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Conference Abstract

Nurse gatekeeping for unscheduled patients in Primary Care

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Abstract

Purpose: Increase the accessibility to the Primary Care Team and the cohesion of the team itself through empowerment of the nurses for attending acute demand.

Objectives:

Defining a pathway for unscheduled patients.

Training nurses for solving acute demand.

Designing clinical guidelines for acute demand.

Empowering clerks and nurses and team building.

Background: Primary health care teams in Catalonia include GPs, pediatricians, nurses and clerks. To enhance accessibility for patients, nurses improve their knowledge and skills, undertaking an extended role in the management of acute health problems

We use this approach, for unscheduled visits for past 7 years, improving delivery of care by the entire team and allowing nurses to handle minor illnesses and GPs to dedicate more time to complicated patients

Conclusion: We conducted a descriptive study on 559 patients that demanded same day consultation from May 2011 until January 2012 for vomiting, diarrhea, tooth pain, upper respiratory symptoms, back pain, sore throat, wounds, minor trauma (contusions), lower urinary symptoms, burns, panic attacks or emergency contraception. Nurses solved autonomously 73.9% of the situations. Patients' satisfaction rated >8/10. Doctors may dedicate more time to more complex patients.

An important limitation encountered is the lack of legislation in nurse prescription.

Keywords

nurse, gatekeeping, primary care

PowerPoint presentation:

<http://www.integratedcarefoundation.org/content/inter-professional-working-and-development-collaborative-practice-2>
