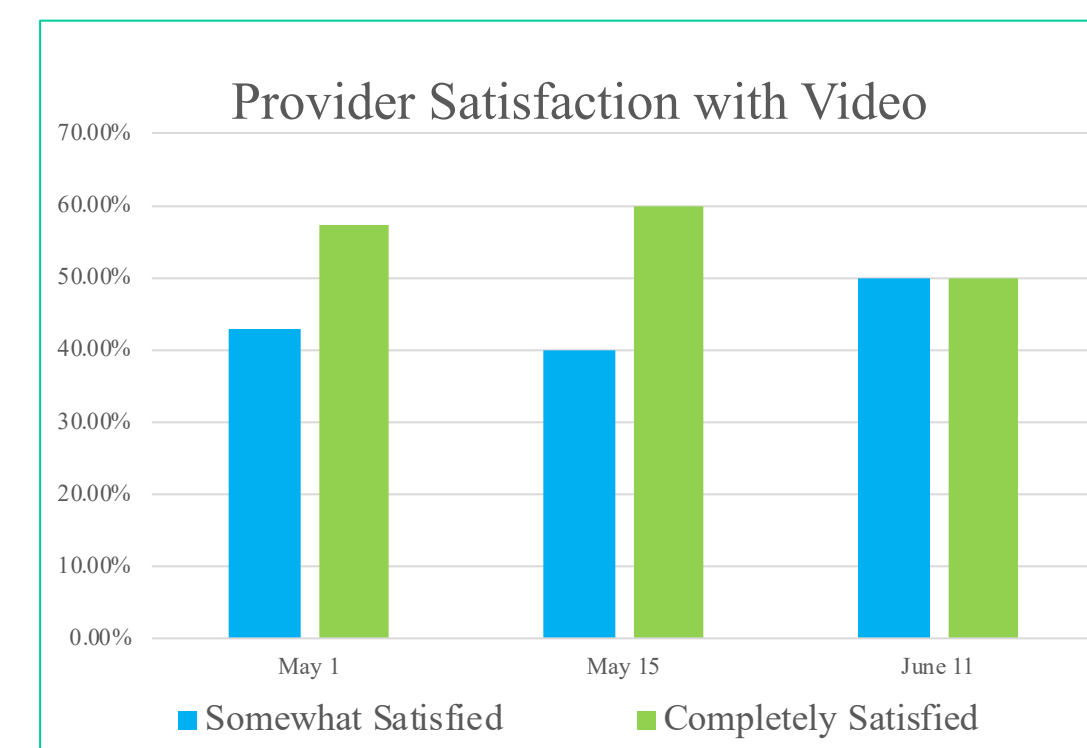
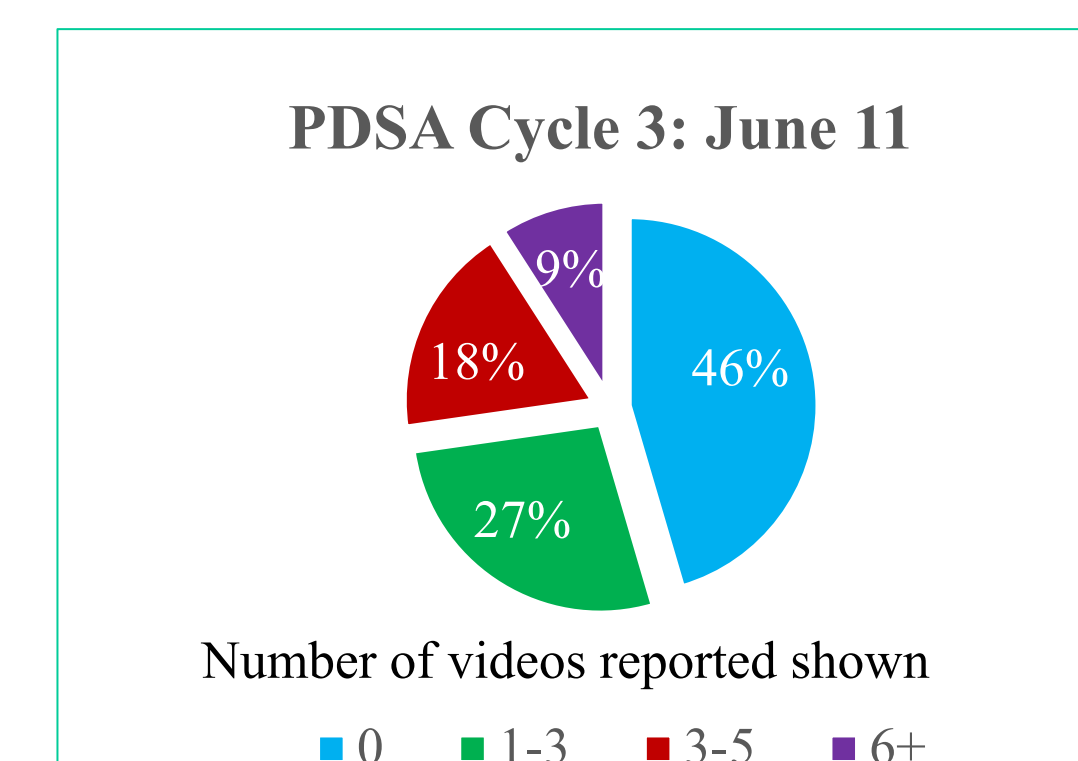
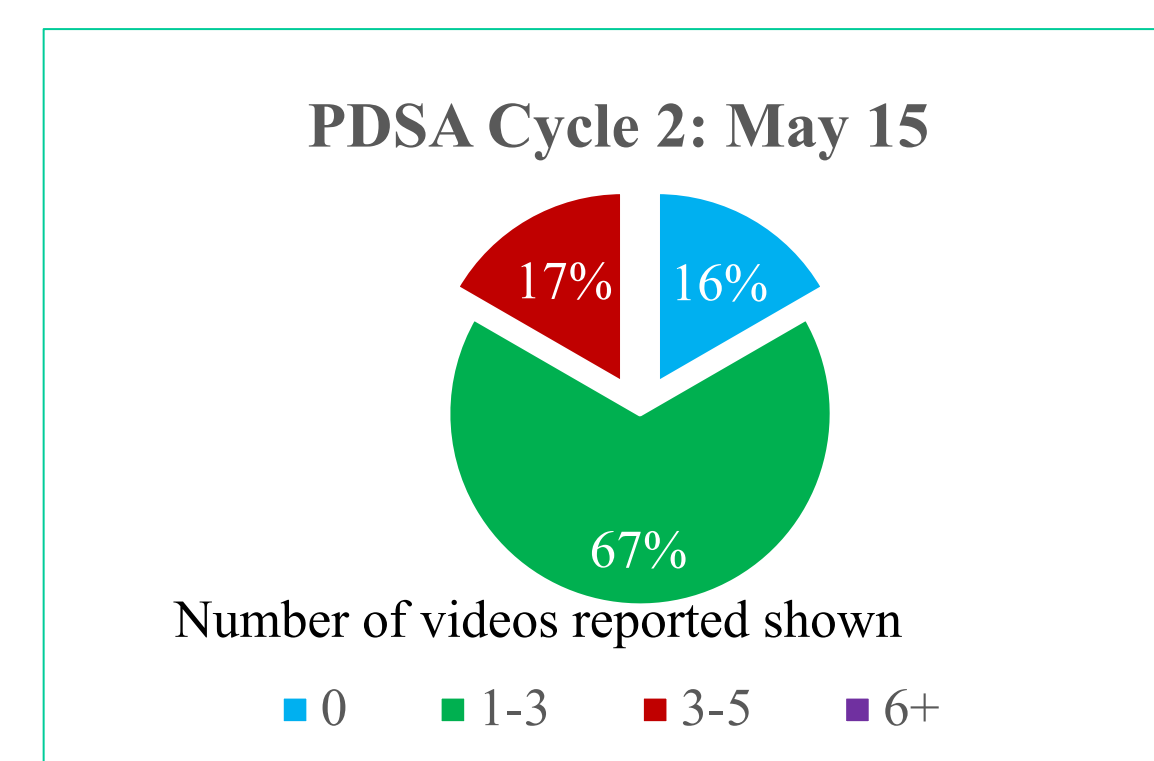
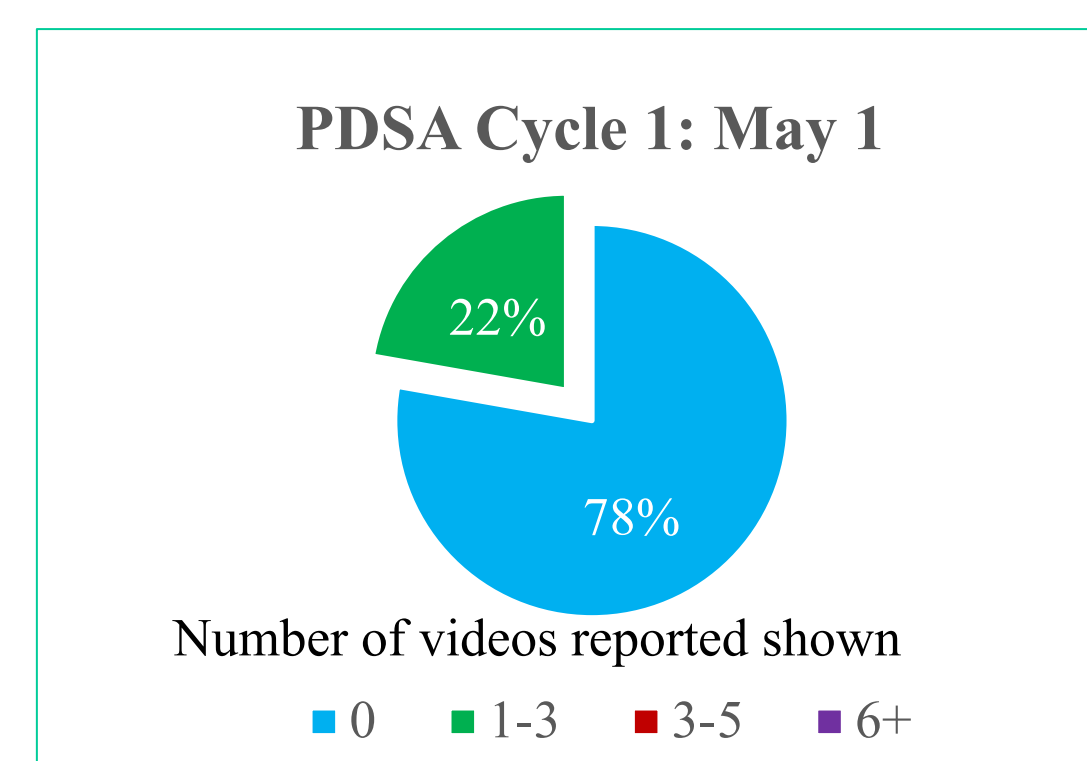
## Intervention

- Video intervention proposed and approved by NYU & Agency
- Consulted film experts
- Developed storyboard and script
- Created film of family caregivers as storytellers
- Video approved by NYU & Agency
- Video shown to caregivers by RN & SW on Agency laptops
- Solicited RN & SW feedback on intervention
- CAHPS Hospice Survey scores recorded & compared to previous quarter.

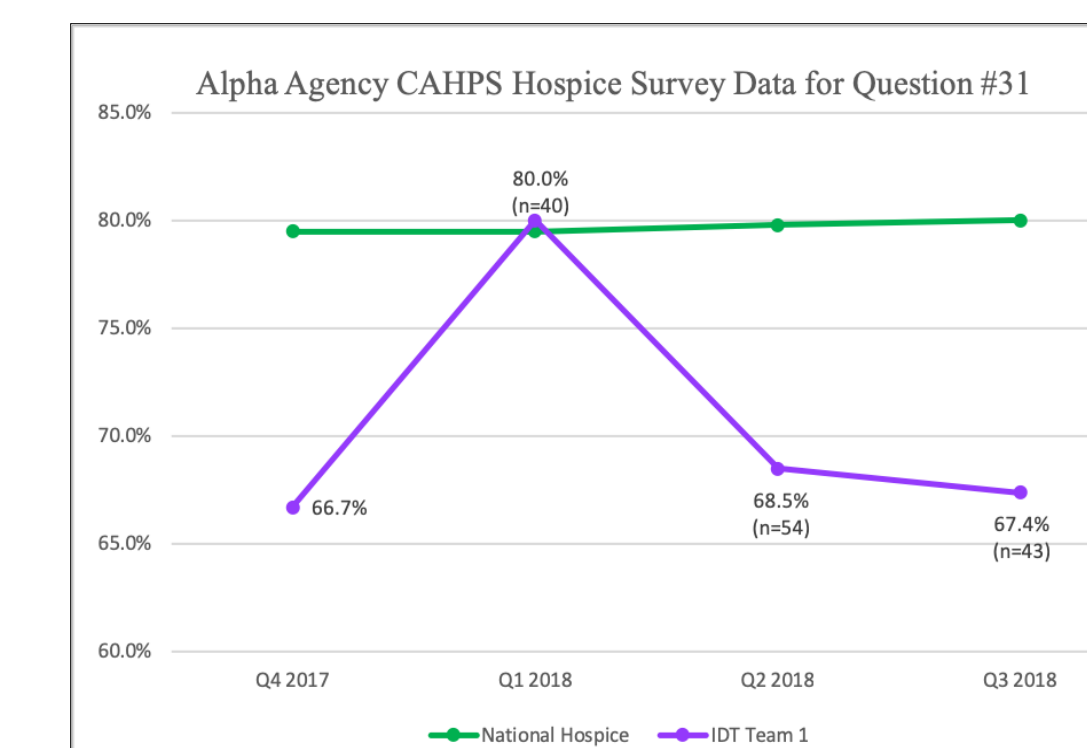
## Video



## Results



Quarter	CAHPS Hospice Question #31 Score	Percentage Change
Q1 2018	80.0%	
Q2 2018	68.5%	Pre-intervention -14.38%
Q3 2018	67.4%	Post-intervention -1.61%



## Conclusions

Due to decreased percentage of change post intervention, we conclude that video as supplement to written material increased caregiver satisfaction with knowledge about what to expect at the EOL, compared to educational booklet alone.

- Providers perceived family caregiver engagement with the video
- Providers had high level of satisfaction with the video
- Providers showed the video more frequently over time, supporting feasibility of this project.

Three primary themes from provider feedback:

- Communication
- Preparedness
- Difficulty approaching end of life discussions

Use of Video as intervention:

- Video can supplement written material to enhance knowledge about EOL.
- Use of educational video can facilitate the initiation of EOL discussions and reinforce learning.

## Future research

- A Question Prompt List (QPL) could be used to assess family caregiver preparedness and gauge readiness to learn about the EOL and use of video.
- Modification of the video into segments on specific topics would also improve analysis and outcomes.

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## Further information

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