

Conference abstract

## Characteristics of elderly patients receiving care coordination: the role of telephonic review and home visit

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### Abstract

**Introduction:** Care coordination is an important aspect of nursing care especially for elderly patients admitted to an acute care setting. In Singapore care coordination and transitional care nursing is a new concept of care nevertheless important but unexplored.

**Aim/objectives:** The objective of this paper is to explore the characteristics of elderly patients receiving care coordination, determine care gaps and intervention during home visit and telephonic review.

**Research design and sampling:** A designed questionnaire was used to collect information on the patient's demography, social and clinical profile and determine post discharge activities using Eric Coleman's four pillars tool. A pilot study of ten questionnaires was conducted. The retrospective data from the patient's index admission from the last six months (Nov '08–April '09) was analyzed using SPSS version 16.

**Result:** Total of 517 patients were recruited from October 2008 to March 2009. Majority, 69% were above 70 years old of which 57% female and 76% lives with their children. Clinical information demonstrates that 53% had 3–6 co-morbidities and 58% were taking more than five medications. The abbreviated mental test score were 6.2, 6% were depressed and delirium was present in 14% of patients.

Only 65 patients (0.1%) had home visits and telephonic review done whilst 97% of the remaining had only telephonic review done. Those who had both telephonic and home visit review, medications advice and compliance were checked only in 0.8% (at one week) and 1.6% (at one month) whilst during home visit this was done in 12.2% of patients as medication discrepancy were apparent at home. As for appointment compliance and compilation were done in 0.8% at one week and 51% at four weeks of telephonic review compared to during home visit only 4.8%. Caregivers education was emphasized in 14% of patients at home visit, 2% at one week and 4% at one month of telephonic review.

**Discussion:** The result showed that home visit is effective in exploring medication compliance, advice and emphasizing caregiver education, managing appointments can be effectively done through telephone review.

**Conclusion:** This study demonstrates the vital role of home visit for elderly patient to safely transit between hospitals to home.

### Keywords

care coordination, telephonic review, characteristics of elderly

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