



A Nurse leads the way – supporting patients from hospital to residential care

Exploring role development, sustainability and measuring patient & carer satisfaction

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INTRO

In March 2009 the role to assist patients to access residential care moved from Social Work to Nursing. This is now a key role of the **Casey Aged Care Consultant**.

PROBLEM

There had been no measurement of patient, family and facility satisfaction with the process. Length of stay for placement patients was increasing. Nurses work across sectors and nurse to nurse communication was expected to improve outcomes.

METHOD

Development of process. Education of staff. A short questionnaire was developed. Two weeks after discharge, a call was made to patient, family and facility (2009-2014)

DATA

Re calls, the data collected measured

- 1 Had patient settled
- 2 Were they happy with facility.
- 3 Were they happy with role of placement nurse.

462 referrals

345 discharges

Nurse led Person-centred care

Prompt family meetings
Reduced length of stay

311 post discharge calls

Data for Jun-Aug, 2009-2012

Length of stay from referral to discharge	7.79 days
Referral till family meeting	<24 hrs.
Post-discharge calls	100%

Residential care calls 2009-2011 (n= 311)

QUESTION	YES	SOMEWHAT	NO
Has patient settled?	60.1%	31.5%	8.4%
Happy with facility?	74.0%	20.9%	5.1%
Happy with process?	95.5%	3.9%	0.6%

EVALUATION

Re role development: Ongoing revision of process required
Need for clear and open communication across disciplines and sectors. Succession planning needed
Re calls: Satisfaction with process high. High level support leads to high satisfaction with facility.
At 2 weeks patients were beginning to settle in.

FAMILY COMMENTS

"What can I say? You saved our lives and helped mum and dad when they were most vulnerable" (son of patient)
"You were always responsive to what we needed" (granddaughter of patient)
"You made it an easy transition"

FUTURE PLANS

Work on succession planning.
Need for additional support for families re financial issues. Explore ways to better measure patient as well as carer satisfaction.
Ongoing relationship building across sectors.



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