



## Service Priorities and Programmes Electronic Presentations

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### **Ensure the effectiveness by tele-nursing phone service for pre-operative thoracic patients**

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#### **Keywords:**

Tele-nursing

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#### **Introduction**

Better manage growing service demand with team-based approach can optimize the adequate resources for meeting service outcome. Lung cancer is commonest cancer in Hong Kong and thoracic surgery is one of a common treatment. Department of Cardiothoracic surgery (CTSD) at Queen Mary Hospital (QMH) provides hundreds lung cancer patients of thoracic surgery in Hong Kong annually. 'Waiting' 2 to 4 weeks for operation is full of uncertainty, induce stress and time consuming. Meanwhile, patients struggle dealing with those consequences of the diseases and treatments of the cancer experiences. In view of the prompt management is timely to reduce unnecessary stress and uncertainty, CTSD day centre conducted a structural and patient centre tele-nursing phone service which minimizes the service gap and provide support for pre-operative patients with thoracic illnesses towards better patient outcome.

#### **Objectives**

To evaluate the effect of structural and patient centre tele-nursing to relieve cancer patient stress for waiting operation.

#### **Methodology**

This is a prospective study, CTSD day centre collated stress ratings from 138 patients whom were subjected to have chest surgery from Jan 2016 to Dec 2016. (n=82, 59%) male and (n=56, 41% ) female. Refer to their educational level: (n=14, 10%) below primary, (n=45, 33%) primary, (n=60, 43%) secondary, (n=19, 14%) tertiary. The tele-nursing services were included integral support on physical, psychological, financial, social aspect, promote healthy life style and operation preparation. It also provided a platform for patients to communicate with nurse as to relieve their stress.

#### **Result**

The results showed the comparing stress levels on 'before' and 'after' tele-nursing.

(n=104, 75%)patients improve their stress levels after tele-nursing, (n=34, 25%) patients were no changes, none of the patient claimed their stress levels were higher than before. Patients always struggle with fear of unknown , their illnesses and personal situation. Tele-nursing can provide a communication platform for patients and their families to get more information during the waiting surgery period has significant effect to reduce their stress and their uncertainty. It is not only to reduce patients stress levels but also strengthen rapport with better patient partnership towards facing the challenges of the treatment of lung cancer.