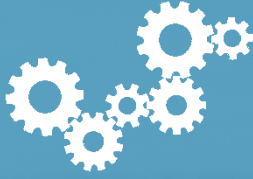


NANAIMO WOUND CARE

OUR SYSTEMS APPROACH



Finding solutions to enhance care for complex wounds in Nanaimo requires an approach which fully understands all aspects of the current system. It takes into consideration multiple perspectives, recognizes and builds on system strengths and reveals opportunities to address what's missing.

Since wound care was identified as a priority in 2012, the Division and Island Health, have done a significant amount of discovery including, environmental scans, Island Health wound care audits, patient journey mapping and interviews, a physician survey, a physician forum and countless face to face meetings.

What we discovered through this process was a very complex and fragmented system of care which encompasses many different providers working in multiple settings including community, primary care and acute care. The patient experience that we heard highlighted the struggle to find the right care, from the right provider, at the right time.

Looking at the system as a whole the Nanaimo Wound Care Project identified and took action in 5 main areas:

- Partnerships
- Clinical Decision Support
- Technology to Enable Team-based Care
- Patient Self-Management
- Knowledge Sharing and Education



Partnerships

Through our patient journey mapping we learned that every patient's journey is unique, starting and ending at different points in the system and connecting with different members of the care team. To truly enhance wound care, meaningful collaboration between GPs, Specialists and Island Health was essential.

In the early stages of the Nanaimo Wound Care Project, the idea of a centralized wound care referral clinic was identified. A central clinic like this would rely on the expertise of skilled wound care nurses and would need to be led by Island Health. This concept, while important, was outside the scope of this Shared Care initiative. However, it would be critical to partner with IH and stay engaged in their progress towards such a clinic.

Island Health has since added a new specialist wound care nurse position within Community Health Services which has been shown to be effective in improving patient care. Plans are also underway for a dedicated community wound care clinic and we'll continue to work with our Island Health partners to ensure the tools we're developing through the wound care project align with changes to services.

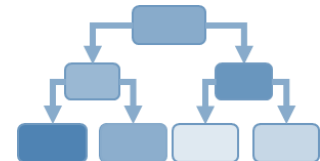
Clinical Decision Support

To provide greater clarity regarding wound care triage, who best to refer to and how, the project team worked with GPs, specialists and nurses to develop a wound care decision support algorithm. The algorithm provides a clear pathway for initial assessment and management of complex wounds with an emphasis on determining the most appropriate referral.

Our hope is this tool will also build awareness of local resources and help providers better navigate services for their patients.

The development of the algorithm has been an iterative process, testing each version with GPs, specialists and residents, then incorporating the feedback to develop a final version of the algorithm that has strong clinical utility and is intuitive to use.

Roll out and evaluation of the Algorithm is now underway.



Technology to enable team-based care



Another high priority was the ability to leverage technology to facilitate better team based care, specifically the sharing of secure photos of wounds for consultation, advice, referral and ongoing wound management. A pilot group of 2 Specialists, 2 GPs, 2 Hospitalists/Locums, 1 Resident, an ER physician and an RN from Snuneymuxw First Nation, were recruited for 3 months to assess the effectiveness and practical application of a secure photo sharing app, ShareSmart. The pilot was effective in determining how secure photo sharing could be used to support collaboration and clinical decision making and in confirming the requirements of such technology to be most effective for these purposes.

Now that the initial pilot is complete the project team is working with Island Health to explore sustainable options to use secure photo sharing to support clinical workflows between community and Island Health providers.

Patient Self-Management

Patient self-management materials, including a patient passport and a series of self-care booklets have now been developed. After an initial scan of available resources in Canada, the project team chose to adapt materials developed in Ontario. These materials were vetted through a patient focus group, reviewed and edited by an experienced wound care nurse and received final review by two local GPs.

Knowledge Sharing & Education

Three Wound Care Knowledge Cafés (CMEs) have been held, with the last one taking place this past November. The Cafes were purposely structured to allow for small group learning and discussions, giving each participant ample opportunity to ask the Specialists specific questions, but also to share experiences and troubleshoot challenges.

The Knowledge cafés also served to develop and support better relations and communications between all levels of wound care providers.

HELP TO ADVANCE WOUND CARE IN NANIMO

We're looking for GPs in Nanaimo to put these new tools into practice and help us evaluate quality improvement in wound care. If you are interested in setting up a demonstration of the algorithm at your clinic please contact the Wound Care Project Manager – Laura Loudon loudon@divisionsbc.ca