



## Service Priorities and Programmes Electronic Presentations

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### **Implications of Empowerment Model for Elderly Patients with Heart Failure**

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#### **Introduction**

During the winter surge period. The huge bed occupancy and increasing AED attendance rate are the big challenge in Hong Kong Hospitals. The congested condition of wards is not ideal for patient management and the significant increase in workload will exert immense pressure on frontline staff. Elderly with heart failure is the high risk group of AED attendance and unplanned readmission. The Winter Surge Heart Failure Program to reduce CHF readmissions have been developed and implemented.

#### **Objectives**

1. Reducing the M&G bed occupancy during Winter Surge period
2. Reducing the frontline staff workload
3. For the specific high risk patients – Elderly with CHF
  - To reduce the AED attendance rate
  - To reduce the unnecessary readmission

#### **Methodology**

From January 2016 to June 2016, the elderly patients admitted to United Christian Hospital with a primary diagnosis of CHF were eligible for enrollment. A designated nurse recruited the patients according to the discharge management pathway. The recruited patients were received dietary and pharmacological education. Follow-up telephone calls within 48 hours and twice per week follow up. Once confirmed the patient presented with worsening signs and symptoms of CHF. Early follow up by geriatricians and Nurse Co-join clinic would be arranged.

#### **Result**

1207 geriatric patients hospitalized for heart failure were screened by a designated nurse. 80 of those patients were recruited to this program. Total 272 phone calls were made. Average phone call per case was 3.88. The attendance of Geri-EFU and Nurse Co-join clinic were 23 and 34 respectively. Moreover, we made 173 referrals to the

adequate care units, including CNS and Respiratory Nurse Clinic. Approximately 70% of target patients were successful to avoid 28-day unplanned readmission. A total of 16 patients participated in the satisfaction survey. Overall 25% of patients rated the program "excellent" and 100 % "excellent" and "very good". 100% of patients would call the program hotline before seek medicine support or enquiries.