Oversea Corporate Scholarship Program – community care (Nov 2012 in UK)

Chao F.W TMH
Chick Y. L. PMH
Lee K. Y. Carman, UCH
Mak M.Y. PYNEH
To O.K. KWH
Tong M.H. NDH
Objectives

To reduce clinical risk and improve patient safety

To provide proactive case management services

To improve the quality of life to patients with chronic diseases

To achieve clinically linked performance outcomes
Short-term Action Plan

**Patient**
- Patient Empowerment

**Staff**
- Specialized nursing development
- Improving staff skills and promoting their engagement

**System**
- To establish common framework, chronic care protocols and clear pathways
- Skill mix approach & level of care model

**Partnership**
- Community involvement
Chronic Disease Management Program Development Pathway

- Patient Based
- Staff Based
- Specialty training
- Simulation training
- System Based
- Skill mix model
- Level of care framework, protocols
- IT support
- Partnership

Protocol & Pathway

Training

Evaluation
Chronic Disease Management Program

Patient Based
- Advanced COAD training program
- EOL training

Training

Protocol Pathway
- Wound
- COAD
- EOL

Evaluation
- COAD research study
- Patient satisfactory surveys
- Wound documentation audit

Staff Based
- Specialty training
- Simulation training

System Based
- Skill mix model
- Level of care framework, protocols

IT support

Partnership
Chronic Disease Management Program

Advanced COPD program

Patient Based

- Post discharge visit by community specialist Nurse
- Case management model
- Enhanced CNS - COPD care
- Protocol-driven home care pathway
- Telephone hotline
- Ad hoc nurse home visit

Staff Based

Specialty training

Simulation training

System Based

Skill mix model

Level of care framework, protocols

IT support

Partnership
Enhancement Training Program

Patient Based

Staff Based

Work Based Learning
working at a higher level of practice to undertake professional education by identifying learning opportunities within the workplace

Simulation training
– is a key learning tool to provide CNs with training on real life health care situations in simulated environments
– to improve clinical skills, teamwork, and communication

System Based

Skill mix model

Level of care framework, protocols

IT support

Partnership
Introduce specialist area of nursing practice in the community

- Reviewed collaboration programs with clinical specialties
- Identified skill gaps and increased specialty training
  e.g. wound care, end of life care
Why is Practice of Simulation important?

- Patient Based
- Staff Based
- Specialty training
- Simulation training
- System Based
- Skill mix model
- Level of care
- framework, protocols
- IT support
- Partnership

Be calm & relax. I am with you. Don’t worry!

I can’t breath. Don’t wait. Call ambulance to A&E quickly
Rationale of community nursing simulation

- To provide the standard of care related to patient safety and infection control
- To initiate a focused specific assessment
- To communicate effectively with the patient, caregiver, and physician
- To provide appropriate intervention
Develop a community training packages

• PRCC in community nursing
  ➢ Scenario-based simulation training
  ➢ EOL Care

• In house simulation training
  ❖ Critical care management
  ❖ Induction program
  ❖ Administration of medication
Skill Mix Model

- Patient Based
- Staff Based
- Specialty training
- Simulation training

- **System Based**
  - Patient care related
  - Staff related
  - Organizational factors

- **Level of care framework, protocols**
- IT support
- Partnership

the right staff, with the right skills, are in the right place at the right time
How to ensure the right staff, with the right skills, are in the right place at the right time

Staff Based
- Specialty training
- Simulation training

System Based
- Skill mix model
- Level of care
- Framework, protocols
- IT support
- Partnership

Common theme
- Patient Self Management
- Community Nurse
- Community Specialty Nurse

Tier 0
- CNS general care
- Case management
- Specialist Care in community

Tier 1
- Chronic disease register & record
- Prevention
- Screening
- Home care support
- One patient one resource management
- Virtual ward
- Enhanced CNS
- Case management
- Professional education & support
- Gatekeeper

Tier 2
- Tier 0
- Tier 1
- Tier 3

Tier 3
- NC, APN / NO
- Follow patient with complex co-morbidities
- Intermediate care services for acute on chronic diseases
- Develop clinical protocols
Establishing common framework, care protocols and clear pathways

- Reviewed Home care protocol
- Established common referral pathways and formulary in community
- Collaborate program with clinical specialists
- Implement pre-formulated documentation template with standard parameters
Enhancement for Virtual Ward Program

Clinical protocol of EOL was reviewed

Enhancement on existing program (Virtual ward program / PEACE program)

To support patient and caregivers for “Dying in dignity” through advanced care planning (ACP) for preference place of care in pre-terminal stage
IT Support System – e-communication platform

- Patient Based
- Staff Based
- Specialty training
- Simulation training
- System Based
- Skill mix model
- Level of care
- framework, protocols
- IT support
- Partnership

- Level of care framework, protocols
- IT support
Community-collaborative Programme

- Patient Based
- Staff Based
- Specialty training
- Simulation training
- System Based
- Skill mix model
- Level of care framework, protocols
- IT support

**Partnership**

- To involve with the local community
- To collaborate with volunteer services to support the frail elderly mutually
Mobilizing community resource in supporting the high risk elderly

Patient Based

Staff Based

Specialty training

Simulation training

System Based

Skill mix model

Level of care

framework, protocols

IT support

Partnership
Long Term Action Plan

Training
- To introduce specialty training package
- To introduce a formal case manager training

Single Point of Access
- To introduce a single point of referral system in order to minimize duplication of effort and resources

Medical Support
- To deliver service with medical support from geriatricians or family medicine practitioner
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