



**Service Priorities and Programmes
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Submitting author: Ms Y W LEUNG

Post title: Advanced Practice Nurse, United Christian Hospital, KEC

**From coping-edge to patient-centred care: Reengineer Cardiology Nurse
Pacemaker clinic**

Leung YW, Yue CS, Chan CK, Leung KF, Law KF, Chow KS, Tang SK

Division of Cardiology, Department of Medicine and Geriatrics, United Christian Hospital

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Introduction

Population of pacemaker patient has been doubled in last decade to over 1500 new cases a year in Hong Kong. Its rapid growth has greatly challenged capacity of our cardiology clinic. On the other hands, cardiac device patient suffers not only physically but also psychologically in living with lifelong implantable device. Some of them may restrict their social life for years or even terminate their job if without appropriate education and counseling, particularly at the first year after implantation.

Objectives

1) To improve patient journey in pacemaker follow-up, particularly the quality of care at acute and early post-implantation phase 2) To alleviate doctors workload

Methodology

Reengineer our cardiac nurse pacemaker clinic and intermittent follow-up with doctor's clinic in the first year after implantation. This nurse clinic provides one stop comprehensive services to device patient, including 1) wound care; 2) education & counseling on living with device; 3) early complications monitoring; 4) monitor & optimize pacemaker setting

Result

In last four months, there were total 306 nurse clinic attendance. Fifty-two device wounds been assessed, 5 of them with mild gaping; 5 with hematoma and 2 of them with bleeding. Only one admitted for infection and all others were healed or subsided after management and evaluation provided by trained cardiac nurse in clinic. For early complication monitoring, 4 with raised pacing thresholds required frequent monitoring, only one of them required lead reposition. Twenty-six with over-avoidance in shoulder movement for lead fixation in the first two months, all with improvement after education and reinforcement, only two of them with sign of frozen shoulder required further physiotherapy. The self-care ability reflected on the education score, average

4.74/9 pre-education and 8.67/9 post-education. The knowledge they learnt also sustained in six months evaluation at 7.85/9. Furthermore, the overall patient satisfaction (using 5-points scale) was high at average 4.94, and their self-care competence average scored at 4.75 after education and counseling. Conclusion: Our cardiac nurse pacemaker clinic not only empowered patient self-care ability and provide quality post-implantation care, it also alleviated 50% of doctors' workload in first year cardiac devices follow-up.