ICU Wishing Well

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Vancouver General Hospital
Acknowledgements

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Background

- You’re visiting your dying family member... What’s missing from this picture?
3 Wishes Demonstration Project
St Joseph’s Healthcare, Hamilton ON

“To bring peace to the final days of a patient’s life and to ease the dying process.”
What Kind Of Wishes?

- Bringing together family and friends
  - In-person, electronic

- Humanizing the environment
  - flowers, music, LED candles,

- Religious rituals/ceremonies
  - readings/prayers

- Other ceremonies/experiences
  - Toasting the patient, pets
  - hair wash, mani/pedi

- Memorials and tributes
  - Word cloud, donations

Cook D. et al. 2015
Growing An Idea...

- Enthusiastic early buy-in
- Connected with St Joseph’s team
- Test case & first wish
- Fundraising
- Resources and the Network
Initial Team

Julie, RN
Allana, CNS
Jackson, ICU Manager
Denise, Research Nurse
George, Intensivist
Vinay, Intensivist
1st Wishing Well
Nurse For A Day!
“Allows the *person* to return to focus, eclipsing the *patient*”

www.wordclouds.com
www.wordle.net
Outcomes – Patient and Family

• “Dr. Dhingra, he told everyone about the doughnuts you bought him. You left quite an impression on this quiet man and his family. Thank you again.” – Family member

• “The compassion and personal time put into honoring those patients with this program is exceptional!! It meant a lot to my family.” – Family member

• “She purchased a little stuffed monkey [to represent our infant daughter] in the ICU when my husband passed...My daughter has become extremely attached to it...It’s Daddy essentially.” – Family member
Impact on ICU Team

• Team-building
• Personal sense of meaning
• Re-focuses on humanistic that led to health choice

• Fun! (seriously!)
Challenges

• Maintaining momentum
• Team communication
• Evaluating quality
Future Directions

• Plan for sustainability
• Scalability and transferability to other units
• Data measures
• Research collaborations
BC Patient Safety & Quality Council
2017 Quality Award: Coping with End of Life

# Wishing Well Network

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<th>RNs</th>
<th>MDs</th>
<th>Social Work</th>
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<tr>
<td>Julie Lockington</td>
<td>George Isac</td>
<td>Sophia Goksoyr</td>
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<td>Allana LeBlanc</td>
<td>Vinay Dhingra</td>
<td>Spiritual Care</td>
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<td>Denise Foster</td>
<td>Bill Henderson</td>
<td>Michael Pasche</td>
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<td>Marlies Ernst</td>
<td>Patient Care Aid</td>
<td>Manager</td>
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<td>Susan Elliot</td>
<td>Simon Wills</td>
<td>Jackson Lam</td>
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<td>Tak Chan</td>
<td>RTs</td>
<td>Admin</td>
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<td>Julie Kyle</td>
<td>Maddie Laberge</td>
<td>Any Palomino</td>
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<td>Jenny Latcko</td>
<td>Kelsey Hambrook</td>
<td>Julia Cheung</td>
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<td>Jess Donald</td>
<td>Kaitlyn Price</td>
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<tr>
<td>Jamie Allison</td>
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<td>And growing...</td>
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Resources


• Davidson J et al. Guidelines for Family-Centered Care in the Neonatal, Pediatric, and Adult ICU. Critical Care Medicine 2017; 45:103-128.
