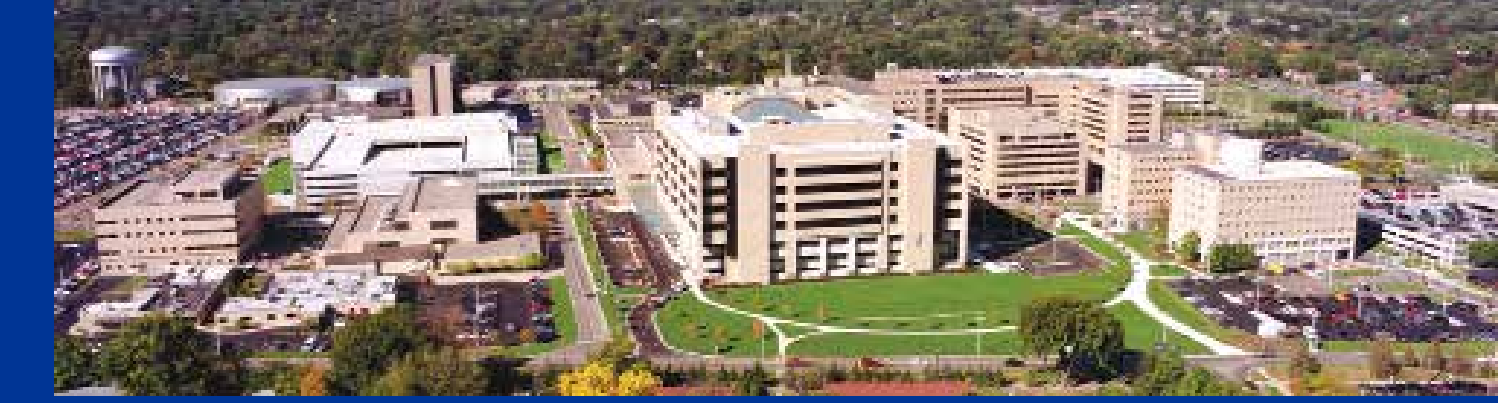


Patient and Family Centered Ostomy Care: An Evaluation of a 20 Day Post Hospital Discharge Ostomate Follow-up Program by a “World” Ostomy Nurse Practitioner

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Background

Many ostomates who are discharged from a hospital continue to have post-operative problems for weeks to months following discharge. Patients receive preoperative ostomy education and training in the form of an Enhanced Recovery After Surgery (ERAS) program. Emergent surgical patients do not receive this preoperative teaching. Ostomy education continues during hospitalization and for many, in the home setting. However, there are many ostomates that have no access to home care for a variety of reasons. A study was previously conducted to explore and evaluate the benefit of telephone follow-up by an enterostomal nurse to patients discharged home with new colostomies. The resulting data found that the telephone intervention effectively managed many of the patient's outpatient needs (Zheng, et al., 2013). Zhang, et al., (2011) conducted a study evaluating follow-up techniques for patients returning home with a colostomy, and found that telephone conversation with an enterostomal nurse was beneficial and provided continuity of nursing care. Many ostomates have not been exposed to a formal follow-up program. Continued ostomy education, follow-up and support were identified as significant needs for promotion of independent ostomy self-care in new ostomates.

Purpose

A continuum of study to evaluate the effectiveness of a 20 day post discharge hospital ostomate follow-up program as conducted by the “World” ostomy nurse practitioner, to assess the effectiveness of the nurse practitioner role as a resource in the community and to identify problems ostomates continue to face after discharge from a Level One Trauma Center in Southeast Michigan.

Methods

From January 2018 to October 2018, 123 new ostomates were discharged from the selected facility. Ninety one patients participated in the ostomy follow-up program. The ostomate outpatient follow-up program began 20 days after hospital discharge. A document was created to record patient's responses to a 20 day post discharge telephone call with an ostomy nurse practitioner that evaluated and reinforced educational instruction given while the patient was admitted in the hospital.

Results

- 69% of the surveyed population reported that the received in-hospital education was excellent
- 36% of the surveyed population perceived the homecare nurse was not proficient in ostomy care
- 42% of the surveyed population reported some degree of skin irritation
- 53% of the surveyed population reported stool leakage due to an improper fitting ostomy pouch
- 21% of the surveyed population had serious ostomy needs that resulted in a visit to the “World” ostomy nurse practitioner (Figure 1)
- 65% of the surveyed population converted from a flat pouch to a convex pouch secondary to an ill-fitting pouch, leaking pouch or skin irritation

Figure 1. Seen in clinic. Denuded peristomal skin



Conclusion

Continued ostomy education, follow-up, and support remain significant needs for promotion of independent ostomy self-care in new ostomates. Based on the surveyed population data, a high percentage of patients converted from a flat to convex pouch. As a result of these findings, new ostomates were provided with discharge ostomy supply kits which included convex pouches from the manufacturer. It was also noted that new ostomates needed further information on available resources, such a WOC (Wound Ostomy Continence) nurse within the community. Results showed the need for increased availability of a WOC nurse in both the home and community setting. Also the homecare nurses may need further training in ostomy care and maintenance. Visits to the “World” ostomy nurse practitioner provided solutions for ostomate problems that likely would have resulted in a visit to the Emergency Room. Therefore, this would decrease the overall health care cost, decrease hospital readmittance rates and increase overall patient satisfaction.

Looking Ahead

Future goals for this program include continuation of the ostomy follow-up program to provide increased resources and education to all new ostomates. This will assist new ostomates in the development of the perception of confident and knowledgeable self-care. Increased knowledge and confident self-care would result in several improvements in ostomate care, such as, a decrease in emergency room visits due to ill-fitting pouches and skin irritation, and the increased use of convex pouches in both the hospital and home settings. This would in turn, result in a decrease in overall healthcare costs.

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