

Hospice Outreach Service

A New Way of Responding to Patient Needs

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Background

In December 2017 the role of Triage Nurse was undertaken on rotation within the Hospice Outreach team; Triage would involve fielding phone calls and allocating visits –rather than direct patient care. It was proposed that a Support nurse – who would be able to respond to patients needs by visiting –was more effective in meeting the needs of the local community. Previously responding to patients needs was reliant on the capacity of the team to visit.

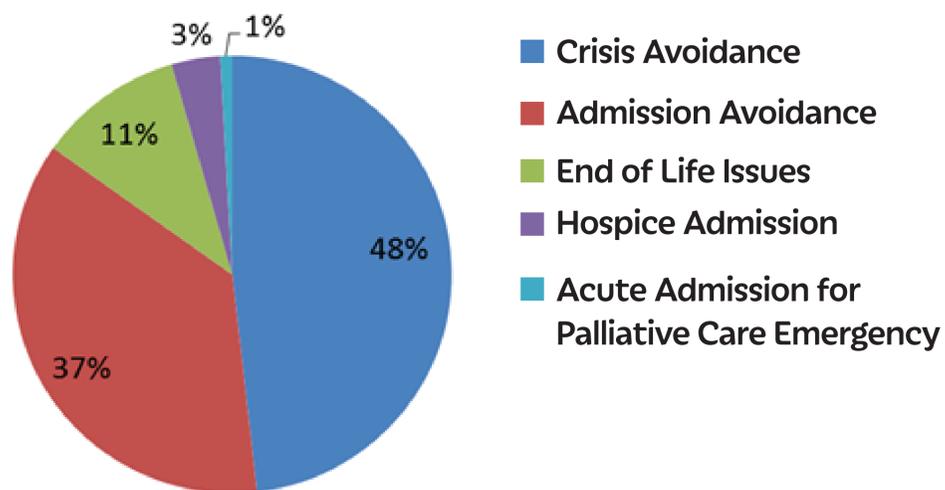
Aim

To demonstrate how the introduction of a Support Nurse would complement the role of the Triage nurse; particularly in responding to needs the same day.

Methods

On her own the triage nurse found the need for a response visit was reliable on the capacity of the Hospice Outreach Nurses to visit. With this in mind the decision was made to have a named Hospice Outreach Nurse as a Support nurse on a daily basis. The purpose of the role was to respond to patient needs as assessed by the Triage nurse. Success of the role was evaluated through documentation on the telephone log and documentation recorded on the Hospice SYTEM 1.

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Results

- Over a six month period the service responded to:
- 54 Calls for advice due to crisis.
- 41 Visits prevented hospital admission.
- 12 End of Life Care issues.
- 4 For potential Hospice inpatient admission
- 1 Acute admission due to a Palliative Care Emergency

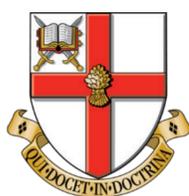
Conclusion

The role of support nurse has increased the prompt responsiveness in addressing patient needs avoiding a crisis and hospital admission. The Support Nurse role has worked well in partnership with a triage service. This leads the Hospice Outreach service to demonstrate a uniformed, structured and flexible approach. Demonstrating the effectiveness of both the Triage and the Supportive role in changing the way we respond

References

1: Hospice UK (2017) Transforming Care Strategy (2017-2022)
<https://www.hospiceuk.org/docs/default-source/about-us-documents-and-files/hospice-uk-strategy-2017-2022.pdf?sfvrsn=6>

2: National Palliative and End of Life Care Partnership (2015) Ambitions for Palliative and End of Life Care: A National Framework for Local Action (2015-2020)
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