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Health workforce as a driver to integrated care

Enhancing multispecialty nurse-led clinics and nurse-led outreach teams.

An ever increasing numbers of patients with chronic and complex conditions is challenging Oman's healthcare systems to provide care that empowers patients and meets patient expectations. At a time of fiscal restraint, speciality nurse-led clinics teams and nurse-led outreach teams are an effective use of Oman's health workforce to provide quality care.

Oman's nurse-led teams bridge the gap between hospitals and homes. The specialty nurse-led clinics and the nurse-led outreach teams are run by experienced and skilled nurses who are supervised by a consultant physician in a respective specialty.

Nurses are dedicated to a particular area of nursing specialty caring for patients suffering from a range of long-term conditions and diseases, for example: cardiovascular disease, cancer, diabetes, nephrology, pulmonology, infection disease, HIV, liver transplant, renal transplant, rheumatology and hepatology.

SPECIALITY NURSE-LED CLINICS

- Coordinate patient care to reduce the burden of doctors
- Point of contact for outpatients who phone and seek clarifications on specific issues relating to their symptoms, results and medication
- Counsel patients on preparation and advice related to a diagnostic or therapeutic procedure
- Follow up results in specific patients and communicate them to concerned medical staff

- Schedule patients for procedure as per the established protocol for certain conditions
- Reduce any fears patient and family may have by helping them to understand what is happening to them and thus enabling them to establish control over their lives
- Coordinate consultations for distant patients who need to see a range of specialists and ensure patients require only a single visit and are treated without delay
- Coordinate appointments for services such as specialist referrals, x-rays lab testing, and convey pertinent instructions and information to the patient
- Coordinate care with multidisciplinary team members, communicate with treating physician to improve patient care, reduce morbidity and increase compliance of the patient's treatment

ADDED VALUE OF SPECIALTY NURSE-LED CLINICS

- Reduced appointment waiting times
- Reduced unnecessary hospital admission and/or readmission
- Reduced post-operative hospital stays
- Freeing up of unnecessary consultant appointments for other patients
- Reduced patient treatment drop-out rates.

Specialty nurse-led clinics drive the safety and quality of care, improve patient outcomes and facilitate the link between clinician and patient. They also improve

behavioural modifications to bring about therapeutic lifestyle changes and adherence to medications and appointments.

Studies have shown tremendous improvement after introducing this program, as it has improved patient quality of life.

NURSE-LED OUTREACH TEAMS

Based on numerous literature reviews, nurse-led outreach has proven to be an effective force in the enhancement of patients' care environment and outcome.

Nurse-led outreach teams at Royal Hospital have had tremendous impact on patient outcomes, patient satisfaction, reduced hospitalization and reduced the cost of care.

The Royal Hospital's Critical Care Outreach Team and its Paediatric Rapid Response Team

have reduced the number of cardiac arrest codes and the number of patients admissions to the intensive care unit because they both intervene early and effectively.

EXPANDING NURSE-LED TEAMS

Nurse-led clinics and outreach teams are expanding in Oman because they are an innovative use of the nursing workforce that can facilitates timely access to specialist services.

Our patients, family and stakeholders feedback show that nurse-led teams and nurse-led outreach are both valued.

Our patients demonstrate a high degree of satisfaction, and they feel very strongly that nurse-led clinics and nurse-led outreach teams are essentials for the delivery of high quality healthcare and improved patient outcomes.

Fatma Al Masroori will talk about improving workforce health and developing sustainable models during Concurrent Session 2.3 'Health workforce as a driver to integrated care' at 11:00am on Thursday 11 October 2018 during day 2 of the World Hospital Congress.

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