



Service Priorities and Programmes Electronic Presentations

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Submitting author: Miss Donna TSE

Post title: Advanced Practice Nurse, Caritas Medical Centre, KWC

Nursing Audits to Days of Post-discharge visit by the CGAT nurses to the readmitted elderly in private nursing home

TSE L K D

Community Geriatric Assessment Team, Department of Medicine and Geriatrics, Caritas Medical Centre

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Post discharge visit

Introduction

CGAT nurses provided post-discharge nursing visit to elderly living in covered private nursing homes. The post-discharge visits should be timely, therefore, could facilitate the early detection of abnormality and provision of prompt advices to the elderly and OAH staff. CMC CGAT do have its services pledge for the time frame of post-discharge nursing visit to readmitted cases which was within 2 working days. In Aug 2011, an audit was done to measure the compliance rate of post-discharge nursing visit within 2 working day among all CGAT nurses. The compliance rate was only 85.7% and the average days of visits was 1.6 day. Gaps analysis was done. It was found that most non-compliance cases were discharged on Thursday and Friday, and half of the CGAT nurses were on Saturday day off. There was nobody to visit the elderly on Saturday. Two strategies were implemented to improve the compliance rate. The first strategy was development of covering system, if the named nurses was on day off, another nurse would cover her spontaneously. The second strategy was started five days week at Sept 2011 that the Saturday service hours was extended from 8:30 - 13:00 to 8:30 to 17:18. Therefore, the support to elderly discharge on Thursday and Friday was strengthened. After implementation of these two strategies, two audits were done on April 2012 and Dec 2012 to evaluate the effectiveness of strategies in improving the compliance rate of post-discharge nursing visits.

Objectives

1: Measure the compliance rate of post-discharge nursing visit within 2 working days among CGAT nurses. 2: Measure the average days of visit of post-discharge readmitted cases.

Methodology

Retrospective review on the nursing assessment of the readmitted elderly and checked the date of post-discharge visits. These were surprise audits that all CGAT nurses did not be informed the date of audits. Exclusion criteria: 1 Readmitted elderly died during hospitalization. 2 Readmitted elderly still being hospitalized during the audit periods.

Result

The compliance rate of post-discharge visits were 99% and 97.6% at April 2012 and Dec 2012 respectively. The average days of visit was 1.54 day and 1.23 day at April 2012 and Dec 2012 respectively. These two audits demonstrated the compliance rate of post-discharge visits within 2 working days for readmitted cases was improved after implementation of two strategies. The compliance rate was achieved as about 97.62 to 99%. In addition, the average days of visit was also decreased from 1.6 day to 1.23 days. With a better covering system, all nurses were capable to visit the readmitted cases within 2 working days.