



**Service Priorities and Programmes
Electronic Presentations**

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Nurse-led assessment in Ambulatory Care Centre to streamline patient journey and empower patient on self-management

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Introduction

One Stop Comprehensive Ambulatory Response (OSCAR) is a well-established programme jointly run by the Accident and Emergency Department (AED) and the Department of Medicine and Geriatrics (M&G) of the United Christian Hospital since 2010. OSCAR provides rapid access for ambulatory care for patients with complex medical problems presenting to AED. Eligible patients can be referred to the United Ambulatory Care Centre (UACC) instead of being admitted to avoid unnecessary admission. In 2013, nurse-led assessment (NLA) has been introduced to provide comprehensive assessment and care in addition to medical treatment. Protocol driven management flow charts have been developed for common medical conditions include chest pain, palpitation, diabetes mellitus, heart failure, anaemia and deranged liver function. OSCAR patients will be first seen by designated nurse. The NLA will focus on patients' functional, social, psychosocial aspects and the understanding of their own medical conditions. Nurses are authorized to issue laboratory requests according to pre-defined protocols. Education on self-management, medication administration and crisis management will be given. Multi-disciplinary referral including paramedical services and social worker will be initiated if necessary. Nursing assessment information will be incorporated into the CMS consultation note.

Objectives

1. To review the throughput of NLA for OSCAR. 2. To evaluate satisfaction with the programme by patients and doctors.

Methodology

OSCAR patients' data from May to November in 2013 were analysed. Satisfaction surveys on NLA were conducted on OSCAR patients and doctors involved.

Result

During the study period, there were 670 OSCAR episodes. Mean age was 63.6 with

48.4% male and 51.6% female. Twenty percent of patients were randomly selected to complete the patient satisfaction survey. Overall, 91% of patients were satisfied with the NLA, 80% had better understanding of their own illnesses, 78% perceived improved confidence in self-management, 87% showed appreciation for nursing advice. Doctors involved in the OSCAR program were all satisfied with the nurse-led assessment, 75% agreed that the integrated consultation notes allowed easy access and quick reference to facilitate the overall patient management. Our results showed that enhanced nursing input with Nurse-led assessment in OSCAR can streamline patient journey, improve the quality of patient care and enhance empowerment in self-management.