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To survey patients' experience of the care provided by the OPIVA service at Auckland City Hospital

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Background: A review of the literature found limited information on patients' experience of outpatient intravenous antibiotic (OPIVA) services, suggesting a need for a survey of patients' experience of the care provided by an OPIVA service.

Objective: To survey patients' experience of the care provided by the OPIVA service at Auckland City Hospital.

Methods: A cross-sectional survey of consecutive patients aged ≥ 15 years who had received usual care under the OPIVA service at Auckland City Hospital was undertaken. Patients were provided with a patient information sheet and invited to complete a self-administered patient experience questionnaire immediately following their last OPIVA clinic appointment. A patient questionnaire and patient information sheet was posted with a prepaid envelope to patients who had a short course of OPIVA therapy and did not attend the clinic for follow-up.

Results: Of 101 patients approached, 75 (74%) completed the survey questionnaire. Most respondents were male, identified as NZ European, and had received OPIVA initially on an inpatient basis in hospital and completed their treatment in the community. The survey responses were mostly positive towards provision of OPIVA (99%), communication with nurses (97%) and doctors (96%), provision of antibiotic administration training (90%) and information provision (99%), and the convenience of the clinic (87%). Two themes were identified for improvement: respondents reported experiencing difficulty with the medical devices required and a lack of consistency in nursing practice.

Conclusion: Overall, the patient experience of the OPIVA service was rated as positive. Recommended actions to improvement meeting the needs of patients included: better patient discharge information, better collaboration between medical and nursing staff, training sessions for staff and patients, and on-call support services for patients receiving OPIVA.

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