



Service Priorities and Programmes
Electronic Presentations

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Submitting author: Ms PUI HAN WONG

Post title: Advanced Practice Nurse, Pamela Youde Nethersole Eastern Hospital, HKEC

"Post discharge - Volunteer telephone concern service after Total Joint Replacement"

Wong PH(1), Tsang WL(1), Wong WK(1), Cheng YC(1), Lai CW(2), Rebecca Wong(3), Andy Chan(3), Kimmy Chan(3), Nette Tsang(3)

(1)Department of Orthopaedics & Traumatology (O&T), Pamela Youde Nethersole Eastern Hospital (PYNEH), Hong Kong, SAR, (2)Multi-disciplinary Day Ward (MDW), PYNEH, Hong Kong, SAR, (3)Community & Patient Resource Department (C&PRD), PYNEH, Hong Kong, SAR

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Introduction

Yearly volume of patients underwent total joint replacement (TJR) surgeries in PYNEH were about 200 with average hospital length of stay ~ 11 days. Most clients were elderly and did not have much psycho-social support after discharge. This might hinder their rehabilitation progress and put them at risk of re-integration to their normal life. The service provides counseling, support and monitors the rehabilitation progress to discharged patients who underwent TJR.

Objectives

(1) To enhance and monitor the rehabilitation progress by providing support and counselling to discharged patients who underwent TJR. (2) To facilitate patients re-integration to their normal life.

Methodology

It was since August, 2011 that O&T department collaborated with C&PRD, provided training and phone guide to volunteers and then started the post discharge telephone support services for patients with TJR. Telephone call once per week by volunteers to all referred cases that discharged from MDW. Phone guide was provided to volunteers to facilitate counseling and screening of abnormalities. Feedback system to designated nurses was established that could provide a prompt review of patient's difficulties or uncertainty. Functional abilities were assessed at the 4th telephone call that was around one month after discharged from hospital by using Oxford Hip/ Knee score (Chinese version).

Result

Over the past 3 years, about 287 patients were recruited. Patient's psycho-social condition after discharge were assessed and reviewed by 2 trained volunteers. 31

cases with abnormalities or uncertainties were identified and referred to O&T nurses. Related community service information, health education and early follow-up arrangement were provided. It helped to reduce the unplanned re-admission to 0.000...%, avoid missing of complications and provide positive reinforcement about the rehabilitation to patients. Through close co-operation and links of health care teams in hospital with volunteers to patients and community, it is grateful to sustain the post-discharge telephone care service and may also be beneficial to develop service to other group of patients in the future.