



Service Priorities and Programmes
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Implementation of Documentation Template Enhancing Continuity of Care & Nurse Competency in Wound Care Management in Primary Care Setting in NTEC

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Introduction

Clients attending General Out-Patients Clinic (GOPC) not only for medical consultation, but also for management of their acute or chronic wounds. Escalating demand of wound care management was noted in 10 GOPCs in New Territories East Cluster. Optimal wound care was found to be impeded by constraints related to multiple healthcare provider involvement, incomplete and inconsistent management documentation among nurses, and no processes for secure sharing of such documentation. A electronic documentation template was developed in Clinical Management System (CMS) to address these problems.

Objectives

- To standardize the structure of wound documentation used in GOPCs in NTEC - to enhance continuity of wound care and nurse competency in wound management in GOPCs in NTEC

Methodology

A documentation template for wound assessment and treatment was first drafted by nurses specialized in wound care in 2Q 2016. It was finalized and endorsed by COS & DOM after several amendments. Three training sessions were conducted by the wound specialty nurse, to coach GOPC nurses on how to use the template. The wound documentation template was launched in 3Q 2016 after training completed. A pre & post questionnaire was developed to evaluate the satisfaction level among GOPC nurses about the wound documentation template. Moreover, an internal audit was carried out in each GOPC in NTEC to monitor the proper use of the template.

Result

Total 149 template entries were audited with excellent compliance rate of 99.49%. Among the 30 nurses participated in the pre & post questionnaire survey, 28 nurses (96%) agreed that the use of templates could reduce the time spent on wound documentation since nurses could obtained immediate updated information about the

wound on site. In addition, more than 96% of nurses appreciated the wound documentation template for improving the continuity of wound care across multiple nurses participated in the management of the same client, by sharing of this timely, accurate and secure electronic information. Nurses also expressed more confidence in choosing appropriate wound care materials and plans, which in turn facilitated effective wound healing. Cost effectiveness in wound management could therefore be anticipated with ongoing use of the documentation template.