



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Submitting author:** Mrs Arale Siu Wan WONG

**Post title:** Advanced Practice Nurse, North District Hospital, NTEC

**Pilot PCN-PCN Program: Better care, better way in managing patients with nephrostomy drainage**

*WONG SWA(1), NG YKS(1), NG SHC(2), MAK SK(1), CHEUNG HY(1), LEONG HT(1)  
(1)Department of Surgery, North District Hospital, (2)Integrated Ambulatory Care Center, North District Hospital, HKSAR*

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**Introduction**

Percutaneous Nephrostomy (PCN) is commonly performed for patients who had hydronephrosis or kidney abscess, the drainage catheter(s) was usually kept for months, however, it required attentive care to prevent catheter's trouble-shooting. In 2013, high emergency admission rate related to PCN trouble-shooting was noted, in order to reduce unnecessary emergency admission and prevent incident rate of PCN revision and reinsertion, a Prompt Care Neway Program (PCN-PCN) conjoining with Integrated Ambulatory Care Center (IACC) was designed with hotline assessment and fast tract case management were provided to those patients.

**Objectives**

To review effectiveness of PCN-PCN Program and evaluate the patient satisfaction outcomes.

**Methodology**

Two months clinical data with parameters on number of utilization of program service, emergency admission rate, cases management provision and patient satisfactory survey were reviewed retrospectively.

**Result**

From November to December 2013, total 20 participants with mean age 51.9 (27-91) had utilized the hotlines service with quick telephone scoring assessment was done. Results shown that 75% of patients with score 2 or below (low to moderate risks) required no surgical admission after simple nursing care provided in IACC. Another 25% (5 patients) with score 3 or above (high risks), only 3 cases (15%) needed surgical admission for further advanced management meanwhile 100% of participants required no emergency admission. And 45 % potential risk for PCN revision and reinsertion was prevented. Reviewing overall emergency admission rate related to PCN problems in Department of Surgery, total 57% had been reduced by PCN-PCN Program. Overall, 71% respondents expressed strong satisfaction using this program

service and strongly agreed that this program is providing fast tract and prompt care for managing their PCN problem.