



WoundsWest Advisory Service

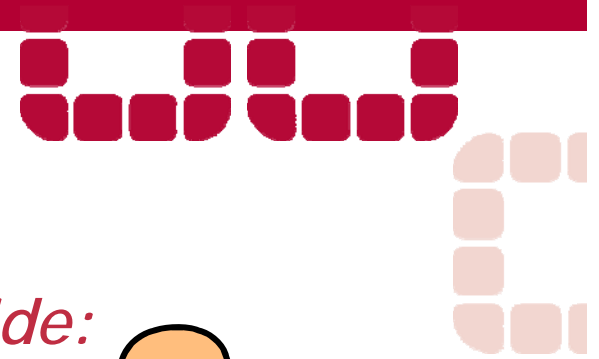
Innovative service delivery for wound care

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Kit Fielder RN, BSc (Nursing)

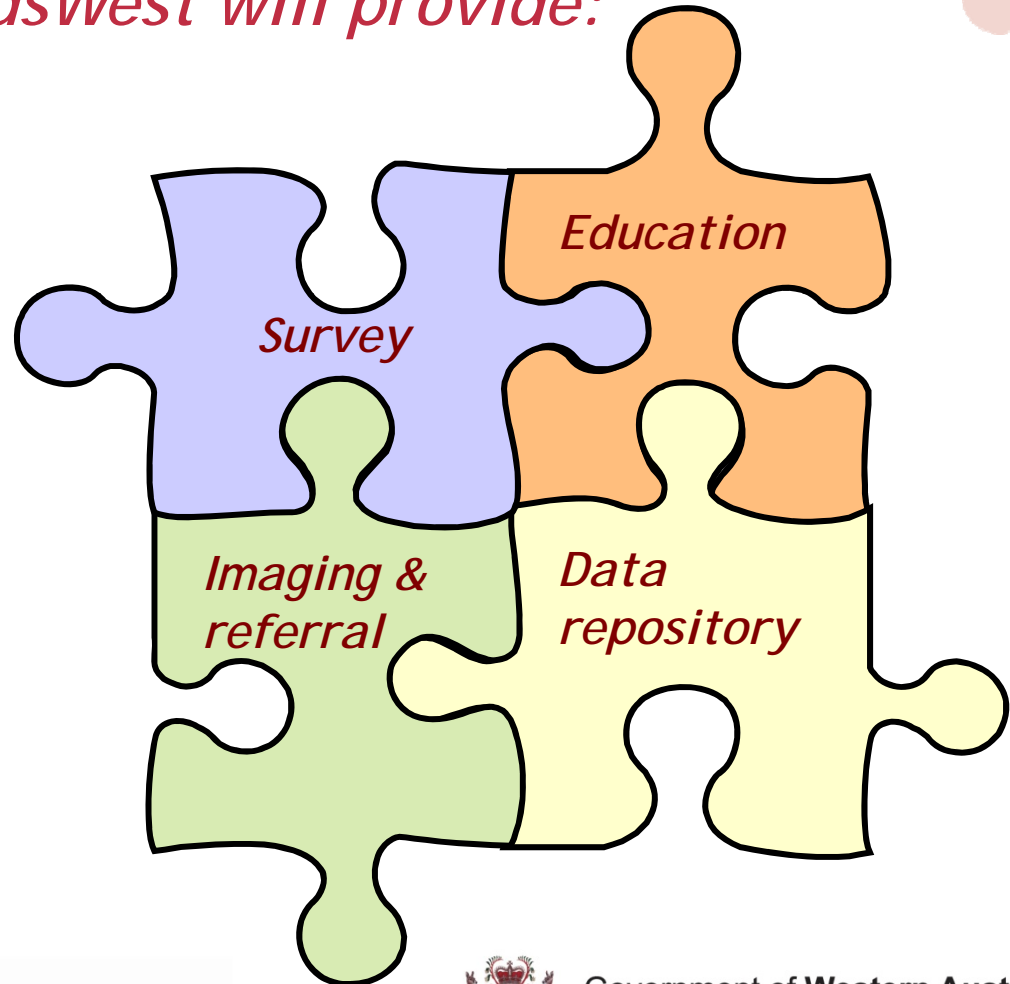




WoundsWest – the vision

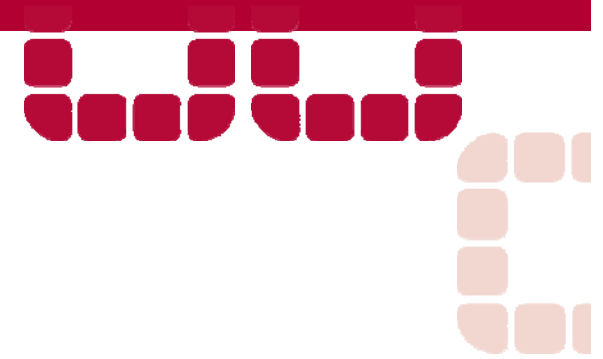
WA Health through WoundsWest will provide:

- An evidence-based, sustainable, state-wide system for the prediction, prevention and management of wounds to provide optimum patient health outcomes
- Underpinned by national and state research on wounds



WoundsWest

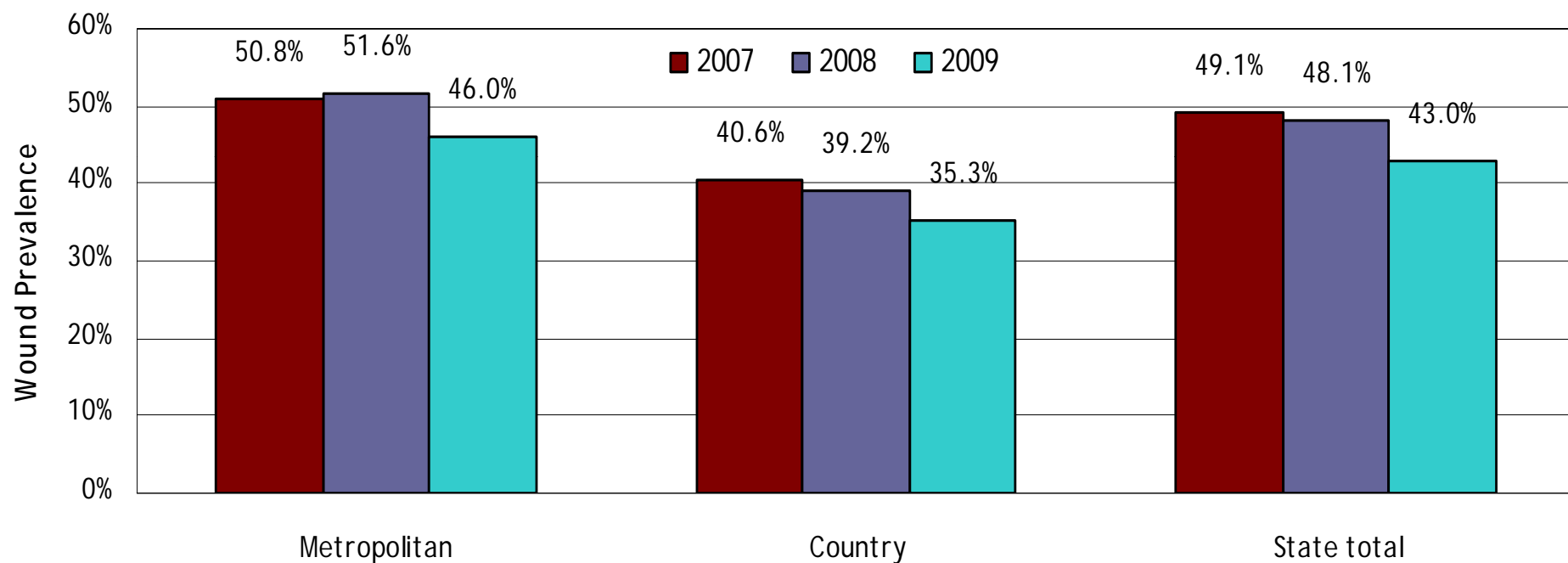
Background Research



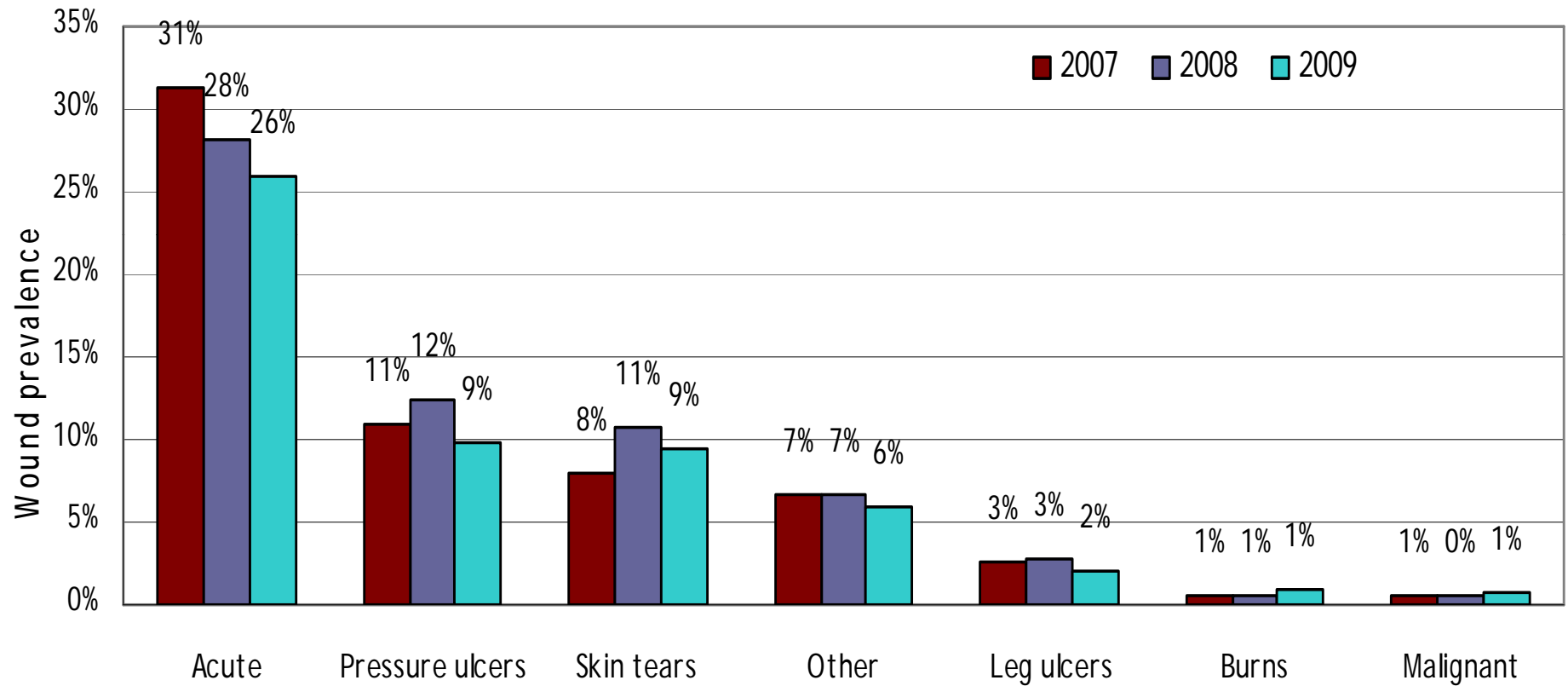
- 2000 – Evaluation of Pressure Ulcer Guidelines¹
- 2005 - PUPPS VQC²
- 2004 – “Kimberly Study”³
- 2005 – PRIME Trial Phase 1⁴
- 2006 – PRIME Trial Organisational Study⁵

1. Prentice, Lewin & Stacey, 2. Victorian Quality Council, 3. Santamaria, Carville, Ellis & Prentice, 4. Santamaria et al, 5. Ellis et al.

Wound Prevalence by Region



Prevalence of Wounds by Wound Category



WoundsWest Advisory Service



The WoundsWest Advisory Service provides

- Telephone based advice on wound assessment & management
- Clinicians with support for the management of complex and chronic wounds
- Accessible and equitable advice based on current evidence



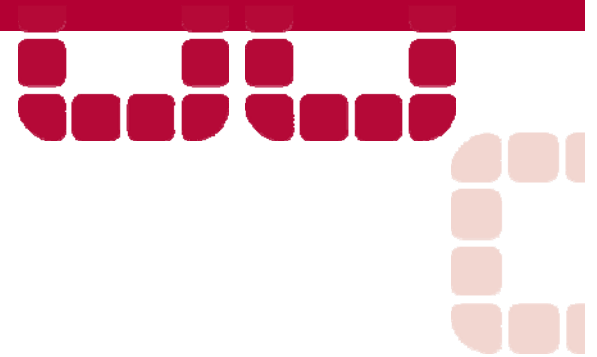
Phone Support: 1300 WOUNDS

WoundsWest Advisory Service

Objectives

- Improve health outcomes for patients with wounds
- Improve staff knowledge and expertise in wound management
- Implement a service perceived as valuable and
- Produce data for the WoundsWest data repository

WWAS Pilot



Stages

- Stage A – Implementation select WACHS sites
- Stage B - IT system integration process
- Stage C - State-wide rollout to WA health sites
- Stage D - Expansion of service to NGOs

WWAS Stage A Pilot Objectives

Aim:

To test and assess efficiency and effectiveness of WWAS in terms of:

- Access
- Response times
- Advice provided
- Functionality of internal protocols and documents
- Perceived value to WA Health staff and patients

WACHS Human Research Ethics Committee approval obtained

WWAS Stage A Pilot Sites

- Albany Hospital
- Broome Hospital
- Collie Hospital
- Plantagenet Hospital
- Northam Hospital and
- Warmun Clinic



WWAS Stage A Pilot

Methodology:

- Nomination of a site liaison (wound care nurse)
- Pre implementation training
- Staff and patient consent
- Patient recruitment
- Scope of practice
- Referral and follow up

WWAS Stage A Pilot



Evaluation

- Staff Survey
- Patient Survey
- Debrief with pilot site staff
- Compliments, issues & complaints
- Audit of clinical advice provided
- Patient data

WoundsWest Advisory Service Pre-implementation Staff Questionnaire

12. What access to current research into wound management do you have?
 Medical journals/libraries

WoundsWest Advisory Service Pre-implementation Staff Questionnaire

5. How soon do you receive this wound care advice?
 Immediately

Healthy Workforce • Healthy Hospitals • Healthy Partnerships • Healthy Communities • Healthy Resources • Healthy Leadership

Delivering a Healthy WA

WoundsWest Advisory Service Pilot

PILOT SITE STAFF SURVEY

WoundsWest is developing a system of expert advice, education and audit that aims to improve wound management in Western Australia. The 'advice' component of the project is the WoundsWest Advisory Service, which will allow patients to have their wounds managed using evidence-based care and expert advice no matter where they live.

PURPOSE OF THIS STAFF SURVEY:
Before implementing the Advisory Service, WoundsWest are seeking information from WA Health staff on the resources that are currently available to them to assess, prevent and manage patients with wounds. Your responses will help ensure the WoundsWest Advisory Service is implemented in a way that best meets the needs of WA Health staff.

All responses will be treated confidentially.

INSTRUCTIONS - Please tick the box next to your response or write in the area provided.

1. What is your current role?
 Clinical Nurse Clinical Nurse Specialist Enrolled Nurse
 Registered Nurse Nurse Manager
 Other (please specify)

2. Which year did you complete your training?

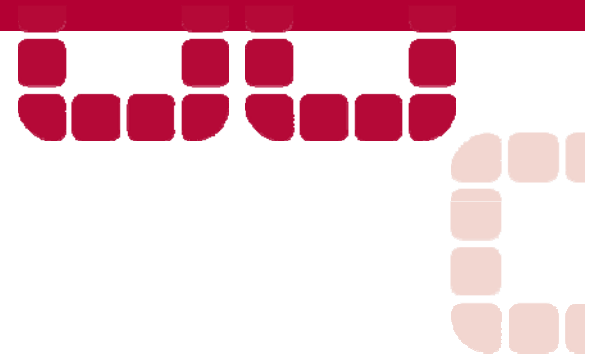
3. Which pilot site do you work in?
 Albany Hospital Broome Hospital Collie Hospital
 Plantagenet Hospital Northam Hospital Warman Clinic

4. If you require assistance with or advice regarding wound care who do you generally ask? (You may tick more than one box)
 Nurse colleague
 Clinical Nurse
 Clinical Nurse Specialist
 Medical colleague
 Allied Health (please specify)

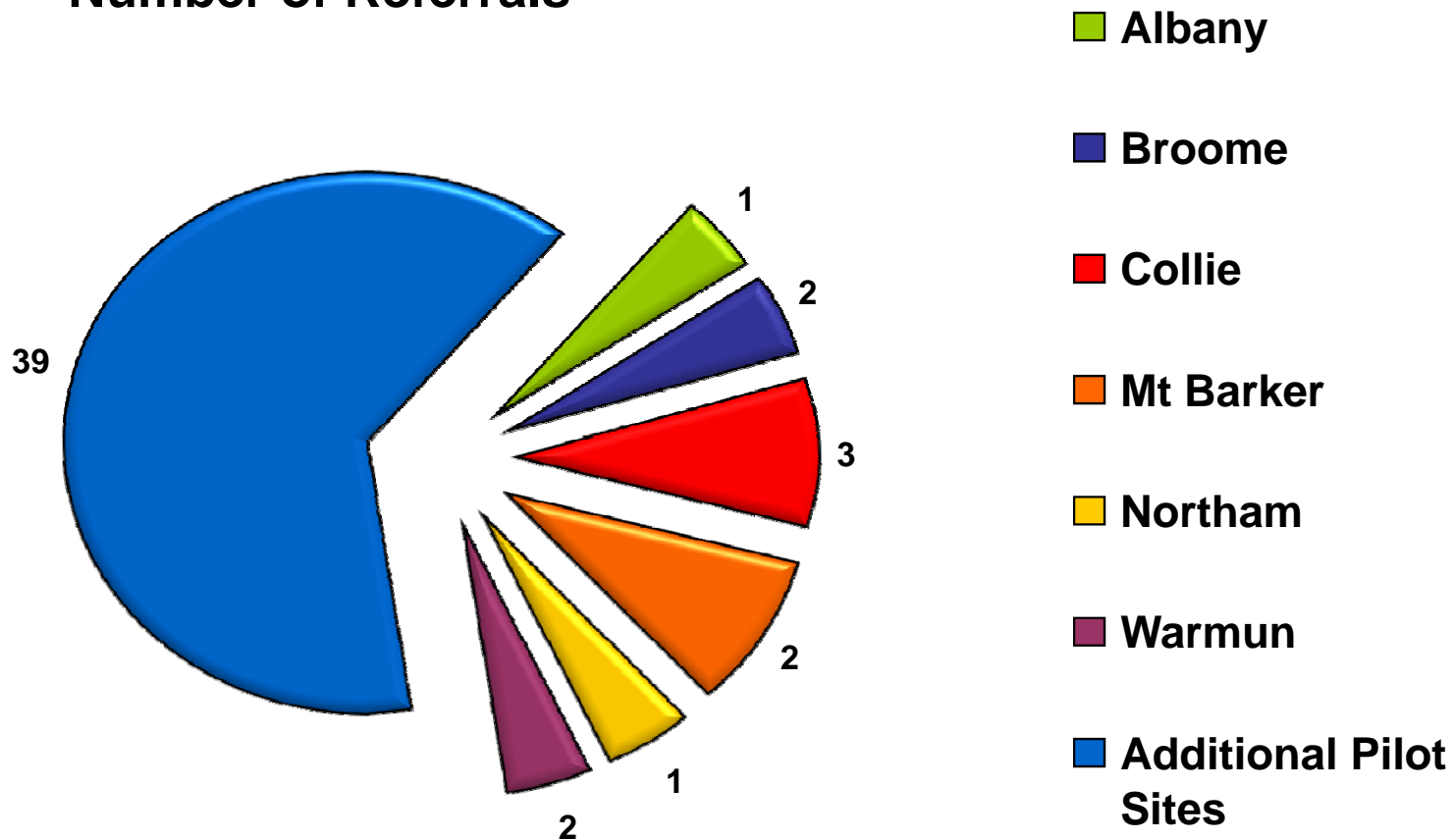
Local wound practitioner (please specify)

Curtin University of Technology SILVER CHAIN Government of Western Australia Department of Health

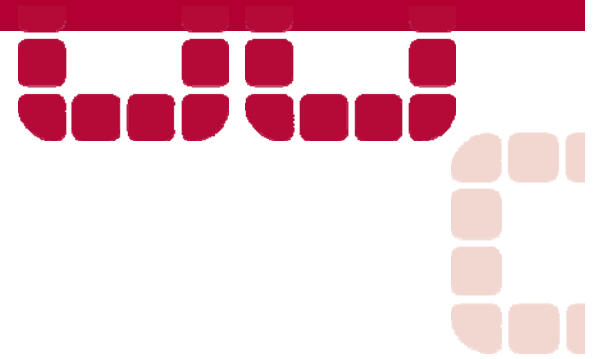
WWAS Pilot Referrals



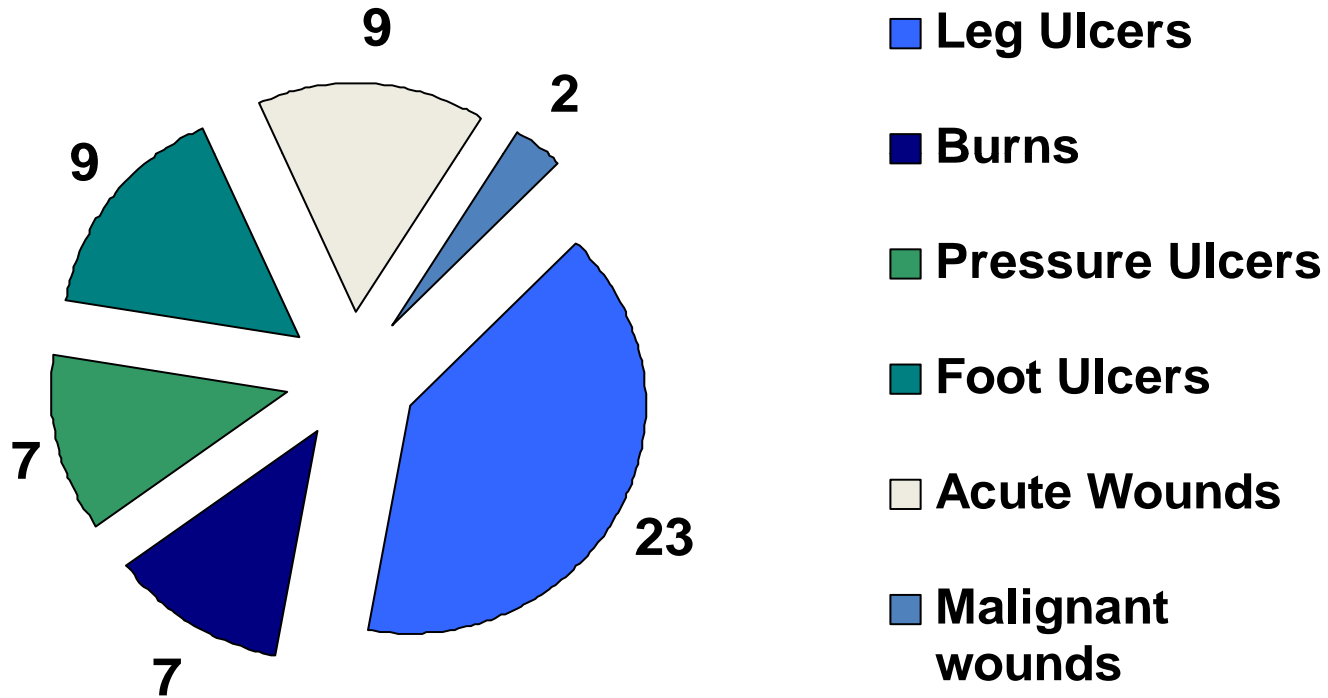
Number of Referrals



Referral by Wound Type



Wound Types



WWAS Stage A Pilot

Issues

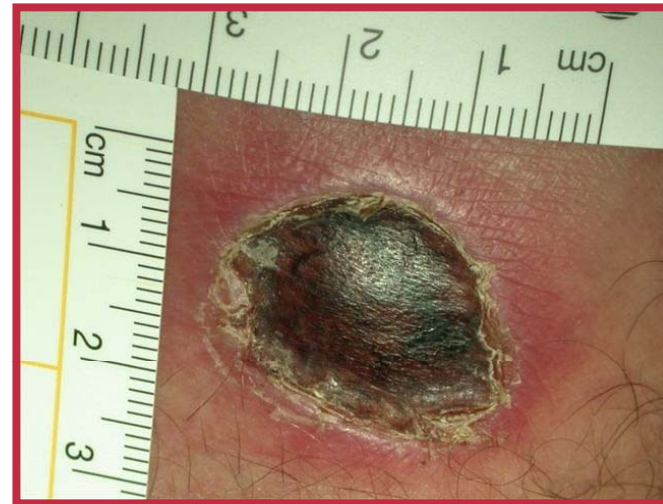
- Low usage from pilot sites
- Interim IT system
- Data storage
- Use of information technology
- Limited site resources
 - Wound care products/devices
 - Allied health services

The screenshot shows the WoundsWest Online Assessment Form interface. The header includes the Department of Health logo, the title 'WoundsWest Online Assessment Form : ver 1.0.0', and the slogan 'Delivering a Healthy WA'. The page is dated Friday, 06 February 2009, for user HE31209 - Edmondson, Margaret. A warning message states: 'WARNING: This page will automatically close in 885 seconds'. The navigation menu includes Home, Search, Request Details, My Profile, Maintenance, Help, and Log Off. The main content area features a 'Review - 1 -' section for patient 22222222 - COLLINS, JOAN - 04 Jan 1960. The form includes fields for Request Date and Time (04/02/2009 16:02), Response Urgency (In 3-4 Business Days), Pref Contact Method (Telephone), and Best time to return call (8-10 am). The 'Wound Characteristics' section includes Assessment Date (04/02/2009), Pain Symptoms (Intermittent), Pain Type (Nociceptive (sharp, stabbing or throbbing)), Pain Score (3), Leg Elevation Pain (R, L), Ulcer Pain (R, L), Claudication (R, L), and Distance able to walk without pain (metres). The 'Recent Investigations' section shows a checked 'Wound Swab' on 02/02/2009 with results 'staphylococcus aureus moderate growth'. The interface is displayed in a browser window with a taskbar at the bottom showing various open applications.

WWAS Stage A Pilot

Patient Outcomes

- 10 patients current
- 40 patients discharged
 - 32 healed
 - 8 other
- 41 healed wounds (64%)
- Prevention of amputation of toe
- Identification of popliteal aneurysm



WWAS Stage A Pilot

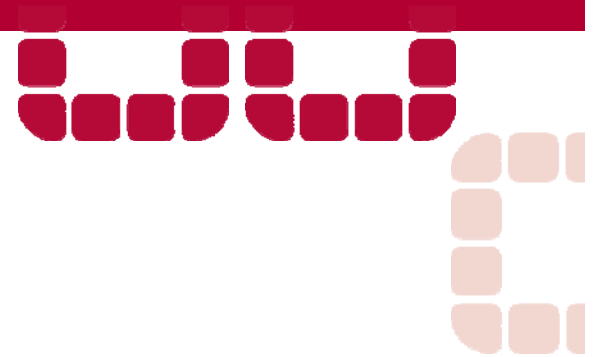
Patient satisfaction

Respondents 12/23 (52%)

| Patient responses | Number | % |
|----------------------------|--------|-----|
| Improved wound status | 12 | 100 |
| Reduced dressing frequency | 5 | 42 |
| Pain reduced | 6 | 50 |
| Less anxious | 5 | 42 |

91% of patients indicated they would like their clinician to use service again

WWAS Stage A Pilot



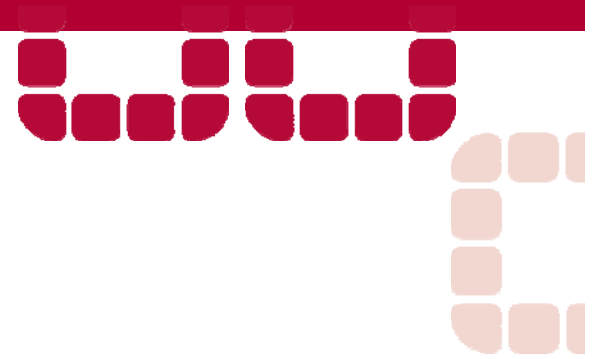
Staff Outcomes

Respondents 28/50 (56%)

- 88% found service useful
- 88% felt knowledge & skill had improved
- 89% indicated they were able to implement the recommended advice
- 75% found advice acceptable to other team members



WWAS Stage A Pilot

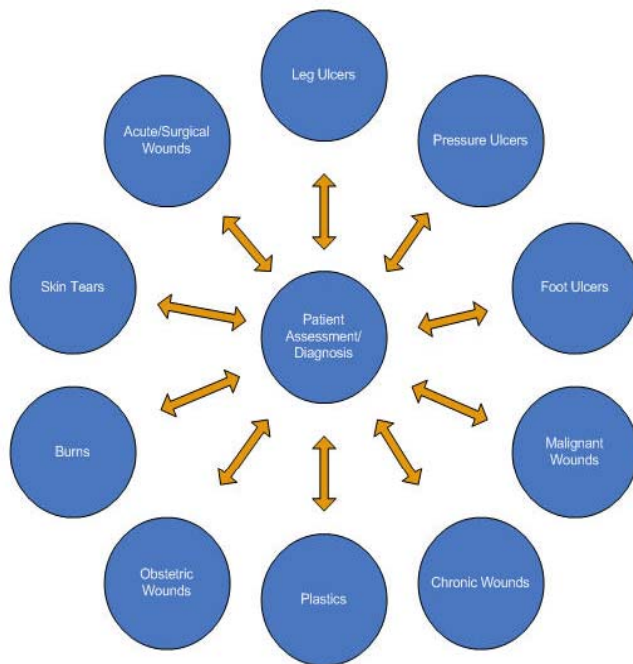


Outcomes

- Development of IT solution
- Inclusion of additional pilot sites
- Increased use of education modules
- Increased use of IT
- Valued service from staff & patients
- Awareness of diagnostics e.g. ABPI

Evidence

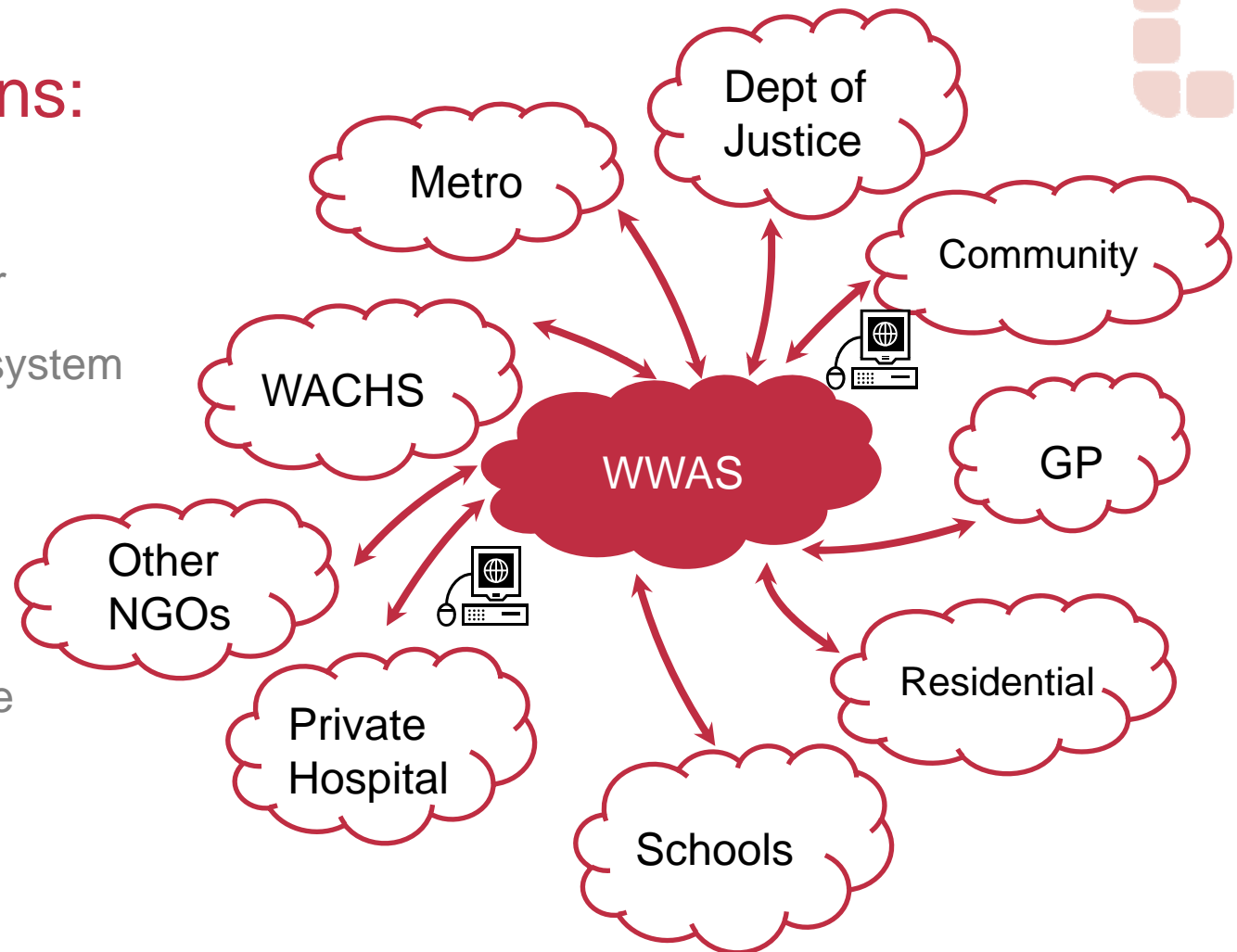
- Clinical guidelines and algorithms
- Wound education modules



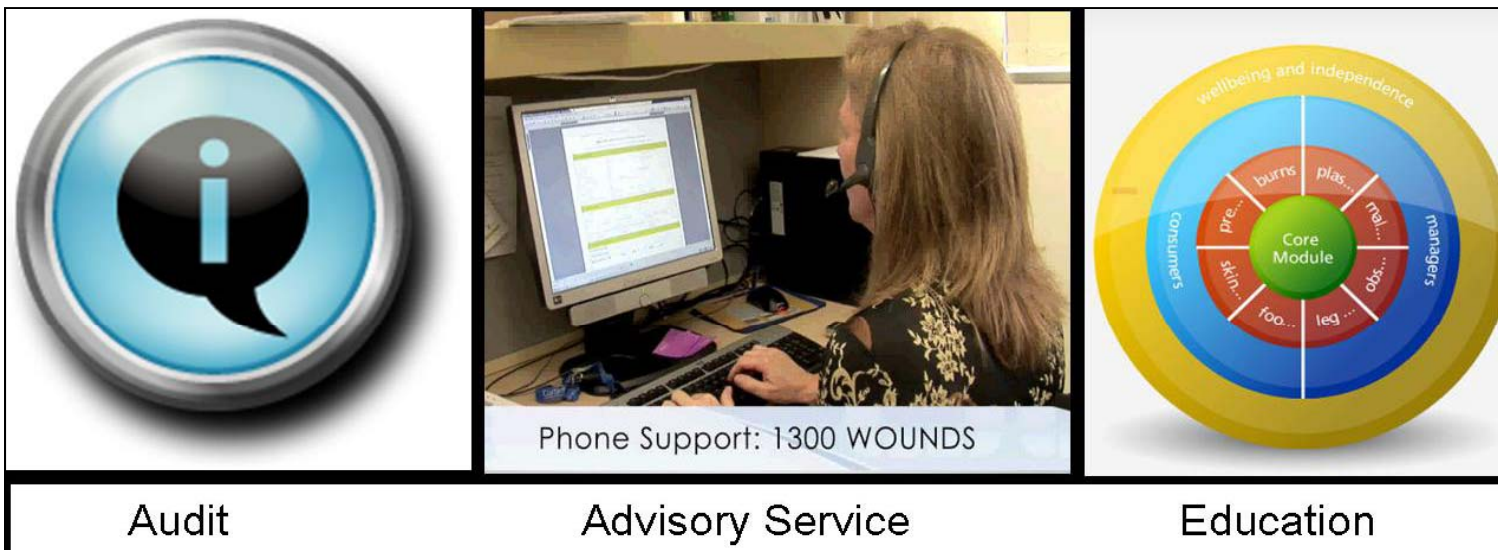
WWAS Stage A Pilot

Future directions:

- Pilot report
- Recommendations for
 - Development of IT system
 - State wide roll out
- Ongoing evaluation
- Cost analysis
- Nurse Practitioner role



How can WoundsWest Help you?



WoundsWest Advisory Service:
1300 WOUNDS (1300 968 637)

Or Go to link... www.health.wa.gov.au/woundswest for more on WoundsWest