

Nurse-Led Telephone Screening for ICU Survivors

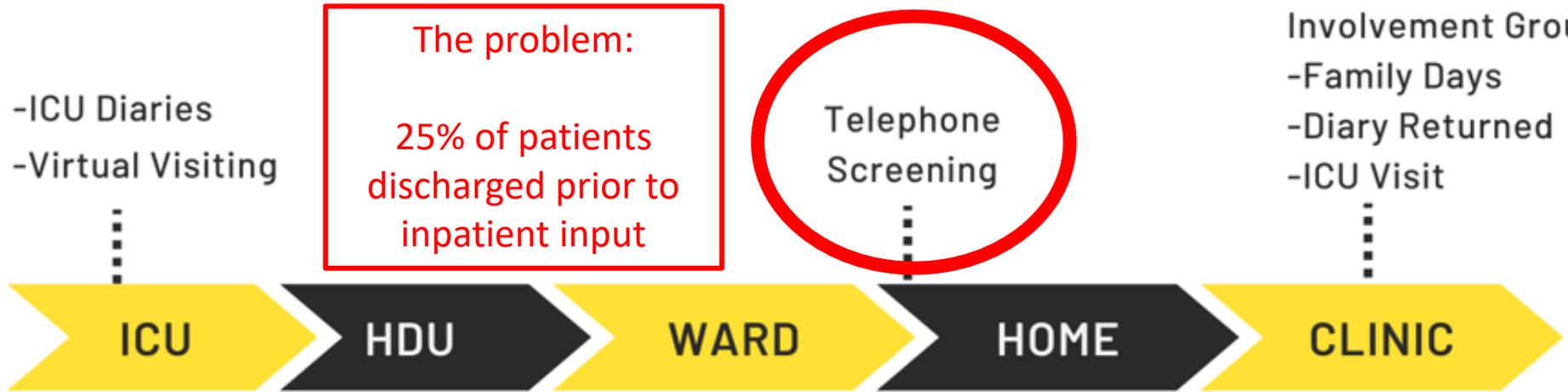
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Critical Care Recovery Services: GSTT

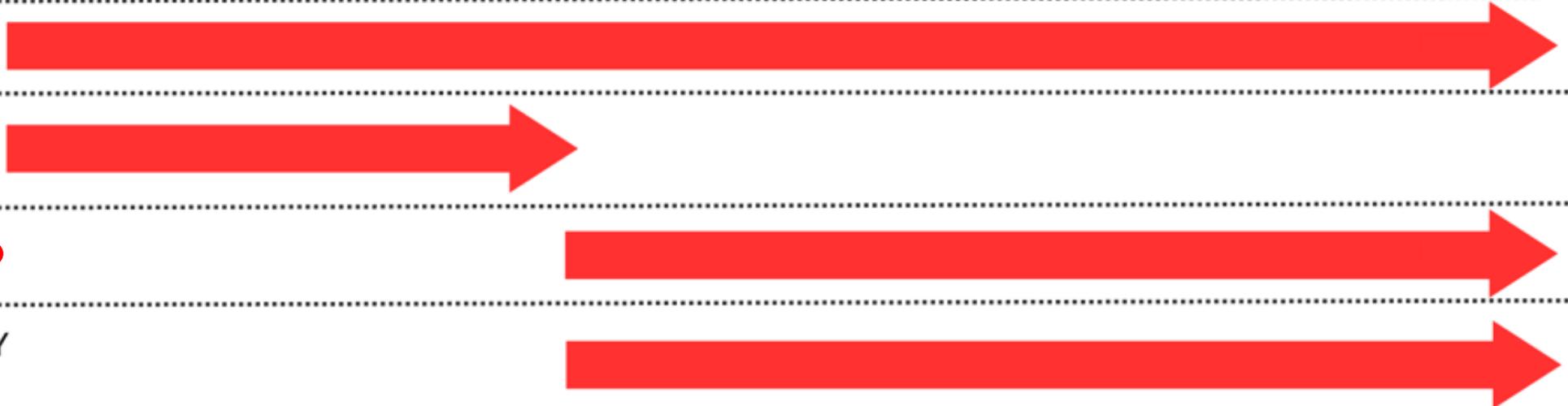


PSYCHOLOGY

FAMILY
LIAISON

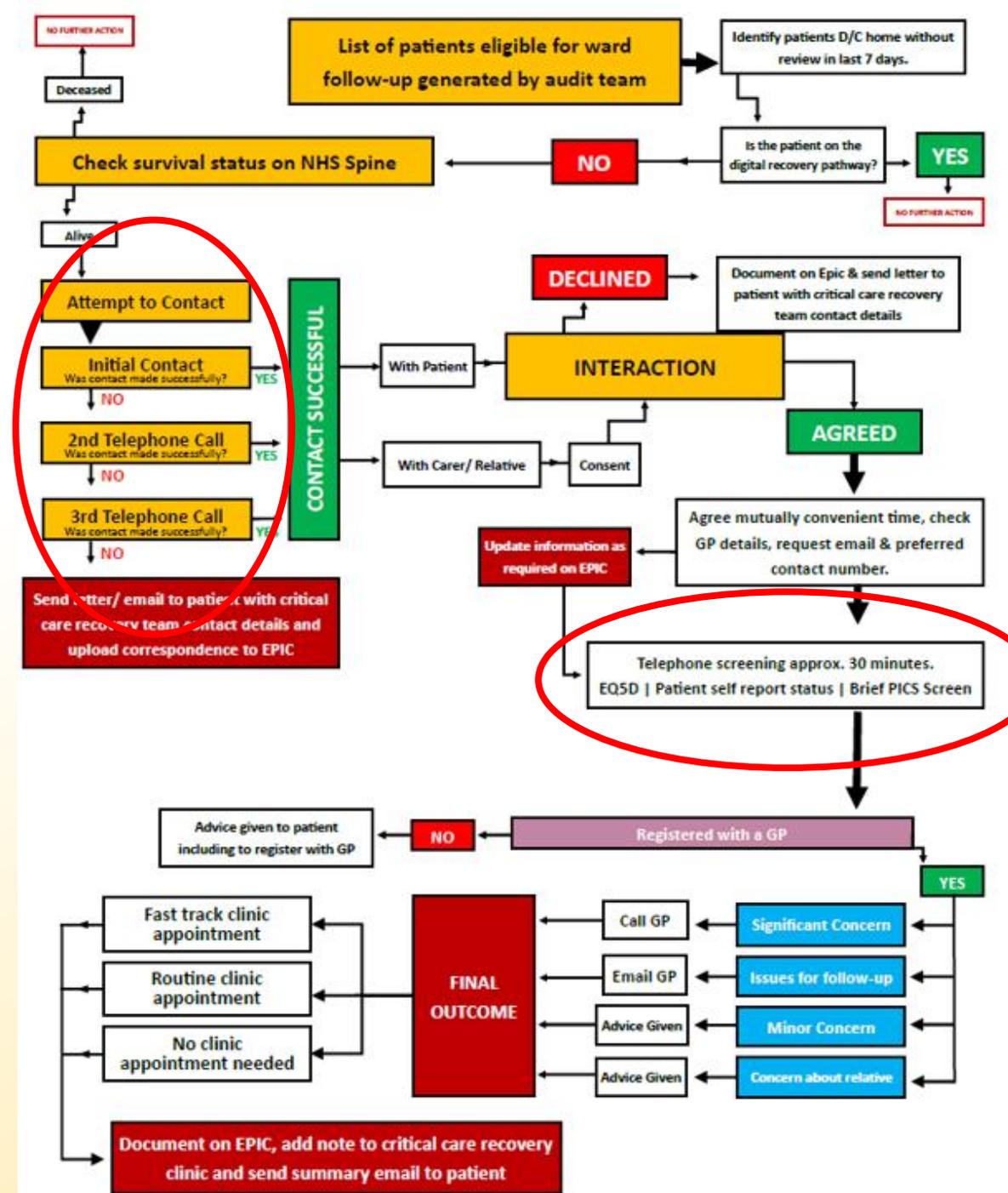
RECOVERY CNS

DIGITAL RECOVERY
PATHWAY



Methods

- Service evaluation
- Retrospective 4 month review
- Telephone screening clinic:
 - 3 attempts at contact – patient/NOK
 - EQ5D
 - Self-reported issues
 - PICS-symptom screen
 - Agreed action plan
- 3 month data collection – outcomes and feedback
- Descriptive and content analysis



Results: Patient Demographics

- 47 patients met inclusion criteria
- 9 patients excluded:
 - RIP 44%
 - Interim facility 22%
 - Repatriated overseas 33%
- 2 patients - unsuccessful contact
- 36 patients underwent screening calls

Patient Demographics	Details	Number	%	Mean	SD	Median	Range
Sex	Female	13	36%	N/A	N/A	N/A	N/A
	Male	23	64%	N/A	N/A	N/A	N/A
Age	Years	N/A	N/A	56	15.4	56	23-88
Ethnicity	Black or Black British	3	8%	N/A	N/A	N/A	N/A
	White or White British	18	50%	N/A	N/A	N/A	N/A
	Mixed white and black	1	3%	N/A	N/A	N/A	N/A
	Other	4	11%	N/A	N/A	N/A	N/A
	Not recorded on EPR	10	28%	N/A	N/A	N/A	N/A
Speaks and understands English	YES	34	94%	N/A	N/A	N/A	N/A
Time since ICU discharge	Days	N/A	N/A	21.2	10.9	19.5	7-59
Reason for ICU admission	Post-surgical	20	55%	N/A	N/A	N/A	N/A
	General medical (physical)	15	42%	N/A	N/A	N/A	N/A
	Mental health	1	3%	N/A	N/A	N/A	N/A
Time in ICU	Days	N/A	N/A	10	4.7	10	3-22
Time ventilated	Days	N/A	N/A	5.2	3.4	4	0-18
Readmission to ICU post hospital discharge	YES	3	8%	N/A	N/A	N/A	N/A

Results: Pre/Post ICU Health Status

Pre-ICU: SCARF Criteria

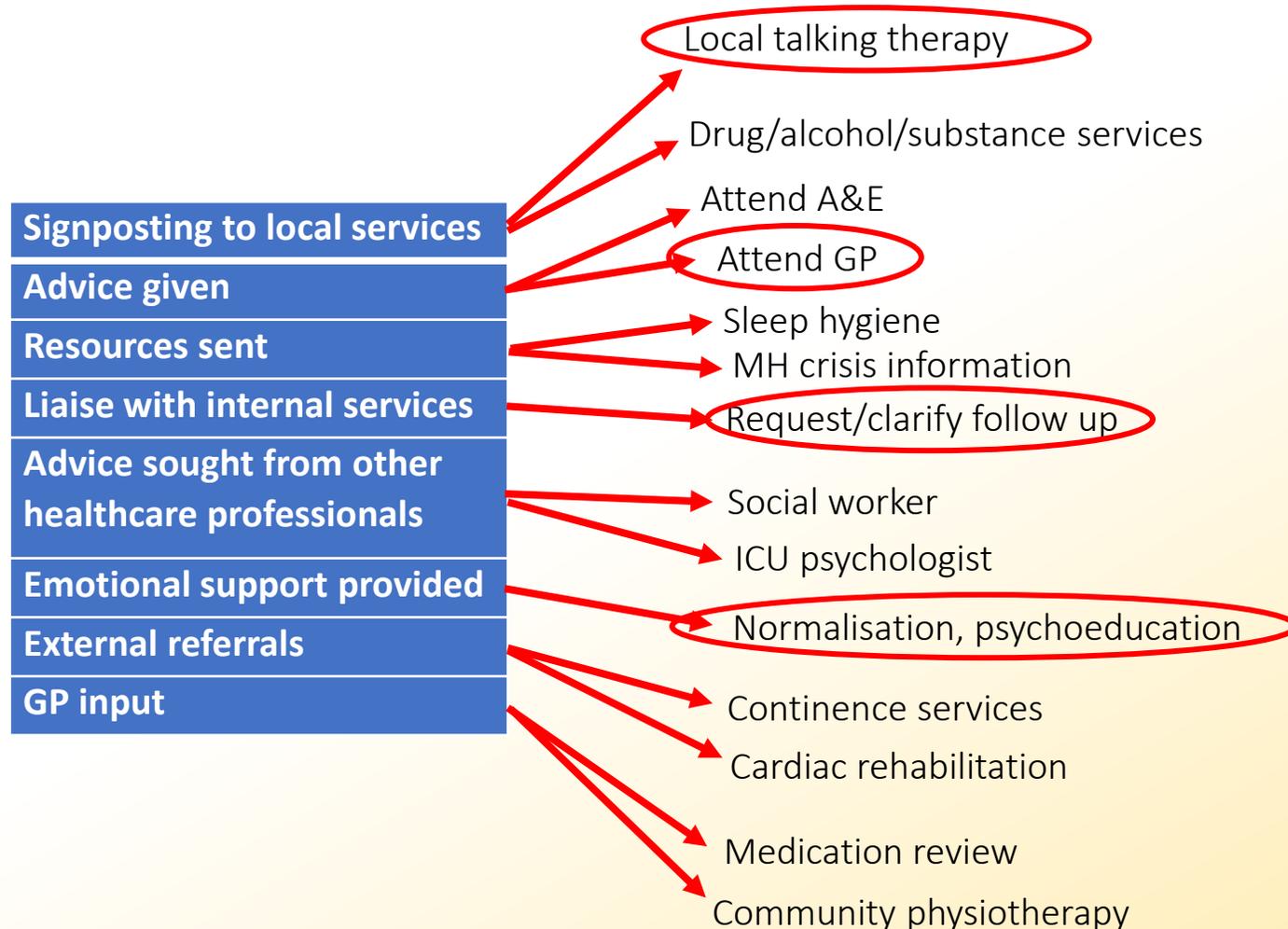
Number of SCARF criteria met	Patients (n, %)
0	9 (25%)
1	13 (36%)
2	5 (14%)
3	5 (14%)
4	4 (11%)

SCARF criteria	Number of patients (%)
Co-morbidity	18 (50%)
Polypharmacy	25 (69%)
Lives alone	11 (31%)
Mental health diagnosis	11 (31%)
Mobility issues	7 (19%)

Post ICU: EQ5D

EQ5D category	Mean (SD)	Median (range)
Mobility	2.4 (1.2)	2 (1-5)
Self-care	2.1 (1.2)	2 (1-5)
Usual activities	3.1 (1.3)	3 (1-5)
Pain	2.3 (1.2)	2 (1-5)
Anxiety/depression	2.2 (0.9)	2 (1-4)

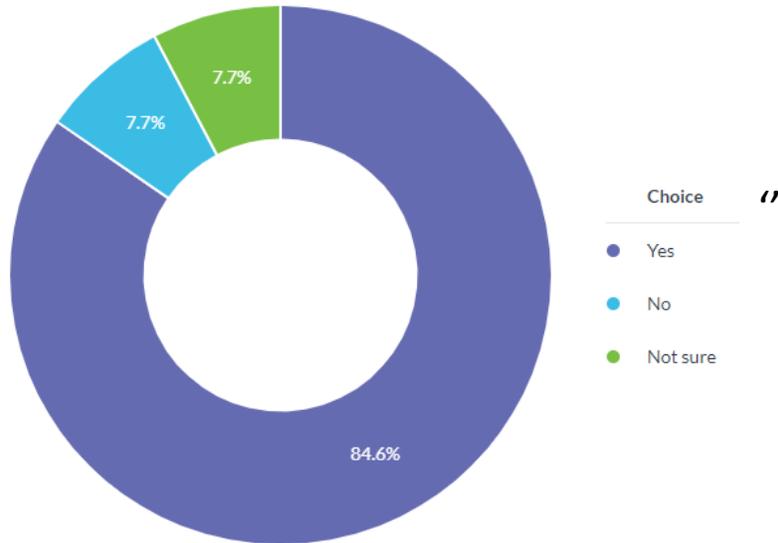
Results: Nurse Actions



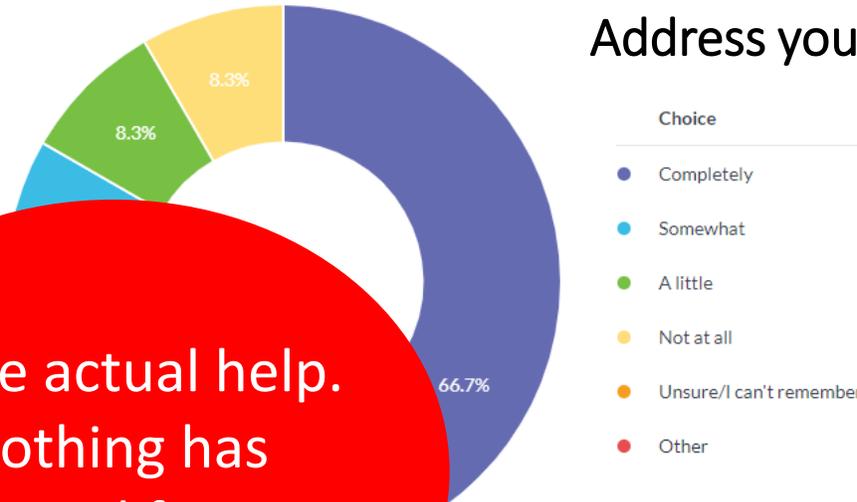
N = 14 (39% response rate)

Results: Patient Evaluation

Remember the call?

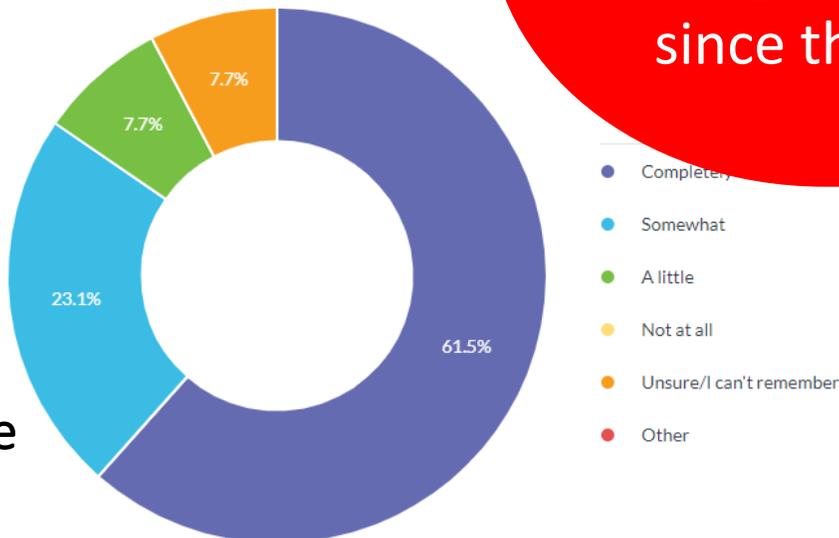


Address your concerns?

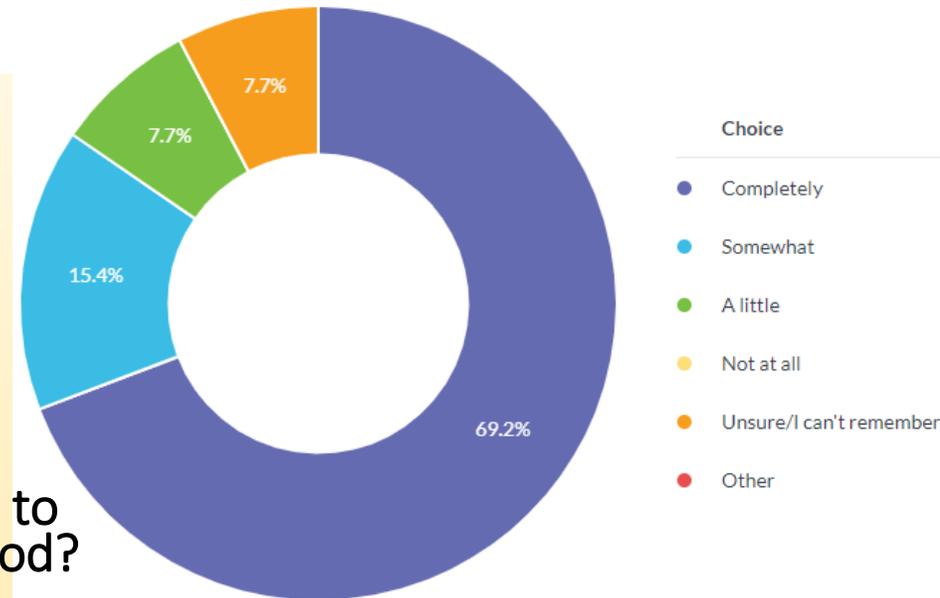


Some actual help.
Nothing has
changed for me
since this call

Able to raise
issues?



Feel listened to
and understood?



Process Evaluation

Issue	Number of times this occurred
Nil	32
Problems with recorded phone number	2
Language problems	2
Problems with the phone line	1
Patient with another health care professional or at an appointment	2

- Intervention time – 80 mins (mean), 64 mins (median) including:
 - Note review
 - Contact attempts
 - Screening call
 - Follow up actions
- Resolved with:
 - Language line
 - Rearranging call
 - Liaise with NOK
- Other issues:
 - Space/privacy

Considerations for Practice

- Identified issues that would have otherwise been missed
 - Reduce readmissions
 - Safety net
 - Impact on QoL
- Triage for clinic
- Alignment with current service
 - Impact on inpatient and clinic activity
 - Resource/investment implications

Questions?

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