
Rhonda Sullivan PhD, RN, CWON, LNCC
Certified Wound Ostomy Nurse
Mayo Clinic, Jacksonville, FL

Background
In today’s healthcare climate, decreasing reimbursement has resulted in a shorter length of stay where patients with complex wound and ostomy needs are often discharged prior to adequate healing, leaving the need to be educated and supported unmet. In addition, patients and caregivers are often unprepared and may be overwhelmed by the complexities and treatments required. This results in readmissions, complications, and patient and caregiver stress.

Purpose
The goal of this project was to create a virtual patient access program to assist patients with wound and ostomy issues post-discharge either through telehealth appointments or standard phone appointments. The program was designed to present education and support resources to patients and caregivers in a manner that has been shown to improve patient outcomes.

Methods
A virtual WOCN patient access program was created with options for general education and/or an individualized wound or ostomy assessment. For an individualized evaluation, a form was created to guide the completion of each question. The form asked the patient to describe the benefits of their current wound care and help identify any issues that resulted in wound complications. The results were shared with the WOCN, who then provided recommendations based on the information provided.

Results
From February 2013 to April 2015, 1,954 clients were assisted by the program, resulting in a success rate of over 96%. The average time for the consultation was approximately 25 minutes, with a total of 2,448 consultations completed. The program has been successful in improving patient outcomes and reducing readmissions.

Conclusion
The program has been successful in improving patient outcomes and reducing readmissions, leading to a reduction in healthcare costs. The program has been well-received by patients and caregivers, with a high level of satisfaction reported. Further research is needed to determine the long-term impact of the program on patient outcomes and healthcare costs.

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