Cardiology nurse led model to develop cardiology outpatient (OPD) services

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SERVICE DESCRIPTION

All hospitals should have a clear added value role for nursing and nursing supports in the clinical OPD process. The use and value added of nurse led clinics should be promoted.

HSE National Framework on the operation & management of OPDs May 09

- Creating a DC strategy from OPD
- Nurse led clinics & services
  - Weekly post PCI intervention clinic (commenced)
Drivers for role expansion

1. Myself! CNS x 15 years, MSc 2003
   - Develop into ANP role

2. Cardiology OPD - 3 big general clinics per week
   - Poor new to return patient ratio
   - High number of 9-12mth returns (33%)
   - Poor discharge to GP rates (12%) whilst 100% of patients see GP regularly
   - Poor NCHD/Consultant ratio
   - Increased clinic activity = increased waits for patients
   - No specific management clinics i.e. post PCI clinic, ACS, arrhythmia
   - No specific clinical management guidelines
3. Chest pain presentations to ED

- Primary Chest pain presentation to ED is 5.2% of total ED activity n=2393 (5% UK, NICE 2010) (11.5% including CP as a secondary presentation=5299)
  - 28% present with GP referral
  - 44.7% n=1070 admitted to AMNCH
  - No specific route to timely OPD follow for low & intermediate risk patients
- No GP access for chest pain assessment Chest pain = 1% of GP visits (NICE 2010)
- No specific ‘chest pain’ (ACS assessment) clinic
ROLE EXPANSION

- Core competencies of CNS (may not terminate an episode of care)
- ANP core competencies required
- Cardiology OPD setting (to gain experience)
  - New referrals to general clinics
  - HPI, CHH & ROS, inc. Cardiac risk factors
  - Differential diagnosis
  - Investigations if req’d.
  - Discuss management plan with Consultant.
  - Inform & educate patient
Development of New Skills/Competencies

- UCD Post grad. In Advanced Nursing Practice
- Core competencies of ANP
  - Autonomy in clinical practice
  - Senior decision maker
  - Own patient caseload, continuity of relationship with patients
  - Advanced patient assessment
  - Professional and clinical leadership
  - Research

- Modules
  - Advanced physical assessment
  - Comprehensive Health History taking
  - Symptom management
  - Case management
ACHIEVEMENTS TO DATE

- Creation of Clinical Guidelines for cardiology OPD
- Discharge planning in general OPD clinics
  - All >9 month returns
  - Active pre-assessment of stable patients doubled the chance of DC. (34% v 15%)
  - Resulted in reduction of clinic numbers from c.65 - 40 per clinic (30 return :10 new) (Took 14 months!!!!!!)
- Improved environment for patients & staff
- New nurse led post-PCI clinic
FUTURE AIMS 2012

- Creation of ‘slots’ in all cardiology OPD clinics for chest pain dc from ED & unstable patients
- Commence ED ACS nurse consultation service
- Create Rapid access chest pain clinic (RACPC) (GP referral) will reduce number of low risk chest pain presentations to ED (28%)
- Train CNS x 2: competencies, scope of practice

- Fully nurse led service by 2013 with approved ANP & CNS x 2, covering ED & OPD
- Up skill general OPD staff nurses
- Become authorised ANP
Challenges

- Business plan presented x 3, 2010 with cost savings
- Difficult to get feedback or action from management
- Not involved in management planning meetings till very recently
- Self-funded to UCD
- Self driven active discharge planning x 14 months

Supports

- Study leave supported by DON
- Middle manager level excellent support (ADON, Cardiology CNMs, Admin. support etc)
- Consultants verbal support but not always action
**BENEFITS**

- More efficient OPD clinics
- Greater patient & staff satisfaction

- **2012**
  - Admission avoidance of low & intermediate risk chest pain with OPD follow up available via ANP OPD chest pain clinic slots.

**Nursing**

- Utilise expert nurses & create advanced nursing roles
- Personal job satisfaction & career development
NB IT’S ALL ABOUT THE PATIENT!

Re: Grow end 18/11/10
book 23/11/10

Dear Dr,

I am enjoying my restored cardiovascular health. I thank you for your skill and your courage.

Yours Gr

[Signature]

Dundun December

[Handwritten notes and MRN chart]
“THE FUTURE ARRIVES OF ITS OWN ACCORD, PROGRESS DOES NOT”

THANK YOU

Poul Henningsen, Danish lamp designer