



## Service Priorities and Programmes Electronic Presentations

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### **Accreditation Renewal of a Respiratory Nurse Clinic**

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### **Introduction**

Patients with Chronic Obstructive Pulmonary Disease (COPD) and other chronic lung diseases are the high risks groups who contributed to frequent healthcare utilizations. These patients often required quality and optimized continuous care from acute to community settings. In order to manage the growing demand of these patients, a Respiratory Nurse Clinic has been established since November 2009 to provide professional respiratory nursing care in the United Christian Hospital. After the 6-year operation of the nurse clinic, our services were subjected to review and acquired accreditation renewal in 2016.

### **Objectives**

To assure the service quality of the Respiratory Nurse Clinic.

### **Methodology**

There are two components in the process of clinic accreditation renewal. Firstly, the scope of the services, established criteria fulfillment and outcomes measures were reviewed by the HA accreditation panel. Second, two qualified surveyors would perform site visits to the clinic which included operation assessment, document review, enquiry and provide improvement feedback to the nurse clinic. To fulfill the accreditation criteria, the services provided by our Respiratory Nurse Clinic includes the following key components:

- a) Structured health care delivery with reference to updated guidelines
- b) Competent nursing care with nurse functions independently
- c) Supported by multi-disciplinary team
- d) Standardized outcome measures
- e) Holistic approach and continuity of care

### **Result**

The Respiratory Nurse Clinic serves patients with different types of chronic respiratory diseases. The majority of these patients were grouped into three categories: COPD

and Asthma; chronic respiratory failure required domiciliary non-invasive ventilation; and sleep-breathing disorders. Their disease management were evaluated which include symptoms control and prevention of complications according to standardized protocols. Patient satisfaction survey was performed annually and the feedback were positive. Also, the average healthcare utilization such as unplanned admissions, emergency department attendance and length of stay were reduced after patients joining the clinic.

#### Conclusion

Our Respiratory Nurse Clinic has acquired the clinic accreditation renewal for the next 5 years. We will continue to provide quality and effective care to the patients to meet the growing demand in the future.