



Improving the Care Process for COPD Patients by an Empowerment Program using an Interactive Telephone Network Delivered by Trained Volunteers

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Introduction

Phone Concern is part of the **Copd Out-patient Non government organization Community Engagement Rehabilitation Network (CONCERN)** Program, it is a telephone program to line up volunteers and health care workers to empower COPD patients and improve care process.



Objective

To evaluate the usefulness of a pilot telephone program in enhancing care process and reducing utilization of healthcare resources.

Methodology



• COPD patients were recruited from PYNEH Respiratory clinics and medical wards.

• Three volunteers were recruited from Patient Resources Center to receive a series of four educational lectures given by the respiratory nurse specialists.

• The volunteers made phone calls to assigned patients once every two weeks for six months.

• Medical records were reviewed to obtain healthcare utilization data.

• At six months post-implementation, a structured telephone survey was conducted by volunteers to collect data on self care knowledge.

• Respiratory nurse specialists also provided ad hoc telephone consultation service, fast-track appointment to specialists' clinic, organization of vaccination and home-help services if necessary.

Result

- 111 COPD patients were recruited.
- 56 patients completed the program and data collection (Table 1).
- All successful candidates were satisfied with the program and found it useful in coping with their illnesses at home.
- It is proved that there has been a significant improvement in the self care knowledge, clinic attendance rate (Table 2) and health care utilization (Table 3) after the implementation of the Phone Concern Program.

Table 1

Basic Demographic		
		Frequency (%) or Mean ±
Gender	Male	47 (84%)
	Female	9 (16%)
Age		76.5 ± 7.98
Living Status	Alone	12 (21.4%)
	With Family	44 (78.6%)

Table 2

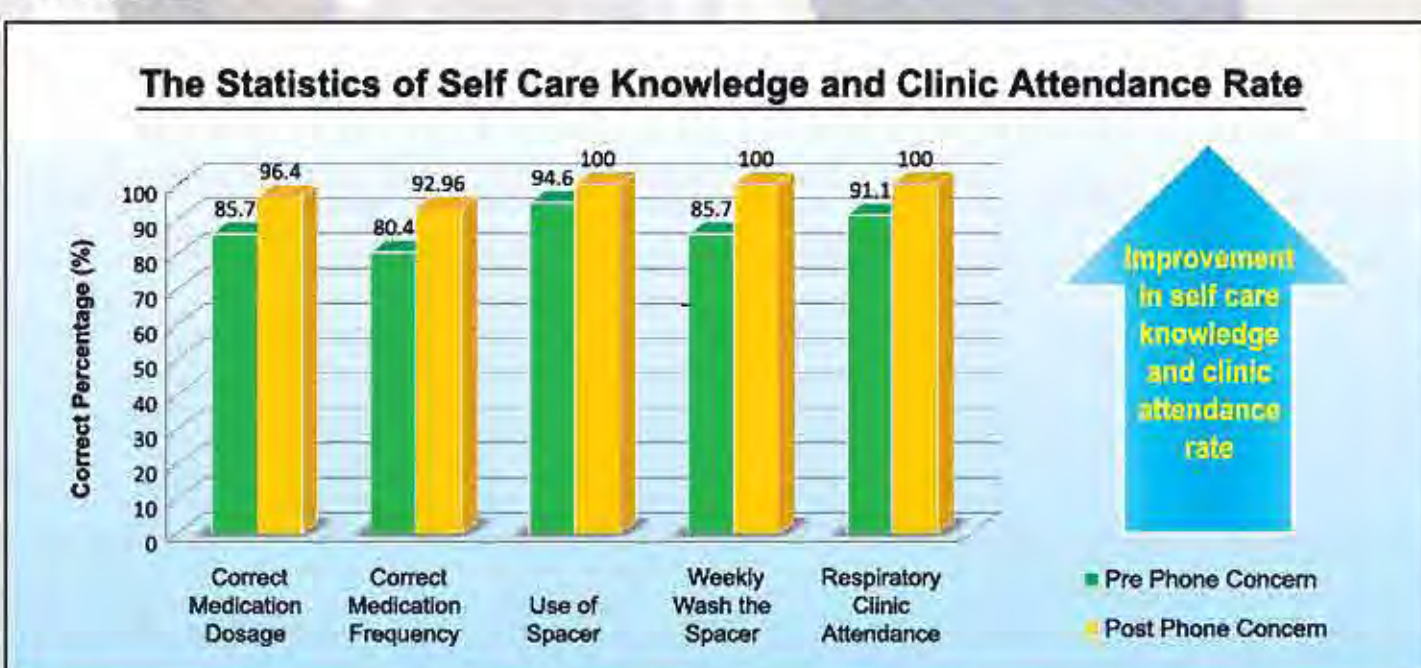
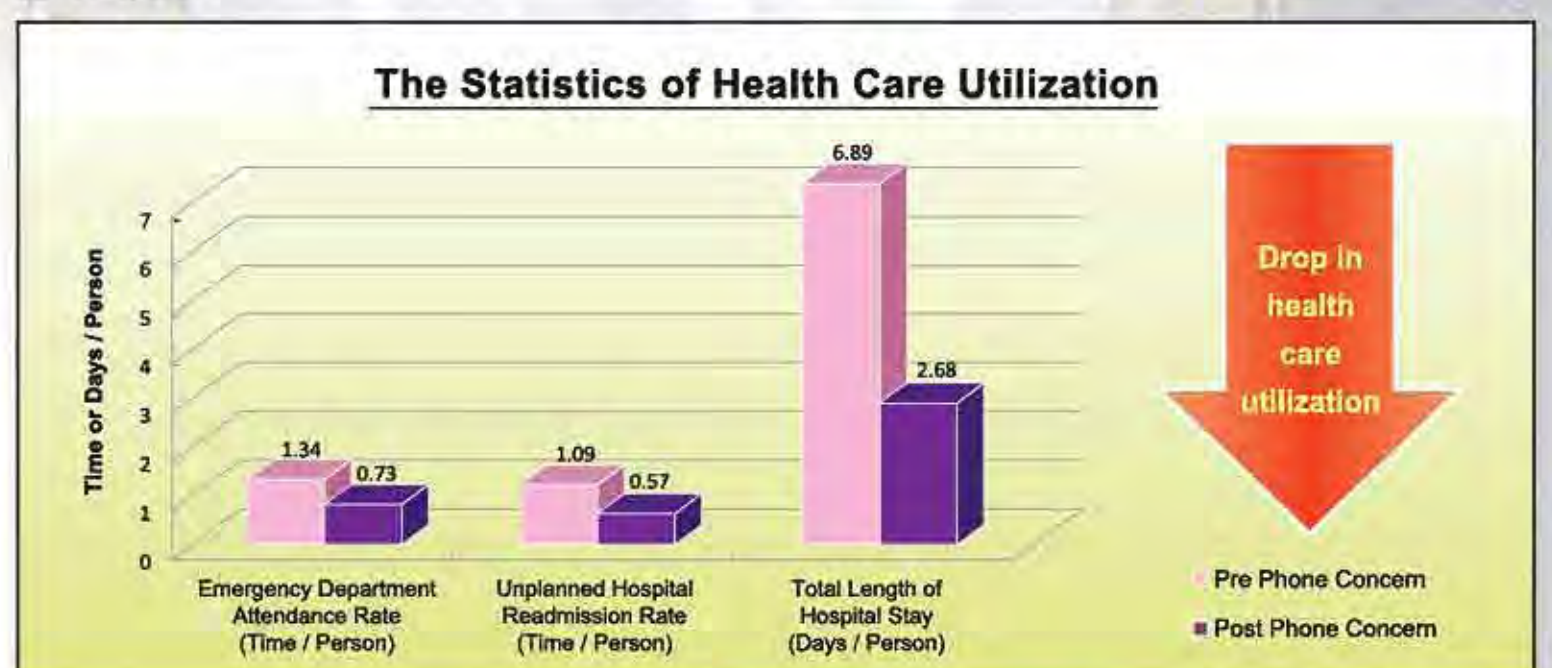


Table 3



Conclusion

Our pilot interactive telephone program improved care processes and outcome for COPD patients through collaboration between trained volunteers and health care workers.