

EP9EO – INTERPROFESSIONAL CARE

IMPROVING POST-DISCHARGE CARE THROUGH INTERPROFESSIONAL EDUCATION

Using the required empirical outcomes presentation format, provide one example of an education activity led or co-led by a nurse(s) (exclusive of the CNO) for an interprofessional team which led to an improved patient outcome.

Problem

Vanessa Delos Reyes, MSN, RN, CNRN, Clinical Nurse Manager (clinical nurse, at the time), Medical Infectious Disease (6GS-605110) [6GS], and Anthony J. Sociedade, MSN, MBA, RN, CCRN-K, NEA-BC, Patient Care Director (nurse manager), Surgical Oncology (7HS-605154) [7HS], NewYork-Presbyterian/Columbia University Irving Medical Center (NYP/Columbia), noted a decrease in 6GS and 7HS's combined "% Always" response score for the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) question, "When I left the hospital, I had a good understanding of the things I was responsible for in managing my health (Good understanding managing health)."

In discussing this further with other team members, Ms. Delos Reyes and Mr. Sociedad recognized an opportunity to improve the care of patients with stomas. The interprofessional care teams covering the medical and surgical units without specialized training in ostomy care often have limited experience in managing patients with stomas. This can result in the interprofessional care teams feeling less confident when providing education to patients with stomas on how to care for their ostomies after they are discharged. Additionally, the Wound, Ostomy, and Continence (WOC) team may not always be available to provide patient education during the time of discharge. The majority of patients with ostomies are admitted to 6GS, while patients with newly placed ostomies are typically admitted to 7HS.

Pre-Intervention

December 2020:

- The 6GS and 7HS combined “% Always” response score for the HCAHPS question, “Good understanding managing health,” was 51.22.
- Acknowledging a knowledge gap among clinical nurses on the 6GS and 7HS units due to the rapid turnover of staff, Ms. Delos Reyes and Mr. Sociedad sought the expertise of Erin Testerman Mitra, BSN, RN, CWOCN, and Vanessa Marra BSN, RN, CWOCN, clinical nurses, WOCNs-RN (606659) [WOCN].
- Ms. Mitra and Ms. Marra recognized the opportunity to review ostomy care from an interprofessional perspective. They created a lecture and demonstration series, “Multidisciplinary Approach to Ostomy Care,” targeting clinical nurses, occupational therapists, and surgical residents to better prepare them for discharge teaching to patients. The goals of this education activity were to:
 - Review different types of ostomies and goals of care.
 - Enhance learners’ ability to provide optimal care for people with ostomies.
 - Equip the learner with visual instructions and best practices for people with ostomies.
 - Educate providers across on quality-of-life discussions and encouraging autonomy for patients with ostomies.
 - Educate how preoperative counseling and stoma site marking are linked to positive quality-of-life perceptions.
 - Provide case study examples and techniques for difficult to pouch stomas.
 - Provide a list of supplies frequently used and how to obtain supplies while an inpatient.

Goal Statement

To increase the 6GS and 7HS’s combined “% Always” response score for the HCAHPS question, “Good understanding managing health”

Participants

Name/Credentials	Discipline	Title	Department/Unit
Erin Testerman Mitra, BSN, RN, CWOCN	Nursing	clinical nurse	WOCN
Vanessa Marra, BSN, RN, CWOCN	Nursing	clinical nurse	WOCN
Vanessa Delos Reyes, MSN, RN, CNRN	Nursing	Clinical Nurse Manager (clinical nurse, at the time)	6GS
Anthony J. Sociedade, MSN, MBA, RN, CCRN-K, NEA-BC	Nursing	Patient Care Director (nurse manager)	7HS

Elizaveta Minko, MD	Medicine	Surgical Resident	General Surgery
Nola Seader, MS OT, OTR/L, CLT	Occupational Therapy	Senior Clinician Occupational Therapist	Rehabilitation Medicine

Intervention

January 2021:

- Ms. Mitra and Ms. Marra, in collaboration with Ms. Delos Reyes, conducted the education activity, “Multidisciplinary Approach to Ostomy Care,” on 6GS geared toward and attended by 6GS clinical nurses.

Impact Statement: Clinical nurses educated on best practice in ostomy care were able to provide accurate information to patients on how to manage their ostomies after discharge.

February 2021:

- 7HS clinical nurses attended the “Multidisciplinary Approach to Ostomy Care” education led by Ms. Mitra and Ms. Marra in coordination with Mr. Sociedad.

Impact Statement: Clinical nurses who received education on ostomy care demonstrated the capability to offer precise guidance to patients regarding the effective management of their ostomies post-discharge.

March-April 2021:

- Ms. Mitra, Ms. Marra, and Elizaveta Minko, MD, surgical resident, organized and conducted the education activity, “Multidisciplinary Approach to Ostomy Care,” for surgical residents in the 7HS conference room.

Impact Statement: Providers were able to navigate through quality-of-life discussions, thereby encouraging autonomy for patients with ostomies and improving their understanding of managing their health.

May-June 2021:

- Ms. Mitra and Ms. Marra, in collaboration with Nola Seader, MS OT, OTR/L, CLT, conducted the education activity, “Multidisciplinary Approach to Ostomy Care,” for occupational therapists (OTs) in the Rehab (8GN-605710) [8GN] day room.

Impact Statement: OTs educated in ostomy care were able to better recommend and teach patients with physical limitations on the use of adaptive equipment and techniques when performing ostomy care.

- By June 30, 2021, the interprofessional team fully integrated the multidisciplinary approach to ostomy care in their professional practice.

○ **Key references:**

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Cross, H. H., Roe, C. A., & Wang, D. (2014). Staff nurse confidence in their skills and knowledge and barriers to caring for patients with ostomies. *Journal of Wound, Ostomy, and Continence Nursing*, official publication of The Wound, Ostomy and Continence Nurses Society, *41*(6), 560-565.

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Stelton S. (2019). CE: Stoma and Peristomal Skin Care: A Clinical Review. *American Journal of Nursing*, *119*(6), 38-45.

<https://doi.org/10.1097/01.NAJ.0000559781.86311.64>

Outcome

EP9EO 6GS & 7HS Combined “% Always” Response Score for the HCAHPS question, “Good understanding managing health”

