Holistic teams approach in case management of a Philippine bedbound patient returned her homeland after a serous subarachnoid hemorrhage

Leung Suk Ching (1)(3), Lee Wai Yee (2)(3), Ho Lai Kuen (2)(3)
(1)Nursing Services Division, (2) Infirmary Department, (3) Haven of Hope Hospital

Keywords:
Holistic Team Approach
Philippines bedbound patient
discharged home

Introduction
There were researches conducted among Philippines domestic helpers showing that experience of working abroad can lead to homesickness, feeling of isolation and stress (2001, Holroyd et al). This paper shared a story of a Philippine domestic helper who has served a family in Hong Kong for 30 years, suddenly suffered from acute subarachnoid hemorrhage (SAH) and became incapacitated, and the experience of how a healthcare team assisted her to go back to her homeland as she wished.

Objectives
(1)To emphasis the importance on a holistic team approach in case management of a difficult case; (2)To liaise and engage different parties in order to manage the task proceed effectively.

Methodology
Continuous case management for the patient's discharge was initiated immediately after patient's admission to infirmary ward. Continuous case conference, lengthy interviews and conversations with the Philippines Consulate, Welfare workers, Hong Kong government departments, relatives and even the employer by PRO and nurses to explore financial and transport possibilities for the patient were done. During the case management process, the team had directed the goals as: (1) Implement holistic care to the patient and her sister who worked in Hong Kong, (2) liaise tactfully with various parties to manage patient's discharge issue and documents, (3) identify designated persons to act as liaison persons in communicating with the patient's sister, the employer, government departments, consulate and transport services, (4) act as a team approach in perseverance towards the best interest of patient, (5) set patient-/family-centered as goal in the management of discharge issue, (6) effective communication to enhance the management.
**Result**

After many difficulties and discussions since October 2013 to January 2015, the discharge date was finally confirmed. Patient was being transported from Haven of Hope Hospital to Hong Kong International Airport by the help of Axillary Medical Service with nurse escort. The patient was transported to Manila and transited by domestic flight home after staying two days in hotel with care by nurses and doctor offered by The Philippines Consulate. It is quite a common phenomenon that patients have discharge difficulties in rehabilitative hospital. From the perspective of the economic aspect and the best interest of the patient, this problem has to be faced. In our understanding of this case, the best for this patient is to be cared in her homeland. However, the communication break-down was the main barrier to this case, a team approach is needed. The role of a case manager in this case is essential to act as a “matchmaker” to tie up all the parties. Reference: Holroyd EA1, Molassiotis A, Taylor-Pilliae RE. (2001). Filipino domestic workers in Hong Kong: health related behaviors, health locus of control and social support. Women Health, 33(1-2):181-205.