Palliative Care Communication in Oncology Nursing

Joy Goldsmith, PhD, Betty Ferrell, PhD, MA, FAAN, FPCN, Elaine Wittenberg-Lyles, PhD, and Sandra L. Ragan, PhD

Palliative care prioritizes patient pain and symptom management, emphasizes communication with patients and their families, and establishes coordination of care. Given the prevalence of cancer and the high need to manage symptoms of this often advanced illness, researchers have proposed that palliative care should be integrated into standard oncology care (Periyakoil & Von Gunten, 2007; Smith et al., 2012). With emerging research showing the benefits and feasibility of combining palliative care and oncology (Smith et al., 2012), questions remain about how to successfully integrate both services. One step toward integrating palliative care and oncology is to provide clinicians with communication training to meet patient and family needs. The COMFORT communication curriculum has been presented for nurse communication training in early palliative care (Goldsmith & Wittenberg-Lyles, in press; Wittenberg-Lyles, Ferrell, & Ragan, 2013; Wittenberg-Lyles, Goldsmith, & Ragan, 2010; Wittenberg-Lyles, Goldsmith, Richardson, Hallett, & Clark, 2013). COMFORT is an acronym for seven holistic principles of palliative care communication including narrative clinical practice (Communication), health and cultural literacy (Orientation and opportunity), presence in practice (Mindful presence), the role of family caregivers (Family), transitions in care (Openings), patient and family needs (Relating), and teamwork (Team). The COMFORT model also is now a component of the End-of-Life Nursing Education Consortium communication module and is available at www.clinicalcc.com. For more details of the COMFORT model, see Wittenberg-Lyles, Goldsmith, and Ferrell (2013).

Clinical guidelines establishing quality standards for palliative care practice were developed through the National Consensus Project for Quality Palliative Care ([NCP], 2009). The NCP guidelines define each domain, but ultimately establish the necessary elements of quality palliative care (see Figure 1). The NCP guidelines direct the interdisciplinary team, but also hold special significance to nurses as the providers most often interacting with patients and families across all settings of care. To demonstrate the pertinence of COMFORT to quality palliative care, this article highlights corresponding NCP domains and fictive practice examples with specific communication tools. COMFORT and the NCP guidelines illustrate how essential palliative care communication is to every aspect of quality oncology care.

Communicating

A basic axiom of COMFORT is that every message a person creates consists of task content (educating, advocating, and...