



九龍東醫院聯網
KOWLOON EAST CLUSTER



Enhanced Breast Cancer Post-operative Discharge Programme: Reducing Unplanned Readmission and Increasing Staff and Patient Satisfaction

HA convention 2018
Oral Presentation F2.6
Date: 07 May 2018

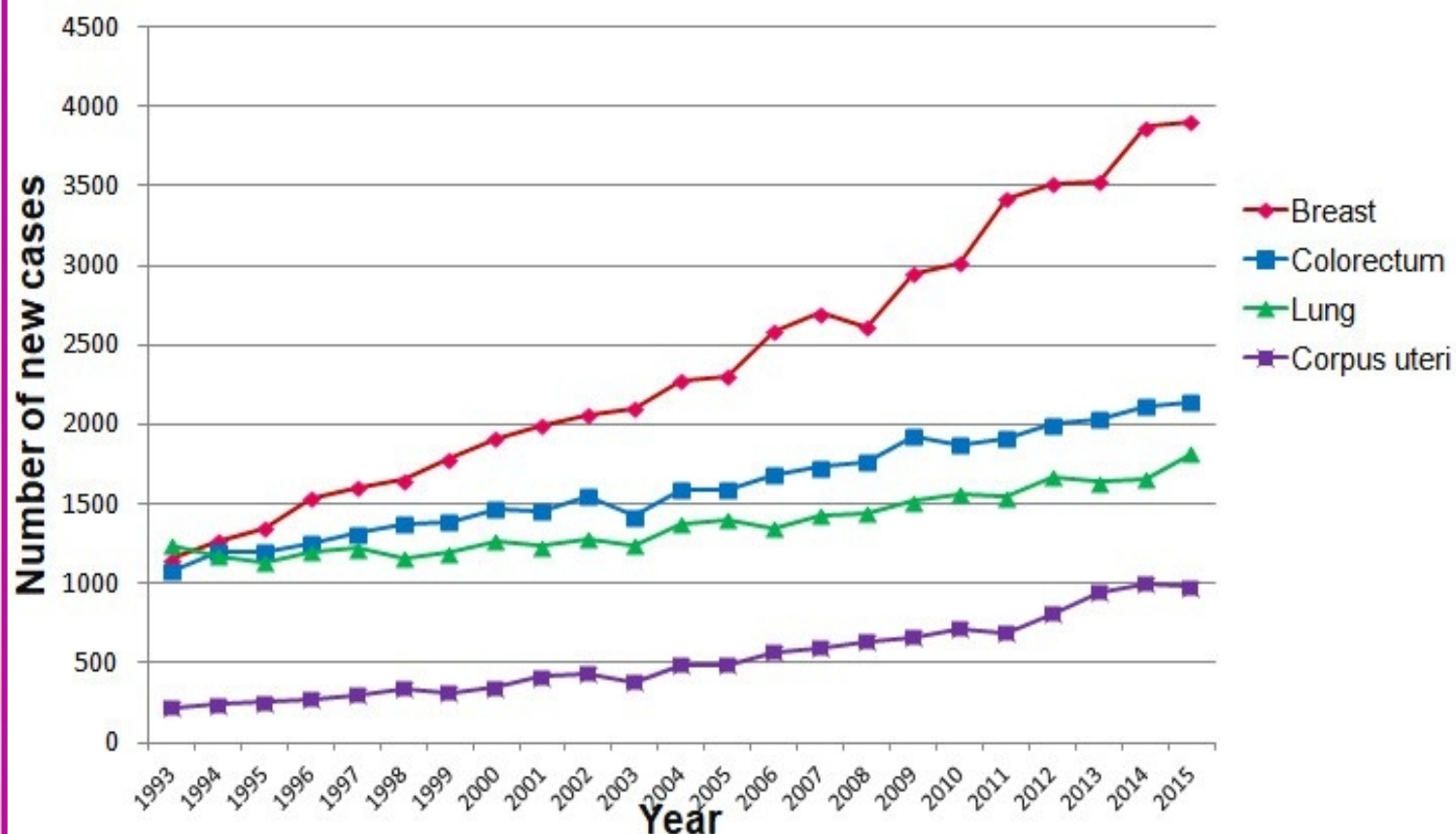
Speaker: Wong Kwai Ying
Nursing Officer of KEC Breast Centre
Department of Surgery
United Christian Hospital

Problems

- Patient
- Organization
- Staff



Crude Incidence Rate of Breast Cancer in Hong Kong



Hong Kong Cancer Registry , 2015

Kowloon East Cluster Breast Centre Ambulatory Service



Diagnosis



Treatment



Nursing care

**One
stop
service**

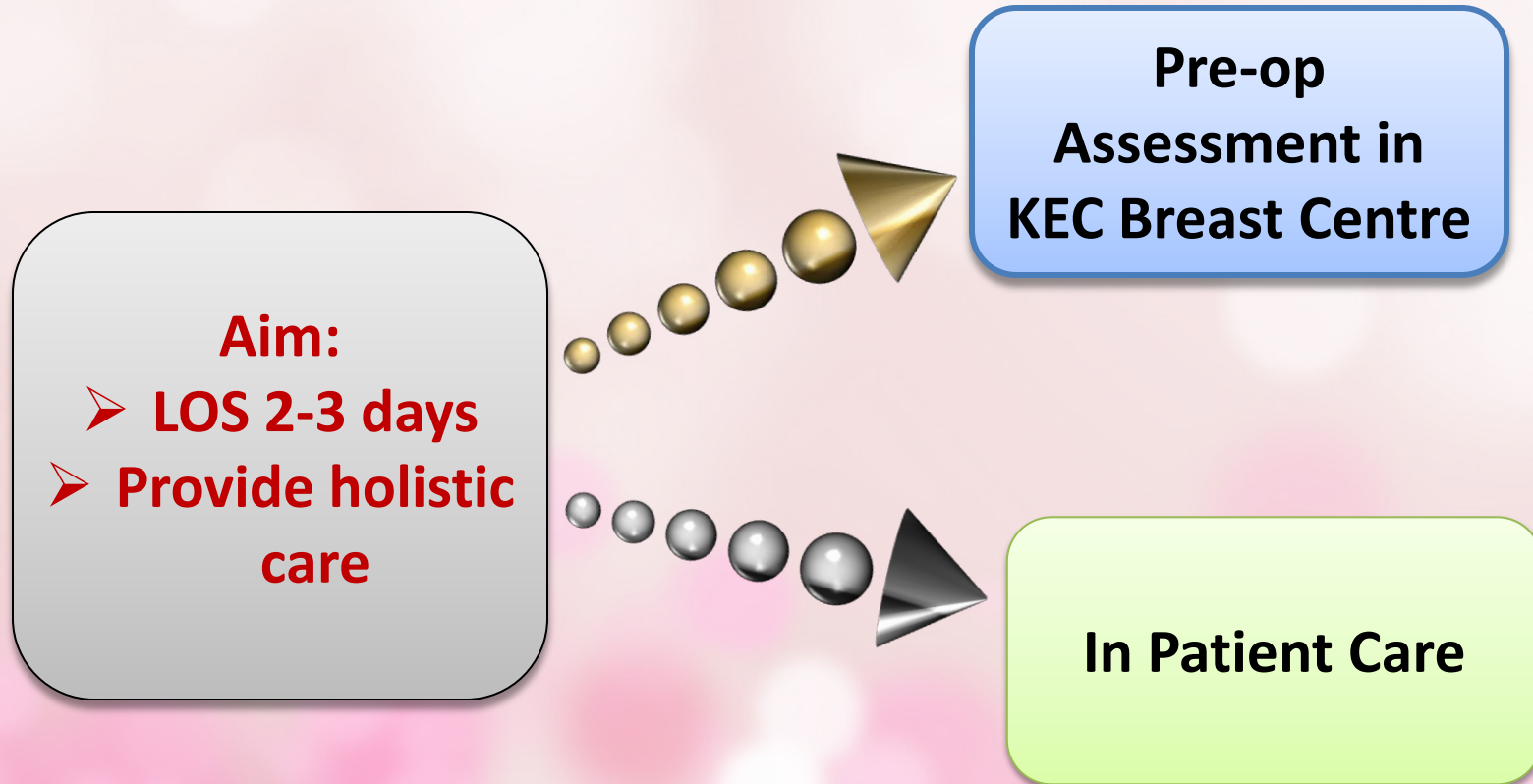


**Volunteer
support**



Rehabilitation

Clinical Pathway of Breast Cancer Operation



Background of the Programme

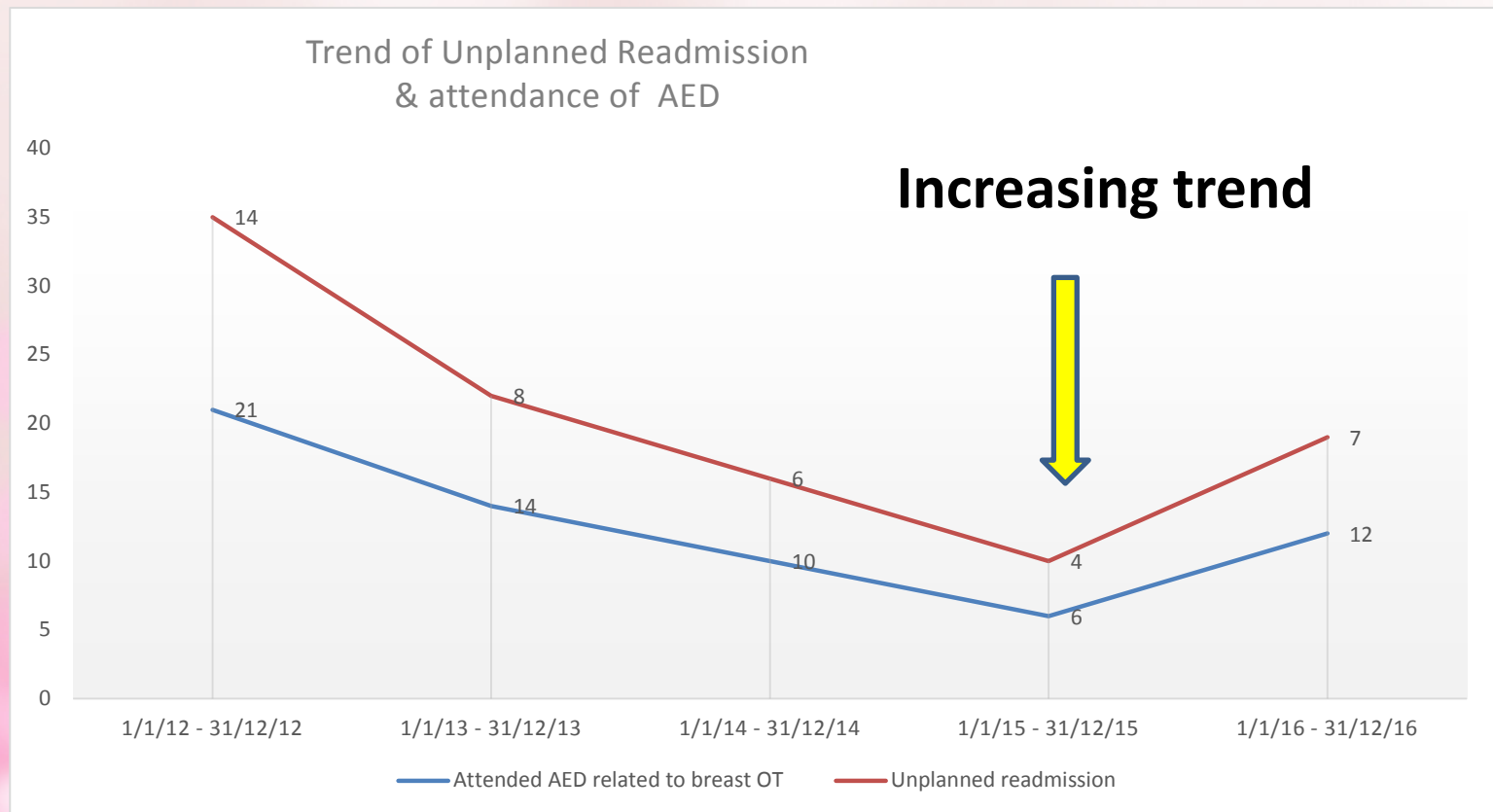
1. Clinical Pathway not addressed - comprehensive discharge plan

For example:

- **Lack of details guidance for each stage in the management of the patient – post op discharge plan**
- **Advanced surgery approach need more comprehensive post-op discharge nursing care support**

Background of the Programme

2. Increasing trend of unplanned readmission & AED attendance from 2015



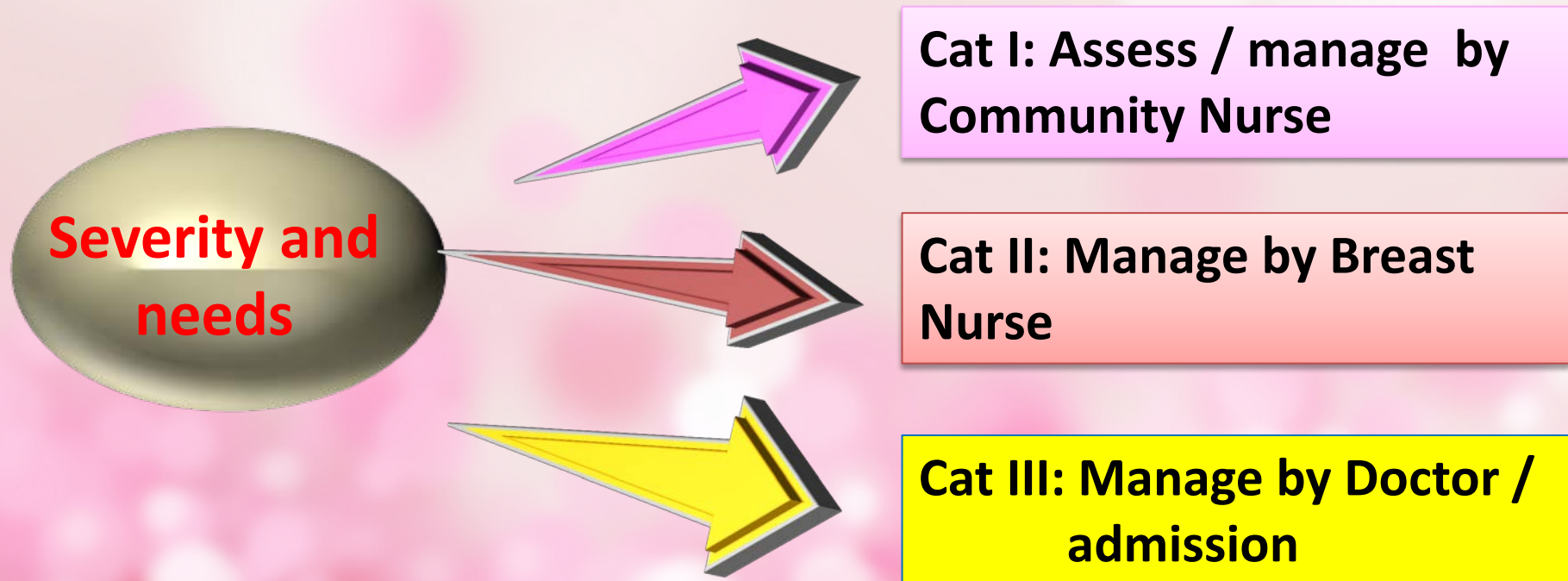
Reasons of Unplanned Readmission 2014 - 2016

Mainly on minor wound problem or drain problem

→ No need for AED attendance / readmission

Enhanced Breast Cancer Postoperative Discharge Programme

- Multi-disciplinary team approach
- Develop structured post-op clinical guidelines for the health care team



Enhance Patient and Staff Education

KEC Breast Centre



Nurse: Regular in-service training for Community Nurses, Ward Nurses & Breast Nurses

Patient: Pre-op Breast Health Talk

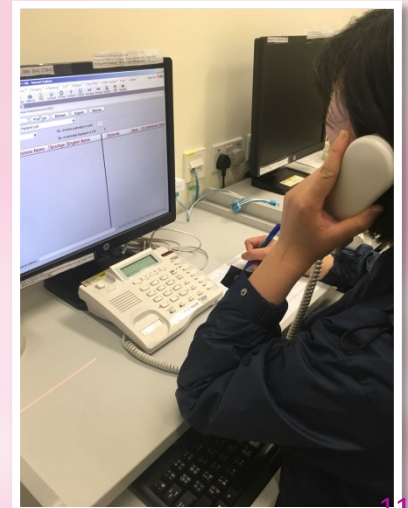
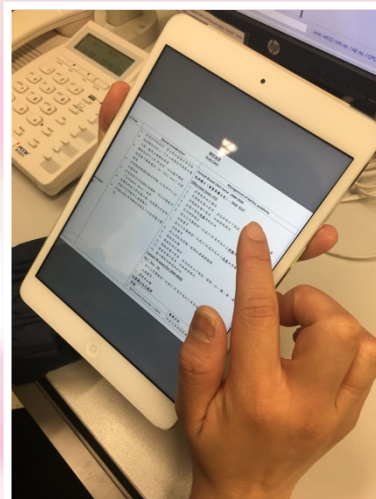


CNS: Post-Discharge Support

- Daily home visit
- Phone Service Support to patient: Weekend & Public Holiday
- Technology Support

Upload breast clinical guideline to electric device e.g.

Mini-pad



Ward Nurse : Post-Operative Care

- Provide clear & standardize management: eg. wound & drain care
- Leaflet to patient upon discharge



九龍東醫院聯網乳科中心
KOWLOON EAST CLUSTER BREAST CENTRE

乳房手術傷口引流護理提示

若有社康護士到家中進行護理，有醫傷口或引流問題，可於即日通知社康護士跟進處理，或在辦公時間致電九龍東醫院聯網乳科中心跟進處理。有可能出現的現象包括：

- 1 引流袋有穿漏無吸力；
- 2 引流管有穿漏；
- 3 接駁引流袋鬆脫；
- 4 引流管脫出；
- 5 懷疑有淋巴積液；
- 6 懷疑有血腫；
- 7 懷疑有傷口爆裂但無急性出血；
- 8 懷疑有傷口感染但無發燒。

如有以下情況，請辦公時間內致電九龍東醫院聯網乳科中心尋求協助，非辦公時間請前往急症室處理：

- 1 若有急性出血，如引流袋有大量鮮血或傷口大量出血；
- 2 若懷疑有傷口感染，如傷口有大量滲液並包括有以下徵狀：
發燒（體溫高於攝氏 38 度）、傷口有紅、腫、熱、痛。

九龍東醫院聯網乳科中心 電話：3949 3504

資料提供：九龍東醫院聯網乳科中心
設計及製作：基慈教聯合醫院總辦及美術設計組
BC-002_v1_2016-10
製作日期：2016-10

治療單
Treatment Sheet

Please Affix Patient Label if Available or Use Block Letter

Name: _____
HKID No: _____
Sex: _____ Age: _____

I. Wound Care

Contact Precaution*: ☐ MRSA ☐ ESBL ☐ VRE ☐ Others _____

Location(s): ☐ Head ☐ Neck ☒ Chest ☐ Abdomen ☐ Back
☐ Buttock ☐ Right / Left Upper Limb(s) ☐ Right / Left Lower Limb(s)
☐ Others not listed above (Please specify) _____

☐ Prescription on wound dressing

(a) Lotion: ☐ 1% Sodium Chloride ☐ 100% Chlorhexidine Antiseptic/Aqueous ☐ Others _____
 No. of stitches: _____ Date: _____
 No. of staples: _____ Date: _____
 No. of skin-stap: _____ Date: _____

(b) Frequency: daily prn ☐ Wound packing
 No. of packing: _____
 Material: _____

II. Medication Administration

Known Drug Allergy: ☐ No ☐ Yes (Please specify: _____)

Drug: _____ Frequency: _____
 Duration: _____ Route: IM/IV/SC
 Date of previous dose*: _____
 Start Date*: _____
 Remarks: _____

III. Others

Please specify: _____
No. of dressings during
the period if the drainage output < 30ml
for 3 days

Doctor's Name/Code & Signature: _____ Clinic/Chap: _____ Date: _____

IV. 治療紀錄 Progress Record

完成治療後，本治療單由診所職員收存。
The Treatment Sheet will be collected by clinic staff when the course of treatment is completed.

日期 Date	診所 Clinic	員工姓名及簽署 Staff Name/Code & Signature	下次治療日期/備註 Date of Next Treatment / Remarks**

** Please use Remarks' column for necessary nursing documentation including:
 • Site of wound packing, number of packing remains, if applicable.
 • NA (not applicable) if next treatment is not required.
 • Others, please specify e.g. no. of stitches removed, special dressing applied.

(UOH 518A (06/2015))

Surgeon: Clinical Management Support

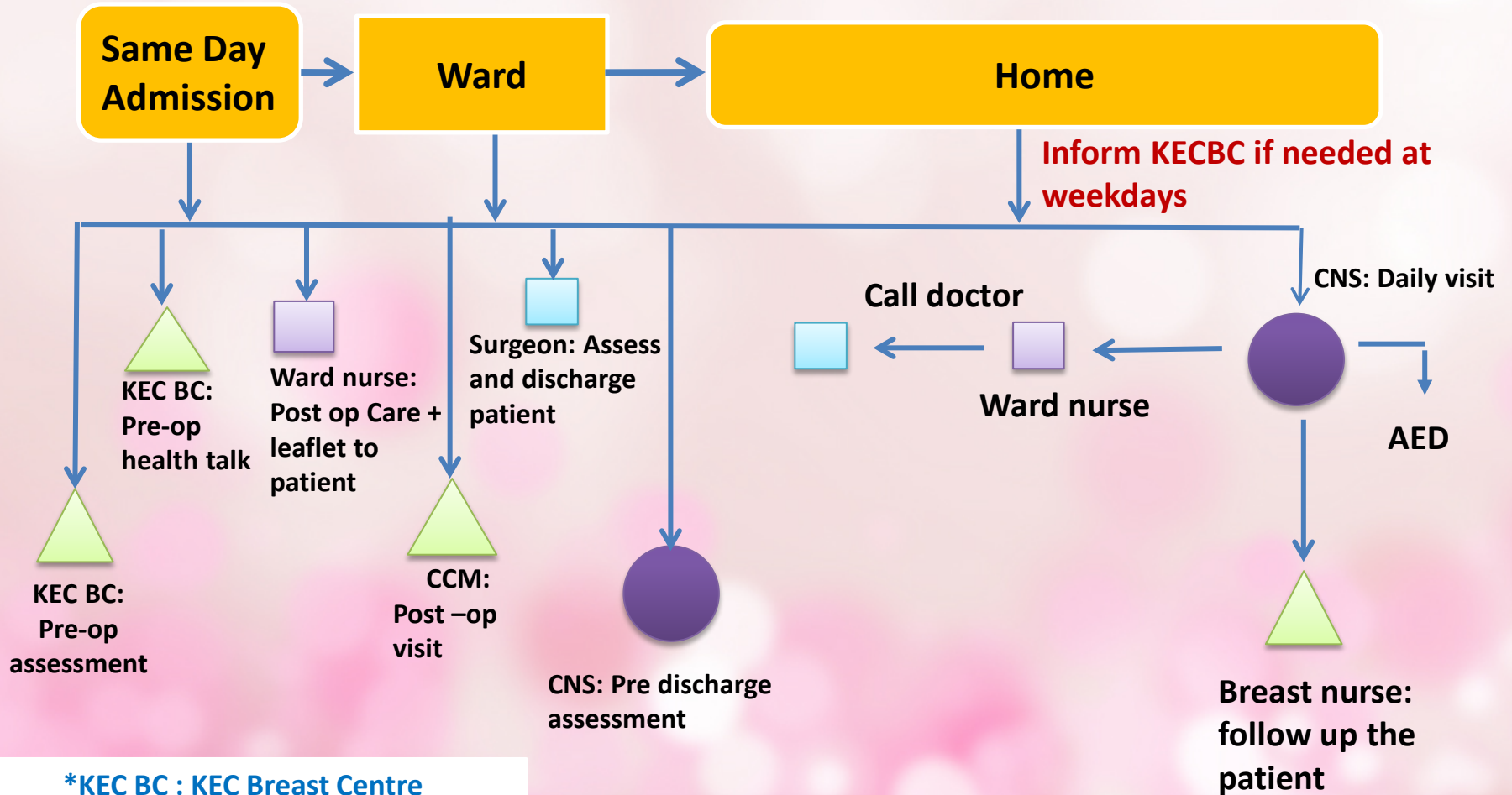


Agreement among surgeons

- Treatment protocol
- Sequence of phone call enquiry
- Standardize management plan for different scenarios

Aim → Decrease unplanned readmission

Patient Journey – Enhanced Breast Cancer Postoperative Discharge Programme



*KEC BC : KEC Breast Centre

*CCM: Cancer Case Manager

Objectives of the Study

Primary :

- **Reduction of unplanned readmission & Accident and Emergency Department (AED) attendance**
- **The length of stay**

Secondary :

- **Satisfaction of staff and patients**

Methodology

➤ Retrospective two periods:

- **Pre-programme:**

1 July 2015- 30 June 2016

- **Post –programme:**

1 July 2016 -30 June 2017

1. Primary Outcome:

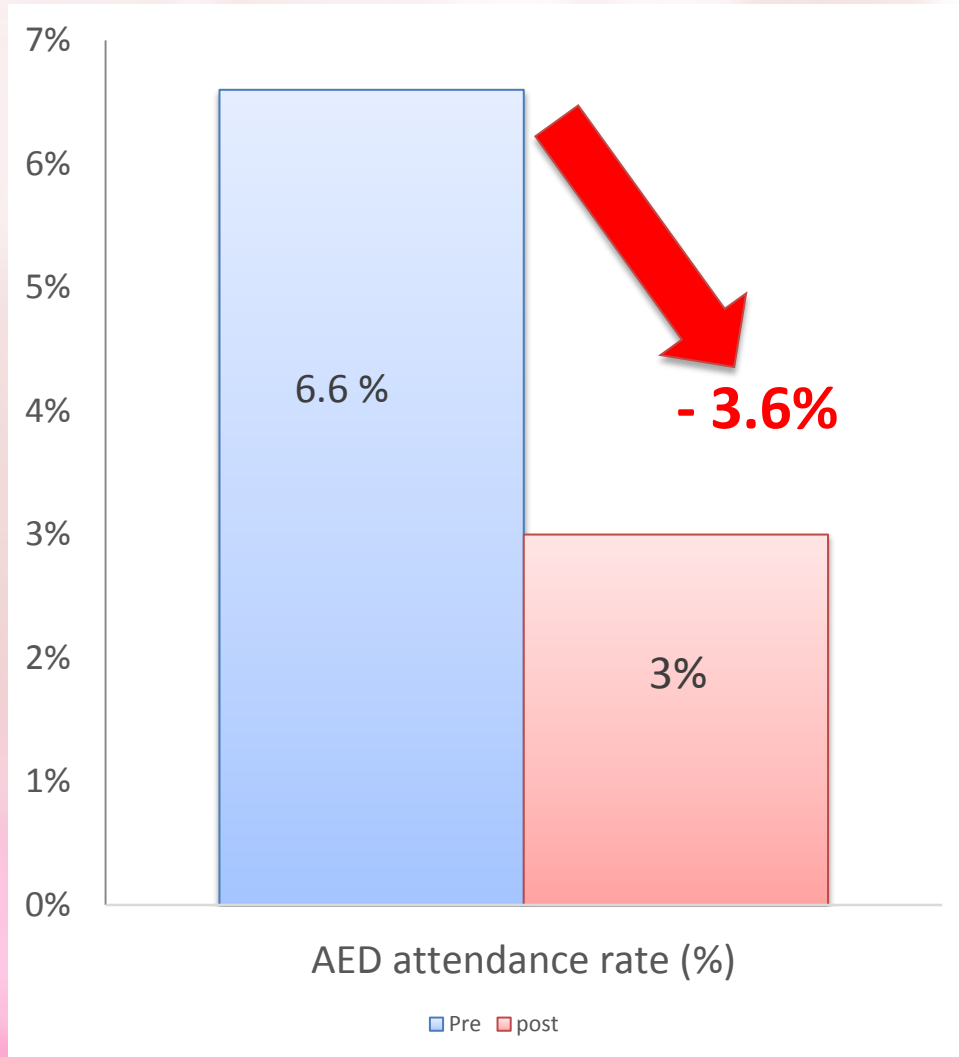
- Length of stay
- Unplanned readmission
- AED attendance

Chi-Square test (P-Value ≤ 0.05)

2. Secondary Outcome:

- Patient & staff satisfaction (questionnaire)

RESULT : AED Attendance Rate



Pre-study:

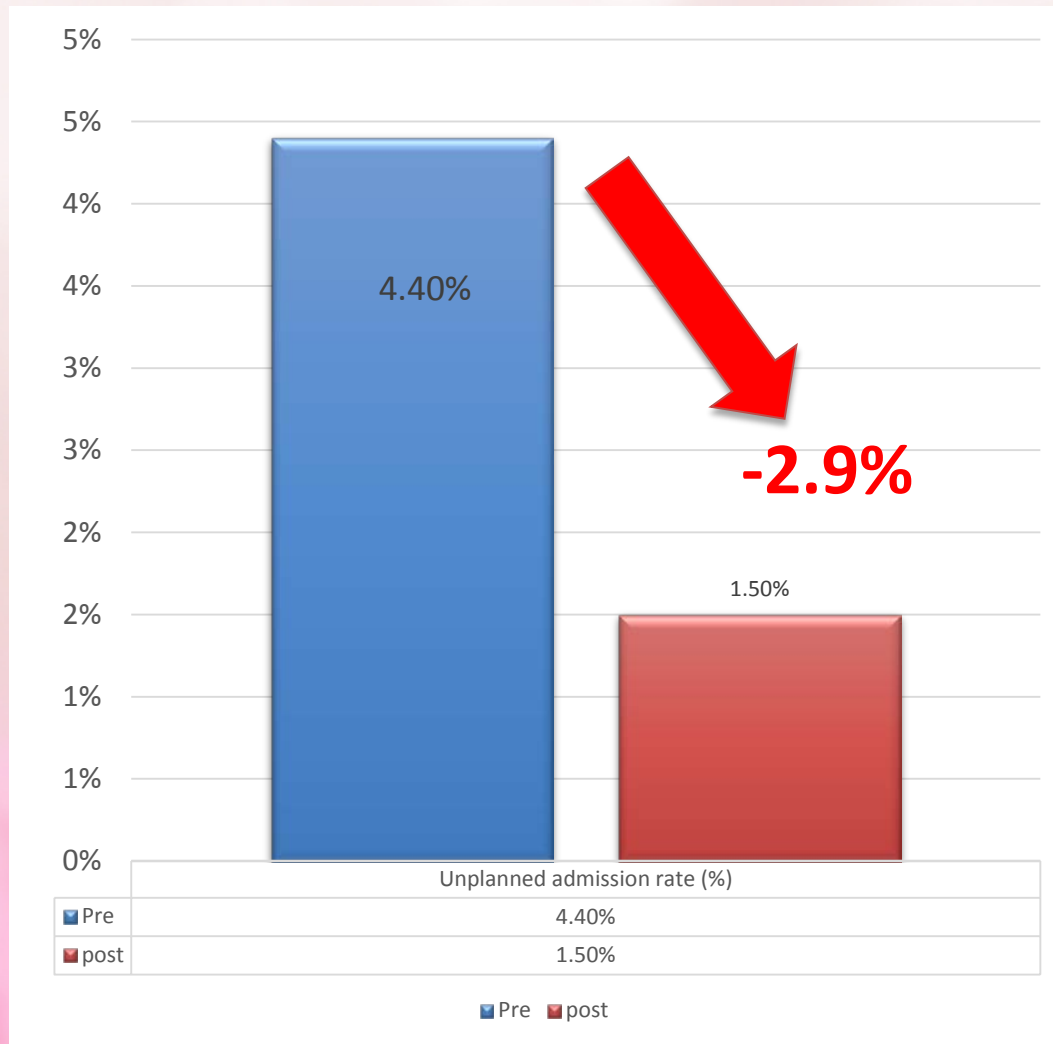
01 July 2015 – 30 June 2016
6.6% (12/182)

Post-study:

01 July 2016 – 30 June 2017
3% (6/200)

p-value: 0.098

RESULT: Unplanned Readmission Rate



Pre-study:

01 July 2015 – 30 June 2016

4.4% (8/182)

Post-study:

01 July 2016 – 30 June 2017

1.5% (3/200)

p-value: 0.091

RESULT: Length of Stay - Breast Cancer Operation

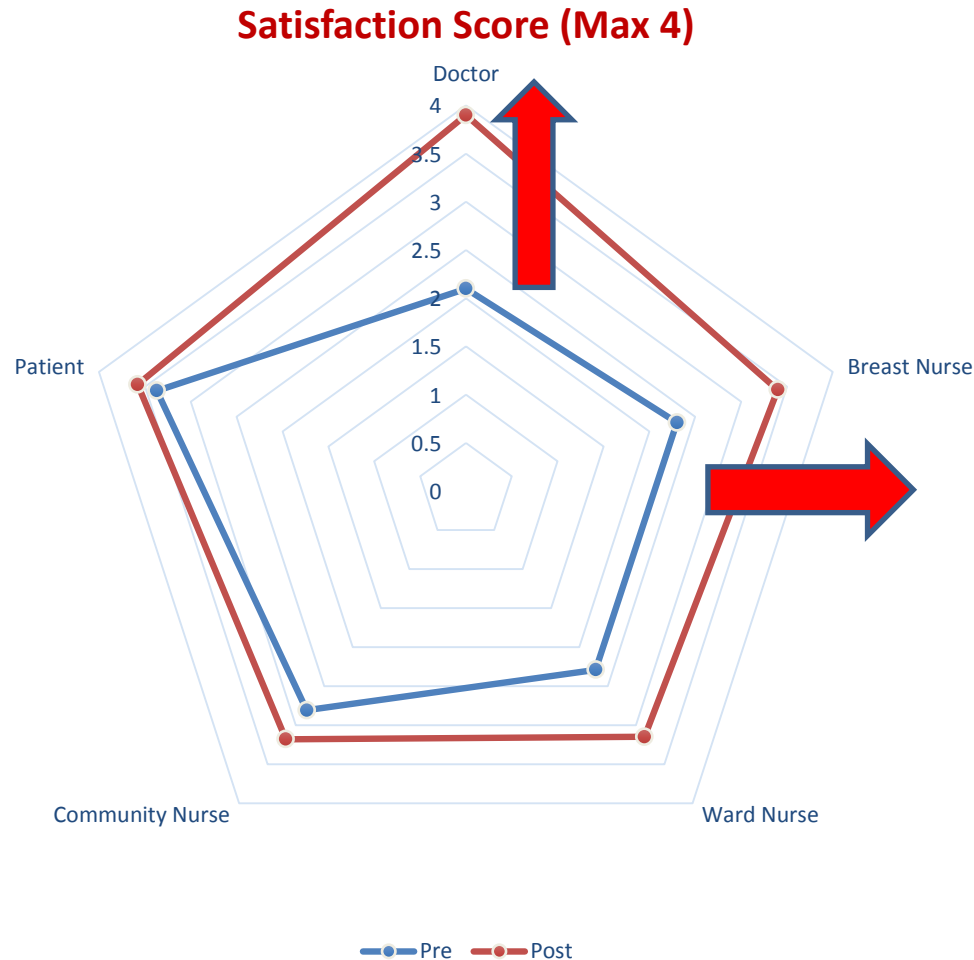


Pre-study: 01 July 2015 - 30 June 2016 (no. of cases: 182)

Post-study: 01 July 2016 - 30 June 2017 (no. of cases: 200)

P-value < 0.006 (≤ 0.05) \rightarrow significance

RESULT - Satisfaction Score of Staff and Patients



Conclusion

Win Win Programme

- Patient satisfaction – holistic care
- Organization -
 - ✓ Unplanned readmission : ↓ 66%
 - ✓ AED attendance: ↓ 55%
 - ✓ Length of stay : ↓ 1.62 days
- Doctor and nurses satisfaction ↑



The Way Forward >>>>

- Changing new technology of surgical treatment, the programme need regular review.
- Collaborate with other clusters to extend / promote the discharge programme.
- Extend service hour to cover 24 hours.

Reference

- Hong Kong Cancer Registry (2015). *Female breast cancer 2015*. Retrieved April 17, 2018 from http://www3.ha.org.hk/cancereg/breast_2015.pdf

Acknowledgement

- Ms Wong Shun Ling (Advance Practice Nurse, Ward 7B, UCH)
- Ms Lauw Wai Ling (Advance Practice Nurse, Community Nursing Service, UCH)
- Dr. Sharon W W Chan (Consultant and Clinical Director, KEC Breast Centre, Department of Surgery, UCH)
- Dr. Cathy P C Ng (Resident Specialist , Department of Surgery, UCH)
- Dr. T L Chow (Chief of Service, Department of Surgery, UCH)
- Ms. Lau So Ying (Department Operation Manager, Department of Surgery, UCH)
- Ms Lee Ka Yee (Department Operation Manager, Community Nursing Service, UCH)
- Ms Leung Siu Hung (Nurse Consultant, Community Nursing Service, UCH)
- Ms Lee Mei Fong (Ward Manager, Ward 7B, UCH)
- All Ward 7B staff
- All community nurses
- All KEC Breast Centre staff

