



Entry category: Excellence in clinical care

This category is aimed at clinical and non-clinical teams and individuals who have improved clinical care, patient safety or health outcomes. Health practitioners and clinical teams will demonstrate how their clinical practice is providing safe, quality health care to our Hawke’s Bay population.

Entrants must complete all sections	
<p>Title of entry Maximum of 70 characters Be specific, eg “Reduce rework, improve patient experience”.</p>	<p>Registered Nurse Led Bowel Preparation Clinic to improve patient safety and compliance</p>
<p>About your organisation Maximum of 150 words A brief paragraph providing an overview of your organisation. In the case of a collaborative entry - the lead organisation, working group goal, terms of reference or vision statement.</p>	<p>Hawke’s Bay DHB serves a population of 155,000 people, from Mahia to Norsewood. The company mission statement of Healthy Hawke’s Bay – Te Hauora o Te Matau – A-Maui and our aim to have excellent health services working in partnership to improve the health and well-being of our people and to reduce health inequities within our community underpins the work of the Bowel Prep team.</p>
<p>Name of organisation/s Is entry submitted on behalf of one or a number of organisations? It is very important that you describe who is involved in this entry. This information is used in promotional materials, acknowledgements and inscribed onto awards, plaques and certificates.</p>	<p>Bowel Preparation Clinic Team Gastroenterology Service, HBDHB</p>
<p>Contact person Name of person/s who can be contacted in regards to this entry.</p>	<p>Rachel Cashmore, RN</p>
<p>Email of contact person/s.</p>	<p>rachel.cashmore@bhdhb.govt.nz</p>
<p>Phone of contact person/s.</p>	<p>Phone 06 878 8109 x 7252 or 027570142</p>
SIGN OFF	
<p>Your organisation’s CEO, GM, Service Director or Manager who has reviewed and endorsed this entry into the 2018 HB Health Awards</p>	<p>Name: Paula Jones Signature:  Date: 14.09.18</p>

Excellence in clinical care

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Background

Judges weighting: 15%

Here in Hawke's Bay we have a unique health population, with a higher proportion of Maori (26% v 16%) and more people over the age of 65 years (19% v 15%) – *HBDHB Annual Plan 2017-2018*, health care delivery must be appropriate and cater to the needs of our population. Before this bowel preparation service was set up, nurses gave patients as much information as they could, patients were sent diet sheets, NBM times, arrival times and when to stop the relevant medications. These nurses did not have a full understanding of the gastroenterology procedures and often had to seek help and advice from the staff in the Gastro team. With the vision of the new Ruakopito Endoscopy/ Gastroenterology building becoming a reality, the Gastro team discussed taking ownership of the patient management for this group of patients. The goal for this specialty resource nursing team was to reduce the poor patient preparation, (which resulted in abandoned procedures or cancellations on the day), with minimal DNAs, safer drug management and last minute admissions due to no support at home post procedure (after sedation).

The aim is to keep patients safe, either in their home environment or admission to hospital, pre and post procedure.

Summarise the approach and process

Judges weighting: 35%

With the support of the surgical and medical teams, a small group of gastroenterology nurses were trained to provide a more comprehensive service. Policies/Protocols and medication management, pathways for pre and procedure admissions were reviewed and written as required to meet the needs of patients, medical and nursing staff, and legislation. The documents provide a clear pathway for other staff to follow.

Patients who are referred to the service for colonoscopy procedures, many of whom live outside the Napier – Hastings area, so attending a face to face clinic appointment, is not achievable.

Bowel Clinic involves comprehensively assessing a patient including the reason for their referral, current prescribed medications, comorbidities, support systems, cultural considerations, and health literacy and working with the patient to provide a plan whilst incorporating pre-procedure instructions and advice with the desired outcome of the patient having their bowel safely and completely cleaned out for a colonoscopy, that they are not dehydrated with electrolyte imbalances and blood sugar levels at a homeostatic level, and that they have taken prescribed medications with desired effect or withheld medications as applicable. Most important to us is to work in partnership with the patient to ensure that this can be done in a safe manner, that all information is provided so they can make informed decisions and be an active participant in the process.

Bowel Clinic RN's do the following to ensure patient safety

1. Assess all referrals:
2. Holistic approach
3. Rearrange Day Surgery arrival times taking into consideration patients age, medical conditions, mobility, medications e.g. anticoagulants, insulin, distance to travel, mode, and support person attendance
4. Reassure patients over the phone
5. Problem solve, rearrange appointments in conjunction with allied health team members
6. Treat all patients as unique individuals, adapt their preparation plan to suit the patient within the guidelines
7. Confer with the medical team and other members of the MDT e.g. Pacemaker technicians, Diabetic and Renal Services, Booking Clerks, Anaesthetists, Ward RN's, General Practitioners, Pharmacists, Phlebotomists, Outpatient Clinics, Interpreter Services, District Nurses, Mental Health Team, and Maori Health providers.
8. Liaise with members of the MDT to update and create protocols/guidelines using current best practice.

The team take time to screen patients smoke free status, offer referral services and advice where applicable.

By understanding the barriers to accessing health services, the RNs work with the multidisciplinary team to arrange for preassessment bridging and anaesthetic clinics to be done at the same time to eliminate patients having to travel to the hospital on several occasions, fax send blood lab request forms to community laboratories. Arrange for patients who are requiring travel from Northern Hawke's Bay to utilise the Wairoa Bus Service, and to stay at the Whare if required.

Both verbal and written instructions are provided, utilisation of interpreters and patient nominated support persons as applicable and provide contact information for patients to utilise if they required additional information.

Staff from the team have made themselves available to attend ward meetings to talk to staff and inform them of the role of the bowel prep nurse and the importance of having patients properly prepared for the colonoscopy procedure. An 0800 number is available for patients to contact the bowel prep staff if there are any queries. This number is answered Monday to Friday between the hours of 0800 and 1600. Information about the service is available on Our Hub.

Bowel Screening which is due to start here at Hawke's Bay on Oct 9 2018, also provided the impetus to ensure that the process was robust and would dovetail into the systems already provided by the Bowel Prep team.

Outline the benefits and results

Results have been gratifying, as the majority of patients arrive for their procedure with more understanding and better prepared. Patients who are

Judges weighting: 35%

assessed as requiring an inpatient preparation admission are kept safe. The nursing team who are involved in this service continue to make adjustments, to streamline the process after evaluations of the processes.

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After the phone call assessment with the patient, nursing staff send information and instructions for diet, medications and bowel preparation via the postal or courier service.

The change to the postal delivery service has had an impact on the delivery of bowel prep and information. One major benefit is that due to the phone contact with staff, if the patient does not receive the package, they will phone the clinic staff and let them know of the non-delivery. This enables staff to resend, or such as the commitment of these staff, they will hand deliver the package on their way home. Follow up with the postal company or courier service is made to discover what the issue of non-delivery is and minimise this.

The non-delivery bowel prep led to people cancelling the day before the procedure and making the elective lists ineffective. The utilisation of the Central HB Health Centre, Wairoa Hospital and Napier Health Centres as collection points for patients has also helped with the efficiency of bowel prep delivery.

With the volume of colonoscopy procedures increasing over the years, with 1821 colonoscopies performed in 2017, and 1281 up until 31 August 2018), it is essential that with only one procedure room, the elective lists are effective and filled. The impact of the Bowel Screening programme starting here in Hawke's Bay in October of this year, will result in an expected a further 400 people of our population referred to undergo colonoscopy procedures.

As a small team who had 32 hours per week to undertake this work two years ago, an increase to 80 hours per week in 2018 has been required to ensure a complete process for patients that is safe, timely, effective and achievable in the required timeframes.

In summary what were the lessons learned

Judges weighting: 15%

In summary, the nurse led Bowel Pre Clinic provides a safe and effective service for patients who are referred via a multitude of avenues, with the standard of information differing majorly. The nursing staff often 'catch' misinformation, medication changes and social circumstances for patients. The referral information is not always correct and people's circumstances change. Patients arrive for procedures well prepared and with medication, aftercare and support achieved and documented.

The Gastroenterology nursing team as a whole are committed to the values of HBDHB. The Bowel Prep team practice Tauwhiro, delivering high quality care to patients and consumers, Raranga te tira (working together in partnership across the community), He kauanuanu (showing respect for each other, our staff, patients, and consumers) and Ākina (continuously improving everything we do) in their everyday work as the patient is the primary focus in providing an effective, efficient and safe service.
