

Improving Ostomy Care by WOC Nurse and OT Collaboration

Jennifer Simpson, BSN RN, CRRN, CWOCN

PLAN the change

Identify the Problem

The Occupational Therapist (OT) plays a pivotal role in the patient's ability to adapt and regain independence with their activities of daily living (ADL) after illness and or surgery. Many OTs lack clinical knowledge related to ostomy care and discomfort/unease. This sometimes causes the OT to not discuss or participate in this important aspect of care.

Studies suggest that the more uncertainty a patient experiences following ostomy surgery, the more difficult it is to adapt to the ostomy (Cengiz, 2017).

Pre-intervention chart audits were performed for all patients with a new ostomy across four rehabilitation facilities over the course of eight weeks. The number of times ostomy care was either discussed and or completed during OT sessions was documented.

Based on these chart audits, each OT includes ostomy care 0-1 times during the patient's stay.

The primary focus of this project is to increase the comfort level of the OT in order better perform and reinforce ostomy education with the patient and or family during ADL sessions.

Aim/Goal

- Process/Goal: OT self-reported comfort with ostomy management will increase by 1 point on a 5-point Likert scale by September 1, 2021.
- Outcome Goal: OT will increase number of times when ostomy care is discussed and or performed with patient and or family by 20% by September 1, 2021.

This project aligns with the Atrium Health Destination 2021 goal of increasing value by focusing on "Quality and Safety: creating the safest environment and improving health outcomes."

Team

Jennifer Simpson BSN RN, CRRN, CWOCN
Mike Hartge MSN RN NE-BC CRRN
Amanda Orban BSN RN, CRRN

Develop the Intervention

Increasing the OTs knowledge and comfort level related to ostomy care will reinforce ostomy care teaching during ADL sessions. The dialogue between the healthcare team and the patient is the main tool for an easy adjustment to living with an ostomy as all parties outline the goals and opportunities to transform the reality experienced (Zhou, Ye, Qu, 2019).

A pre and post-intervention comfort level quiz was given to all therapists who participated in the thirty-minute Ostomy Care class provided by the Wound Ostomy Continence Nurses (WOC Nurse). Therapists were given the option to watch the recorded version if unable to attend.

DO the intervention

Intervention June-August 2021:

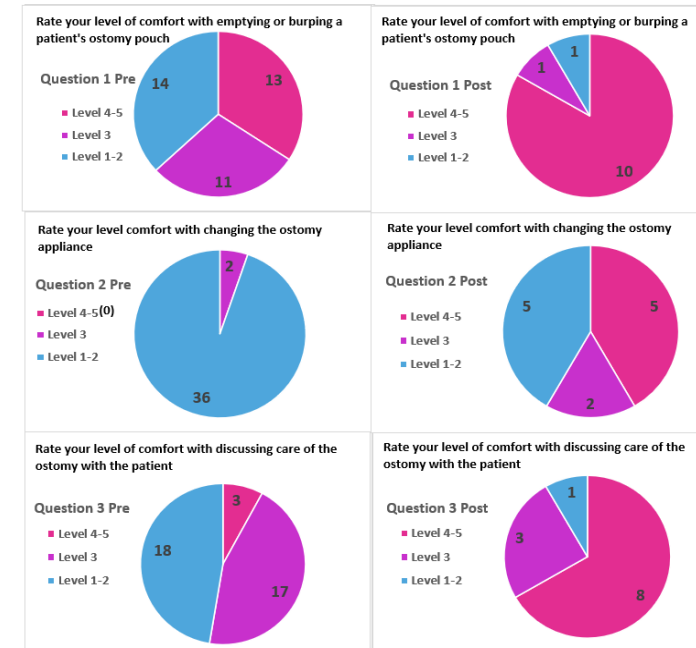
- In addition to normal WOC Nurse education for patients and families, an Ostomy Care in-service was offered to all therapists (Physical Therapy and Speech Therapy included) with emphasis on the OT; it was recorded for those unable to attend and shared with therapy and nursing leadership.
- A Comfort Level Quiz was given to each therapist before and after the in-services. Scheduling organized co-treatment sessions in patients daily schedule to include a Wound Care RN during OT ADL training session.
- After WOC Nurse performed initial ostomy education with patient (including evaluating patients' current abilities), WOC Nurse emailed the Care Team with the patient's progress.
- Co-treatments between WOC Nurse and OT during patient ADLs continue.

Document Problems and unexpected observations.

- Not all OTs attended education sessions or were willing to participate.
- Therapists did not consistently document discussions or participation related to ostomy care before or after co treatment sessions.
- Speech Therapy requested ostomy education to be able to include in their sessions.

STUDY Graphs/Data

PROCESS DATA results



OUTCOME DATA results
Pre-intervention, each OT included ostomy care zero to one times during a patient's stay. After the intervention, OTs in collaboration with the WOC Nurse performed education for all patients with new ostomies at least one to four times during the patient's stay.

Lessons Learned

- Co-treatments between WOC Nurse and OT encouraged other disciplines to be involved and OTs overall felt more comfortable. New therapists will be taught during orientation by therapy leaders.
- OTs felt more comfortable and capable teaching
- Hands-on training when possible is best practice

ACT to sustain performance and spread change

Next Steps

- This process will continue throughout all four In-patient rehabs
- Education will continue to be offered to all therapists available via na internal video library

References

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