I. **PURPOSE:** York Hospital Palliative Care/Bereavement Services provides a standard of care by which all patients, families and staff are supported in issues surrounding death, dying and bereavement. The Compassion Cart provides dying patients and their families with a symbol of caring support and is a way for staff to complete their circle of caring in which aggressive, cure-driven care becomes comfort care.

II. **POLICY STATEMENT:** Palliative Care/Bereavement Services will provide Compassion Carts to Nursing Units that have completed the prerequisite education and agree to comply with the following procedure.

III. **EQUIPMENT NEEDED:**

A. Compassion Cart Contents:

1. Items that are to remain with the cart
   - Door Card (extra available through Palliative Care/Bereavement Services x13467)
   - Reference Binder (contents available through Palliative Care/Bereavement Services x13467)
   - 1 CD Player; CDs (found in the Reference Binder located in the Cart)
   - 4 Tumblers to store coffee stirrers, tea, sugar/sugar substitute and creamer packets
   - 1 Large and 1 small battery-operated candle
   - Wire Snack Basket
   - Storage Container for Prayer Shawls (optional)
   - Antibacterial Wipes (or related product supplied by nursing unit)
   - Cart Usage Log

2. Items available for families to keep/use
• Disposable Camera (for areas other than OB)
• Snacks (donated by Food Services)
• Drinks: coffee, hot and cold water (supplied by nursing unit)
• Stirrers, Tea Bags, Creamers, Sugars/ sugar substitute(supplied by nursing unit)
• Prayer Shawls (optional)

B. Palliative Care/Bereavement Services will order and replace any missing/lost cart items. The nursing unit will be charged for replacement of lost or missing items.

IV. PREREQUISITES

A. Education:
1. All Nursing Unit Staff will complete education on Care in the Final Hours and Use of the Compassion Cart (CBT found on LMS)
   • CBT to be included in all new employee orientations to the unit

B. Nursing unit agrees to be responsible for:
1. Securely storing and responsibly using the cart
2. Inventorying carts and reporting any missing and/or defective items to Bereavement Services (13467)
3. Stocking/ Re-stock cart items according to the inventory list (found on the cart)
4. Cleaning carts according to the policy and procedure after each use.

V. PROCEDURE:

A. Nursing Unit
1. Identifies patient on Comfort Care measures.
   • OB area identifies patient who is experiencing a perinatal loss
2. Offers Comfort Cart to the family
   • Provide brief overview of cart contents and ask family if they would like to utilize this service.
3. Prepares the Cart for use
   • Unlock the cart doors
   • Wipe the cart and all items on the cart with Antibacterial Wipes before each use
   • Inventory the items on cart according to the Inventory Log with another staff member: Notify Palliative Care/Bereavement Services of missing/defective items (x13467)
   • Stock the Snack Basket by calling the Diet Office at x12508. Provide them the # of guests to be served. Unit staff will pick up snacks/bottled water in the kitchen.
4. Deliver Cart to the family
   • Place door card on door frame of patient’s room
   • Introduce the Compassion Cart to the patient/ family (scripting card available)
   • Show and explain the contents of the Reference Binder (The Binder is not to be kept by the family; it remains with the cart)
   • Show contents of the Compassion Cart and how to utilize items such as the battery operated candles and CD player
   • Offer beverages
5. During each shift, check on status of cart, refreshing as necessary.
6. Clean and return cart to storage place when finished
   • Dispose of any left-over snacks, stirrers, condiments and drinks
   • Inventory the items on cart with another staff person
   • Clean the cart and all items on the cart with Antibacterial Wipes
   • Re-stock cart for next time
   • Lock the cart doors with all items secured inside
   • Sign cart in on the Compassion Cart on Cart Usage Log

V. DOCUMENTATION
A. Use the Inventory Charts (found with the cart to stock and refresh cart.
   • Note if replacement items were ordered from Palliative Care/Bereavement Services, when, how notified and by whom.
B. Document use of cart on the Cart Usage Log
C. Include delivery to, explanation of how to use items, and responses of family to the cart in normal nursing documentation.

VI. APPLIES TO:
A. All staff on nursing units.
B. Palliative Care

VII. AREAS PERFORMED:
A. All Nursing Units providing end-of-life (comfort care) to their patients.

Keywords:
Cart
Comfort Care
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Compassion
Bereavement
Palliative Care