

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

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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



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

Staff Based

Specialty training

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Skill mix model

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Partnership

- Advanced COAD training program
- EOL training

Training

- Wound
- COAD
- EOL

Protocol Pathway

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

Evaluation

Chronic Disease Management Program

Advanced COPD program

Patient Based

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Partnership

- **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**

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

Specialty training

Simulation training

System Based

Skill mix model

Level of care

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Partnership

Introduce specialist area of nursing practice in the community

Patient Based

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Specialty training

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training

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Partnership

- 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

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



**I can't breathe.
Don't wait. Call
ambulance to A&E
quickly**

Rationale of community nursing simulation

Patient Based

Staff Based

Specialty training

**Simulation
training**

System Based

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Partnership

- ☐ 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

Patient Based

Staff Based

- **PRCC in community nursing**
 - **Scenario-based simulation training**
 - **EOL Care**

Specialty training

**Simulation
training**

System Based

Skill mix model

Level of care

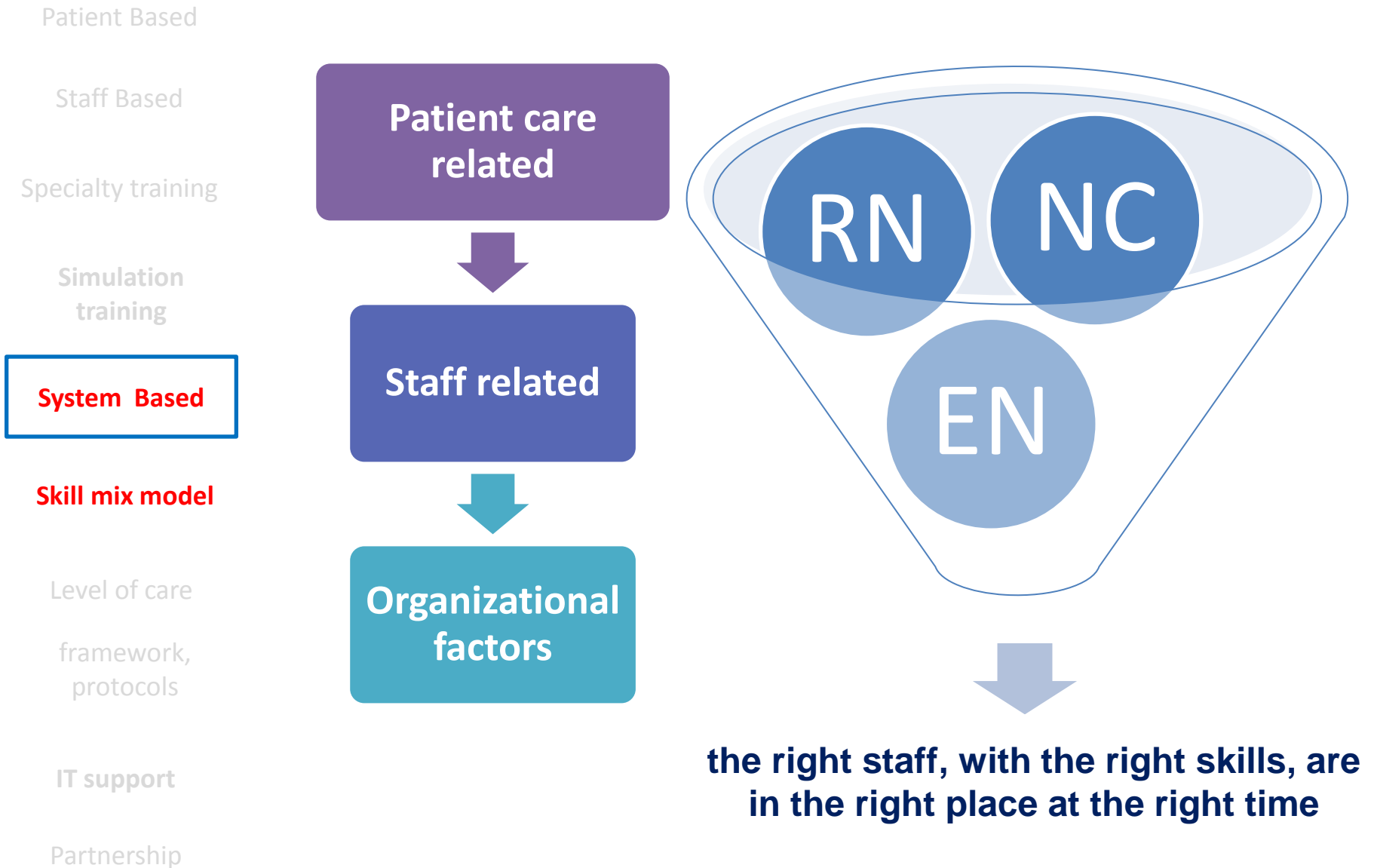
framework,
protocols

IT support

Partnership

- **In house simulation training**
 - ❖ **Critical care management**
 - ❖ **Induction program**
 - ❖ **Administration of medication**

Skill Mix Model



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

Staff Based	Tier 0	Tier 1	Tier 2	Tier 3
Specialty training	Common theme	CNS general care	Case management	Specialist Care in community
Simulation training				
System Based	<i>Patient Self Management</i>	<i>Community Nurse</i>	<i>Community Specialty Nurse</i>	<i>NC, APN / NO</i>
Skill mix model				
Level of care	<ul style="list-style-type: none"> - Empowerment programs - Health awareness 	<ul style="list-style-type: none"> - Chronic disease register & record - Prevention 	<ul style="list-style-type: none"> - Virtual ward - Enhanced CNS 	<ul style="list-style-type: none"> - Follow patient with complex co-morbidities
framework, protocols	<ul style="list-style-type: none"> - Care Planning - Information 	<ul style="list-style-type: none"> - Screening - Home care support 	<ul style="list-style-type: none"> - Case management - Professional education & support 	<ul style="list-style-type: none"> - Intermediate care services for acute on chronic diseases
IT support	<ul style="list-style-type: none"> - Support - Prevention 	<ul style="list-style-type: none"> - One patient one resource management 	<ul style="list-style-type: none"> - Gatekeeper 	<ul style="list-style-type: none"> - Develop clinical protocols
Partnership			13	

Establishing common framework, care protocols and clear pathways

Patient Based

Staff Based

Specialty training

Simulation
training

System Based

Skill mix model

Level of care

**framework,
protocols**

IT support

Partnership

- 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

Staff Based

Clinical protocol of EOL was reviewed

Specialty training

Simulation training

System Based

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

Skill mix model

Level of care

framework, protocols

IT support

Partnership

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

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framework,
protocols

IT support

Partnership

The image displays a web-based IT support system for wound care, accessed via a Windows Internet Explorer browser. The browser address bar shows the URL: <http://uchweb5/cnsweb/Community%20Se>. The page title is "Home - Community Services - Windows Internet Explorer".

The main content area is titled "Home - Community Services" and includes a navigation menu with the following items:

- Home
- View All Site Content
- Documents
 - UCH CNS
 - HHH CNS
 - UCH ICM
 - TKOH ICM
 - UCH Hospice
 - HHH Hospice
 - HHH Res
 - Patient D
 - Journey
 - HHH GDH
 - HHH CGA
 - KEC Virtu
 - UCH CGA
- Sites
- Recyc

Community-collaborative Programme

Patient Based

Staff Based

Specialty training

Simulation
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System Based

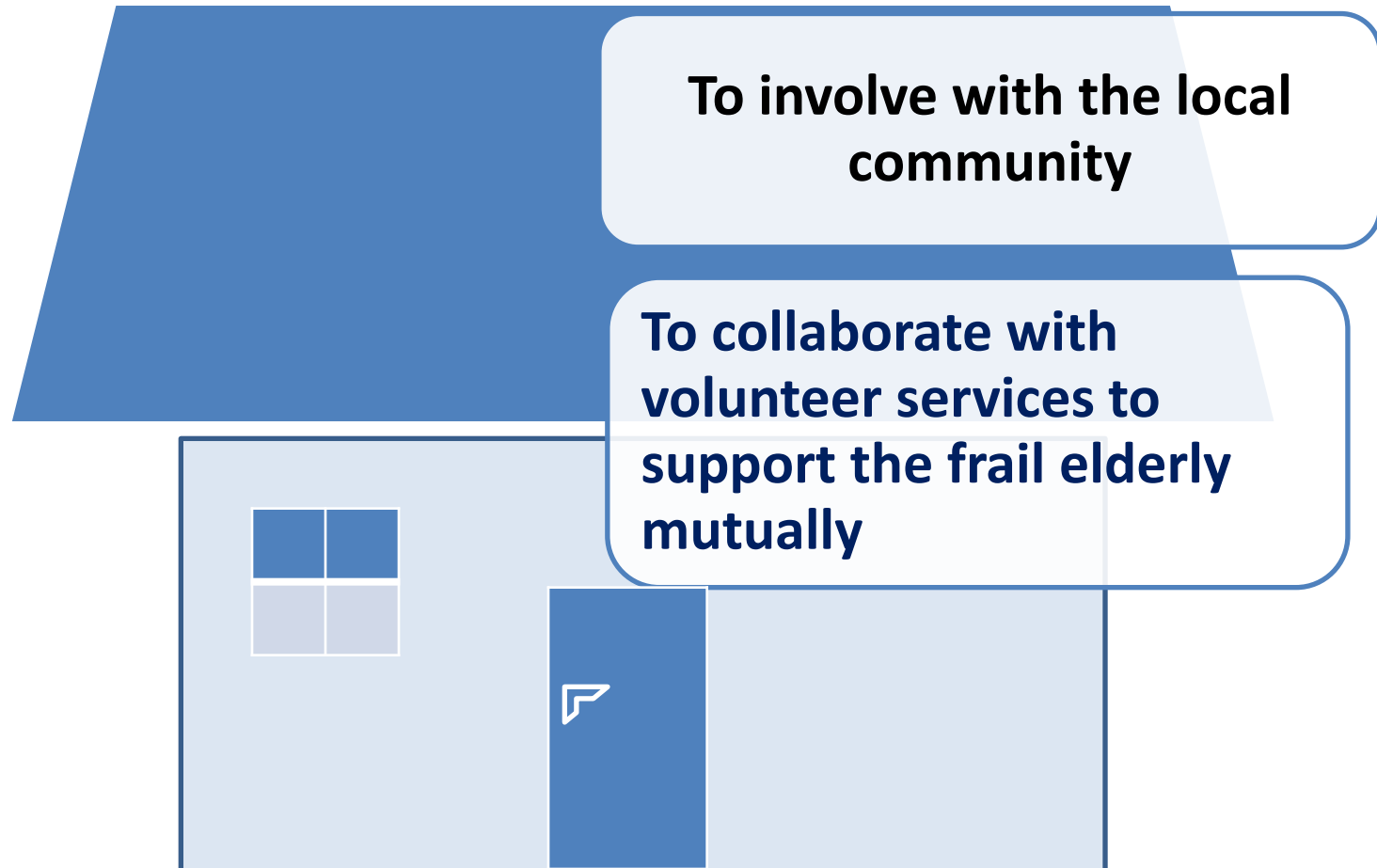
Skill mix model

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Mobilizing community resource in supporting the high risk elderly

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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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- Ms. Queenie LEUNG, GM(N), POH
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THANK YOU

