

# Patient Centered Ostomy Care: A First Year Diary of a "World" Ostomy Nurse

Beaumont

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## Background

Patients with a newly created ostomy require a tremendous amount of education and support in relation to lifestyle changes and ostomy care. Inpatient and short term resources were readily available, but long term care and community resources were scarce. Continued support for ostomy patients was an identified community need.

## Introduction

Patients were selected from a hospital in Southeast Michigan that preforms 324 surgeries per year that result in ostomy placement. To facilitate outpatient needs, an Ambulatory Ostomy Clinic was started in November 2016 to provide ongoing diagnosis and treatment of ostomy related epidemiology, education, and support to the outpatient ostomy community.



Seen in clinic: Full-thickness peristomal wound

## Purpose

To evaluate the effectiveness of the outpatient ostomy clinic direct care provided by the "World" ostomy nurse practitioner, and to assess how interpersonal contact directly impacts the quality of the patients experience, self-care, and their ability to identify resources for problems and concerns encountered in a large Level One Trauma Center in Southeast Michigan.



Seen in clinic: Difficult ostomy pouch placement

## Methods

Working with an IT department and a clinical manager, an outpatient clinic for ostomy patients was created. The nurse practitioner for the clinic was integrated into the existing Enhanced Recovery After Surgery (ERAS) program as the ostomy educator and resource. Patients were introduced to a "World" ostomy nurse, who would follow their case and assist in their continued care. A "World" ostomy nurse is a first line resource for ostomy care within the community setting. To evaluate the effectiveness of this program, surveys were developed to evaluate patient's experience and satisfaction.

Survey

## Diary Timeline

- November 2016 — First patients seen in clinic, and introduced to the "World" ostomy nurse
- November 2016 — Established ERAS clinic introduced to "World" ostomy nurse
- January 2017 — IT began development of the ambulatory ostomy clinic Electronic Medical Record (EMR)
- January 2017 — Development of the ostomy clinic survey
- June 2017 — First survey sent to ostomy clinic patients, EMR completed by IT department
- August 2017 — Patients documentation entered into the new EMR of the Ambulatory Ostomy Clinic, clinic begins billing for provided services
- September 2017 — Survey revised to better assess patient experience and satisfaction
- December 2017 — Completion of first year of the Ambulatory Ostomy Clinic

## Results

- The Ambulatory Outpatient Clinic saw 76 new patients from June through December 2017, all of who were introduced to the "World" ostomy nurse.
- To date, 56 people requested surveys and of those, 30 were completed. Responses rated patient experience as "very well" with respect to resolving problems.
- Twenty one patients documented increased ability and confidence to perform self-care.
- The ostomy clinic is operational 4 days weekly to all patients in the community.



Seen in clinic: Peristomal hernia

## Looking Ahead

Future goals of the ostomy clinic include an ostomy follow-up program that would evaluate the patient's hospitalization and homecare experience. It would also include development of a plan of care to assist in gaining independence in ostomy self-care and prevention of ostomy complications.

## References

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