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## PALLIATIVE CARE INSTITUTE

Touch of Grace Progress Report  
January 25, 2019

After an initial planning phase, the implementation for the *Touch of Grace* training program began in November 2018 at the Christian Health Care Center in Lynden, Washington. The modules were loaded into the Relias Training System and all staff (230+) were encouraged to complete the pre-tests, the training modules and the post-tests.

**Number of staff trained to date:**

Over 180 staff have completed all the training modules and both pre- and post-tests. A preliminary scan of the data collected through Qualtrics indicates a shift of over 20% between pre- and post-tests in accurate knowledge base concerning end-of-life care. We will be conducting a more detailed analysis in early spring.

**Results of phone interviews with families who received end-of-life care in the facility**

The pre-training phone interviews were completed before the curriculum materials were developed to help us identify the key areas that needed to be addressed in the training program. Post training interviews will be conducted in late spring.

**Results of staff surveys and focus groups regarding attitudes about end-of-life**

Focus groups are being conducted the last two weeks of January and the first week of February by personnel from Whatcom Hospice. There will be at least six sessions to ensure that most staff can attend. Data are being collected on both feedback about the TOG modules and about their beliefs and attitudes about end-of-life care.

These sessions are being recorded and will be transcribed and analyzed to ascertain attitude changes and staff responses to the training program.

**Data on staff retention**

Staff retention data will take a year or more to collect accurately, but one of the questions in the focus group is “How has the Touch of Grace program impacted your desire to stay in this profession or work role?” Answers to this question may give us an indication of intent to remain at this work-site.

**Any difficulties encountered**

No significant difficulties have been encountered.