

Volume 11, 27 June 2011

Publisher: Igitur publishing

URL: <http://www.ijic.org>

URN:NBN:NL:UI:10-1-101510 / ijic2011-73

Copyright: 

Poster abstract

Impact of telephone support to patients with heart failure risk

M. Neus Padilla Just, Nurse, Catan Health Institut of Barcelona, Spain

Sergi Capilla Tomás, Nurse, Catan Health Institut of Barcelona, Spain

Helena Laorden Mas, Nurse, Catan Health Institut of Barcelona, Spain

Nuria Fabrellas Padres, Nurse, Catan Health Institut of Barcelona, Spain

Alicia Coidures Charles, Nurse, Catan Health Institut of Barcelona, Spain

M. Luisa Martí Aguasca, Nurse, Catan Health Institut of Barcelona, Spain

Correspondence to: M Neus Padilla Just, E-mail: mpadillaj@gencat.cat

Abstract

Introduction: The Centre de Seguiment de Malalties Cròniques (CSMC) provides nurse-led structured telephone support to patients who need specialised heart failure (HF) care. The CSMC also provides telephone care to the patient with limited access to healthcare services.

Objective: To assess the impact of the educational telephone intervention on resource utilization frequency of sanitary resources.

Methods: Retrospective observational study of patients with recent worsening heart failure and/or criteria of complexity. The number of consultations at a Primary Health Care Center and hospital admission within six months before and after to the incorporation in the CSMC was assessed. Inclusion criteria: patients with HF referred by Case manager or linking nurse.

Results: Sample of 40 patients, average age 80 years, 70% women, 77% in advanced functional class. Case managers have participated in 62.5% of patient care, 32% were included in a home care program. Regarding health resources, it has been observed different reductions: primary care visits decreased by 10%, emergency visits by 63% and hospital admissions by 70%.

Conclusions: The results observed are coherent with the literature. The shared surveillance and the healthcare education in patients of high risk improve the continuity of care and reduce the use of health resources.

Keywords

nurse, telephone follow-up, autocare
