

Telephone nursing counseling for Peritoneal Dialysis patients: relation to re-admissions number and patients' satisfaction.

**PD Clinic,
Limassol General Hospital
Cyprus.**

- ▶ Sotiroula Glikí
- ▶ RN, Dialysis and Clinical Transplantation Nurse,
- ▶ Bsc Nursing, Msc Health Management, Phd (cd)

- ▶ Zinovia Piperidou
- ▶ RN, Dialysis Nurse
- ▶ Bsc Nursing, Msc Community Nursing



Introduction

- ▶ Patients with ESRD on Home Dialysis treatments, require proper health care for good life quality.
- ▶ Nursing telephone counselling has a positive effect on chronic patients.
- ▶ No studies about Peritoneal Dialysis Patients Nursing telephone counselling

Purpose

- ▶ highlight the importance of nursing telephone counseling from a specialized nurse to patients with End-stage Renal Disease who are treated with Peritoneal Dialysis,
- ▶ present the number and reasons for telephone call cases.

First thought: extra nurse for telephone counselling to PD clinic

Second thought: many data to prove the need.

Methods:

- ▶ collective data design
- ▶ Telephone call data were collected for one year (2017)
- ▶ nurses' written telephone counselling report.
- ▶ telephone calls and after office hours (volunteer nurse for 24 hours, using a mobile telephone).
- ▶ Limassol PD patients' clinic telephone calls only.

PD Limassol clinic staff:

- ▶ 1 registered dialysis nurse from Monday to Friday
- ▶ 1 registered dialysis nurse from Monday to Wednesday.
- ▶ Only one volunteer for after office hour's
- ▶ Other duties:
 - ▶ every day care clinic,
 - ▶ training clinic,
 - ▶ peritoneal dialysis follow up clinic,
 - ▶ in patients nursing round,
 - ▶ emergencies cases
 - ▶ Kidney option clinic.

▶ **Study Participants:**

Patients and helpers - phone calls

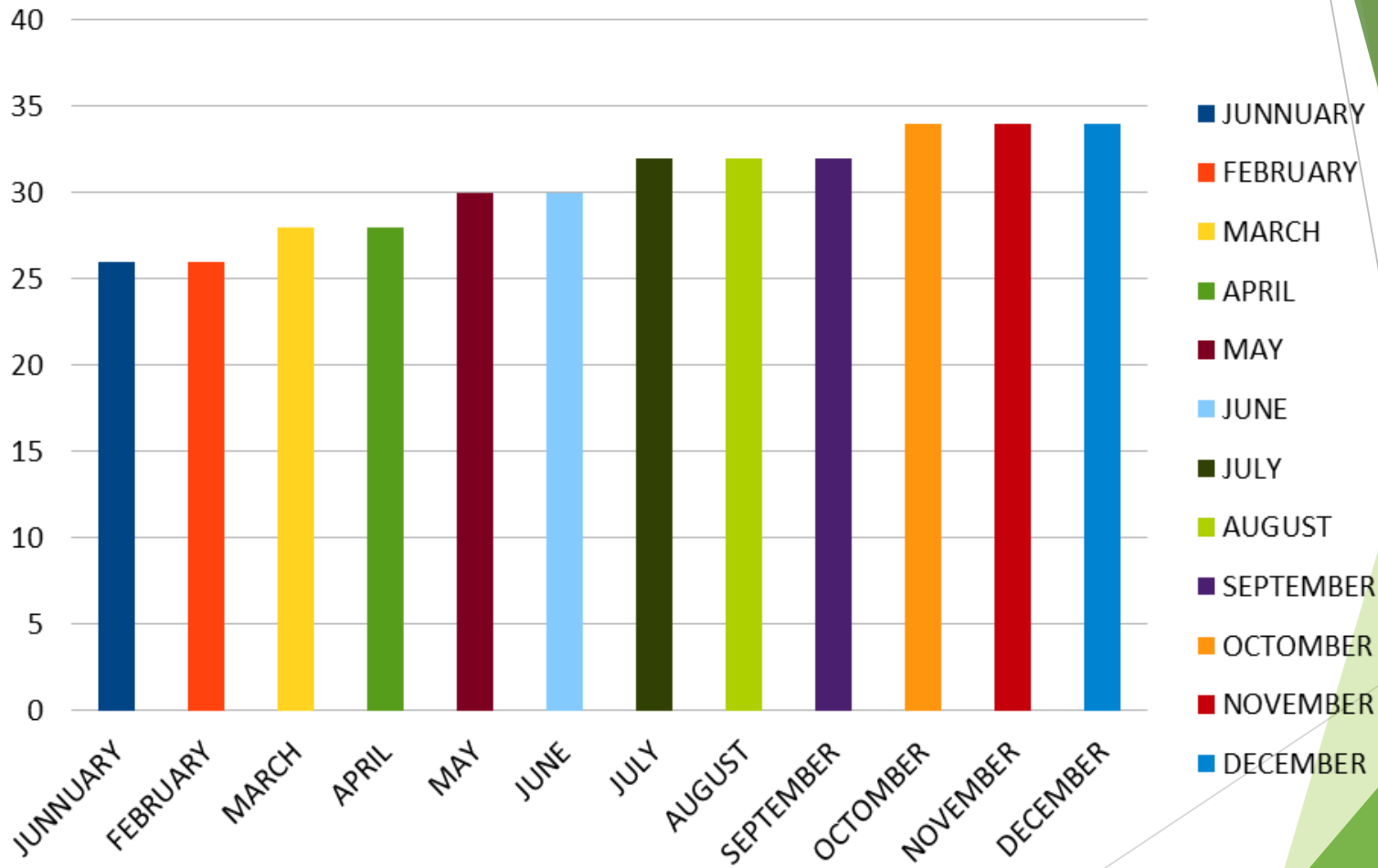
Nurses telephone counselors

▶ **Data collection:**

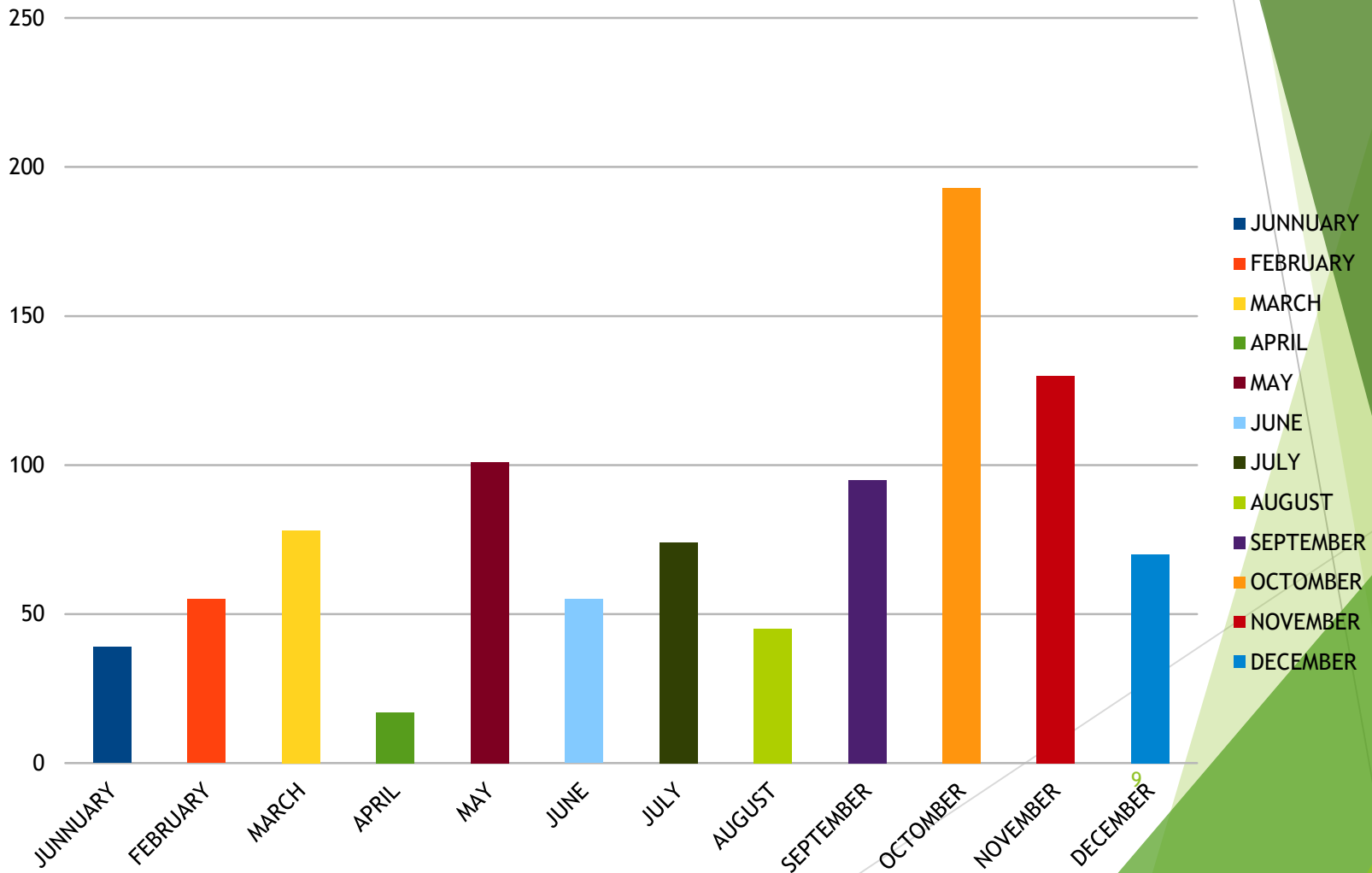
call data collected from nurses' written counselling report every day.

Excel was used to organize and extract data.

Patients number at the end every month



Monthly calls Peritoneal Dialysis Clinic data.



Patients Reasons for a call

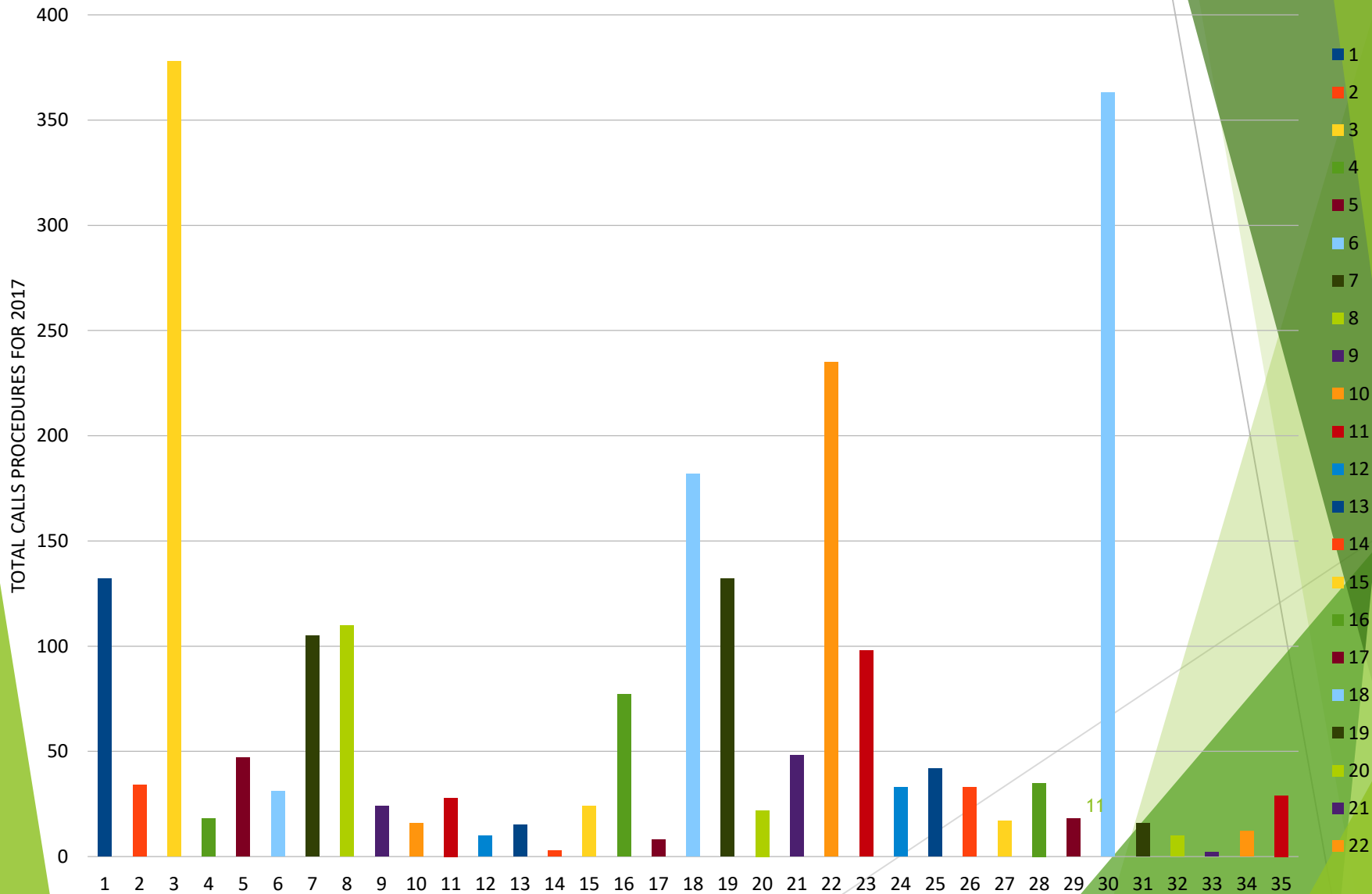
PHARMACEUTICAL EDUCATION IDENTIFICATION	132
OVERLOADING	34
PD TREATMENT PROGRESS	378
NON-COMPLIANCE WITH INSTRUCTIONS	18
APD PROBLEMS	47
PD SYSTEM OPERATING PROBLEMS	31
THERAPY CHANGES	105
LABORATORIES RESULTS	110
SYMPTOMS OF WEEKNESS / RESTLESS / VOMITTING / COUGHING E.T.C	24
B.P ABNORMALITIES	16
POTENTIAL EXIT SIDE INFECTION	28
POTENTIAL PERITONITIS	10
TREATMENT INITIATION SUPPORT	15
BLOODY FLUID	3

CONSTIPATION	24
QUESTIONS FOR PD/APD PROCESS	77
REPORT ABOUT WRONG PD/APD PROCESS	8
INTERNAL COOPERATIONS	182
EXTERNAL COOPERATIONS	132
BLOOD PRESSURE DISORDERS	22
BALANCE REFERENCE REPORT	48
NURSES APPOINTMENT	235
TRANSPORTATION OF A MEDICAL DIRECTIVE	98
FAMILY / PATIENT SUPPORT	33
ADJUSTMENT TO PD/APD THERAPY	42
NOT REGISTER TEL. PER MOUNTH	33
TELEPHONE WITHOUT DECLARATION OF REASONS	17
ADMISSIONS	35
TRAVEL PROGRAMMING	18
MOUNTHLY HOME ORDERS OF FLUIDS + CONSUMABLES	363
TREATMENT OPTIONS APPOINTMENTS	16
PROBLEMATIC CONSUMABLES	10
CRUMPS	2
CARERS PROBLEMS	12
OTHER PATHOLOGICAL AND SURGICAL PROBLEMS	29

TOTAL TELEPHONE PROCESSES

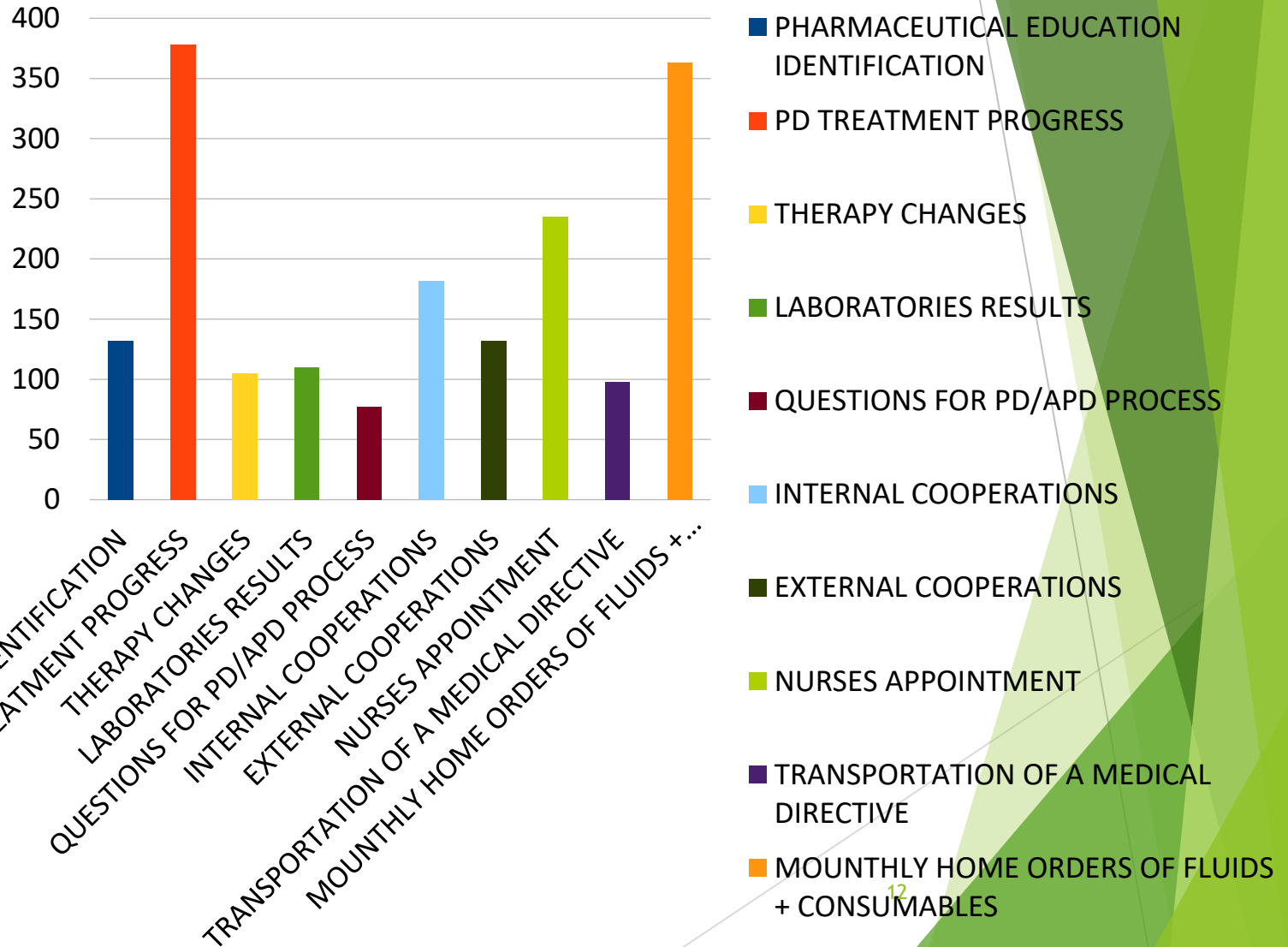
2387

Total Nursing telephone calls procedures



Most common patients calls reasons

FREQUENT INTERVENTIONS THROUGH TELEPHONE CALLS



PD Patients reasons for admission by experience

No researches for PD patients admissions

- ▶ By Nurses experience:
- ▶ Peritonitis
- ▶ Exit site serious infection for IV antibiotics
- ▶ Serious overload
- ▶ IV Ferrous
- ▶ Transfusions
- ▶ PD Procedures Retraining
- ▶ Other pathological or surgical procedures

Shortcomings

- ▶ non-registration of the calls received by the nurse out of working hours (weekends, Public holidays, annual holidays / training leave and sick leave).
- ▶ SMS, VIBER, MESSENGER and E MAIL messages
- ▶ Concerns the number of patients at the end of each month not the total (dead, transplanted, transferred to hemodialysis).
- ▶ Because of workload some calls were not recorded (total missed days: 49 working days out of a total of 12 months)

Conclusion

- ▶ reduces visits to
 - Peritoneal Dialysis clinic
 - other specialties
 - First Aid Department
- ▶ prevents and reduces re-admissions through interventions
- ▶ offers satisfaction to patients and their relatives
- ▶ Reduces also
 - the cost for Health care Organization
 - cost to patients families
 - workload of scientific and other staff

Proposal

- ▶ Establish telephone nursing counselling for peritoneal dialysis clinics
- ▶ service 24-hour by specialized nursing staff.
- ▶ Provide technical support (phones, computers, etc.)



END OF PRESENTATION

THANK YOU

