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The access of emergency services by patients who received telecare nursing from the Home Health Care unit

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Nowadays, Thailand's situation has increased number of patients who need service care at home such as chronic illness, disabilities patients or unconvinced family caregivers. The telecare nursing is a part of home health care service in Home Health Care unit, Ramathibodi Hospital, Mahidol University, Thailand, which immediately informed the patients or family caregivers about how to adjust their problem by themselves at home. The purpose of this study is to determine the efficacy of telecare nursing (the access of emergency services). This retrospective study with secondary analysis collected data from Ramathibodi Home care data set (RHDS). The sample of 2958 cases was purposive selected with inclusion criteria that were patients who received telecare nursing from the Home Health Care unit during 2012 – 2014. Exclusion criterion was incomplete data. The results showed that more than half of the patients were female with average age of 67 years (range, 1 month to 93 years). The majority problem which led patients or family caregivers called to their primary nurse was the caring problem (68.9%), the psychosocial problem (13.2%), and the emergency problem (7.9%). The access of emergency services by patients after received telecare nursing was taken by patients with emergency symptoms such as severe dyspnea (21.2%), and the patients or family caregiver could adjust some emergency problem such as revised NG tube by themselves while received telecare nursing. In conclusion, most of the patients needed help with unstable conditions that put them at risk of rehospitalization and family caregivers needed support to improve their emergency care abilities, the telecare nursing led to a reduction in the access of emergency services and costs due to time savings and avoidance of travelling.

Biography

SineenuchCkumdee has completed her Master degree of adult health nursing from Ramathibodi school of nursing, Mahidol University. She is the registered nurse in Home health care nursing department, Ramathibodi hospital, Thailand, since 2002 and had focus on improve quality of nursing care for patients and caregivers at home. She is a Thailand urology nurses association member.

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