



COMFORT

To date, COMFORT communication training has been provided nationwide to 355 oncology nurses who have trained an additional 11,000 other healthcare professionals at their home institution. Communication outcomes have ranged from improvements to communication processes and increased attention to the care and support of the family caregiver. Below is a summary of other outcomes reported from nurses who attended COMFORT communication training:

- Improvement to patient satisfaction scores at the unit level (greater than 90%)
- Improvement to HCAHPS patient experience scores for the survey item “nurses listen carefully to you”, with one institution reporting a 5% increase
- System changes to integrate palliative care, including implementation of new ways of conducting patient rounds and information on hospital forms
- Increased referrals to palliative care resulting from system-wide communication script on explaining palliative care to oncology
- Increased education during monthly nursing meetings that include discussing communication strategies with patients
- Institution-wide integration of communication skills education as part of new hire orientation, resident training, nurse clinical education
- Increase in personalized patient care plans reflecting patient-centered goals
- Increased attention to nurse self-care needs
- Implementation of standardized communication about family meetings in electronic medical record system
- Improvements to teamwork and team processes to include personal patient information
- Consistent, positive evaluations from nurses receiving COMFORT training by trainers
- [Publication](#)

Provided below are previous clients and example training formats and outcomes.

Baptist MD Anderson Cancer Center (Jacksonville, FL)

- Trained 50 oncology nurses, palliative care team members, social workers, and oncology nurse educators in an on-site two-day face-to-face training format.
- A train-the-trainer course was provided by four COMFORT faculty members and included a teaching manual and materials for trainers.

City of Hope National Medical Center

- Trained 27 oncology nurse leaders in a two-day face-to-face training format.
- Course participants were predominantly female, averaging 19 years nursing experience and 15 years in oncology, and more than half had daily contact with patients and family. Course evaluations were overwhelmingly positive with high mean scores on clarity of presentation (4.82 out of 5), content quality (4.80), and value to clinicians (4.75).



Kaiser Permanente

- Oncology nurses, palliative care physicians, nurses, and social workers from California-based sites (including Anaheim, Irvine, Woodland Hills, Riverside, Santa Clara, Northwest, Baldwin Park, and Pasadena) attended at two-day train-the-trainer course.
- Physicians, nurses, social workers, and chaplains rated the course as excellent with a mean score of 4.81 (on a scale of 1=poor to 5=excellent), found the course stimulating (4.91), and met expectations (4.76).
- At six months post-course, participants reported that they provided communication training to an additional 962 providers, mostly nurses.
- The module on family communication was rated as the most useful module for their practice (mean 8.78 out of 10).
- Team member training improved communication processes and increased attention to communication with family caregivers.
- [Publication](#)

Moffit Cancer Center

- COMFORT was successfully integrated into Nursing Grand Rounds format.
- 74 interprofessional oncology providers participated.
- Participants comfort with palliative care conversations increased following participation.
- [Publication](#)

Case Western Reserve University

- A two-part educational series was implemented by a COMFORT trainer for novice oncology nurses.
- Each of two sessions was 50-minutes long, with the second session providing a plan for standard documentation and billing options for goals of care conversations.
- 31 novice oncology nurses participated and 98% of participants responded that they had gained knowledge and stated they would implement skills into clinical practice.
- Nurse satisfaction with the program was high.
- Statistically significant change in knowledge related to the communication content.
- Individual change scores improved for over half of the participants in knowledge, attitude, perceived norms, personal agency, and intent concerning engagement in goals of care discussions
- The COMFORT TM_{SM} curriculum was found to be feasible to implement and an effective tool for communication skills education.
- [Publication](#)

The Aga Khan University

- Three-part interactive webinar series (one hour each) was piloted with healthcare providers in Nairobi.
- As a result of webinar participation, physicians and nurses reported increased communication comfort, highly rated the webinar series content and faculty, and reported that they would recommend the webinar training to colleagues.
- [Publication](#)



University of Kentucky/Markey Cancer Center

- Four COMFORT modules were created and offered online for continuing education units.
- 177 interprofessional healthcare providers (mainly nurses) completed at least one of seven modules.
- Post-curriculum evaluation as high, greater than 4 on a scale of 1 to 5.
- Providers scored 70% or better on knowledge quizzes completed at the end of the module.
- Providers reported learning about active listening techniques, cultural inclusion, and the importance of communication interventions in their own clinical practice.
- [Publication](#)

California State University System

University of Memphis

- 197 nursing students completed two COMFORT COVID-19 communication modules (one hour each in duration) requiring use of the COMFORT Communication App.
- Communication attitudes about being present with the patient and about telehealth techniques were improved.
- Communication knowledge was increased for communication using personal protective equipment and practicing inclusivity in telehealth interactions.
- 68% of students met communication competency criteria in telehealth interactions, and 80% met communication competency criteria in being present for the patient.
- [Publication](#)

CarePartners Home Health (North Carolina, Hospital Corporation of America)

- All home health providers (n=168) in one agency were assigned 7 online COMFORT modules to complete as required education.
- 63% of providers completed training, training evaluation was high (mean 5.5 out of 6).
- Preliminary effectiveness on COMFORT training being helpful in discussing (1) palliative care, (2) hospice care, and (3) advance care planning (means of 5 and 5.5 out of 6).
- Comfort with Communication about Palliative and End of Life Care (C-COPE): statistically significant difference between pre- and post- intervention.