



Hero Handoffs

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Learning Outcome

- Review the importance of sensitive WOC nurse handoffs between care settings

Sender shares a piece of the puzzle



Receiver must see it and act on the information to create another piece of the patient puzzle

Home Care Scenario

- Mrs. Jones has been in the hospital and discharged home with home care services
- She has a history of urinary incontinence
- She is receiving home care services under Medicare



Home Care Scenario

Home Care Nurse

Do you have any trouble with leaking urine or not being able to get to the bathroom in time?

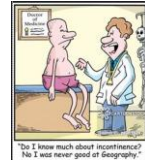
Patient

Oh yes, most of the time. If I cough or laugh I pee. That is why I wear these diapers. My bathroom is way down the hall. I have trouble getting up out of my chair and making it all the way into the bathroom.

What type of incontinence does Mrs. Jones have?



- Stress
- Functional



Lesson 1: Know the basic types of incontinence



- Teach Kegel exercises
- Timed toileting
- Urology referral
- Physical therapy for functional interventions
- Bedside commode

Lesson 2: Know basic interventions for incontinence

Home Care Scenario

Nurse

Do you have any problems with skin irritation or soreness from leaking urine or stool?

Patient

Yes, it is really sore and they said in the hospital it was really red. They said you would bring me more diapers, pads and that stuff in the tube to put on it. They had something taped over that open spot when I was in the hospital but that hurt. It got all sticky and got poop all over it when I had an accident.

Adhesive dressings do not work well posteriorly when the patient is incontinent.

- Topical protective barriers are more appropriate and effective in protecting skin and wounds where they are exposed to urine and stool.
- Topical barriers are not covered by Medicare so must be purchased by patients over the counter.



Lesson 3: Design discharge protocols to include realistic treatment plan for the patient at home
(Or see every pt before they go home – not realistic)

Home Care Scenario

Nurse

I will need to take a look and see how your skin looks today. Underpads and incontinence garments are items that you will need to continue to purchase from where ever you have been getting them before you went to the hospital. The cream you are using can be purchased where you get your other products or pharmacies. Since you have accidents with your bowels it doesn't work well to cover that open area with a dressing.

Patient

Who can I call to come out and help clean me up and put that cream on? These diapers I wear probably aren't the right size as they really cut into my skin sometimes.

Incontinence garments are not reimbursed by Medicare.

- Incontinence garments are available at most retail stores or can be ordered from home medical providers and delivered discreetly to patients home
- Medicaid and some insurances cover some products with a monthly allowable
- What discipline should be consulted to assess patient ability to perform personal hygiene care?



- Occupational Therapy

Lesson 4: Involve OT or other therapies while pt in hospital and when in other levels of care

Lesson 5: Never make promises of what other agencies can or cannot provide. Let the agency explain to the patient

BWAP Clinical Tool

- Review BWAP guide with patients to assess if they are wearing the most appropriate garment for their size and type of incontinence



Lesson 6: Use resources available on the WOCN society website

Home Care Scenario

Nurse

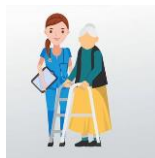
I will only be coming a couple times a week for a few weeks to check you over and see how you are progressing after being in the hospital. Let's see how you do getting yourself clean and if you are able to apply the cream to the area that is sore.

Patient

OK I will see if I can do that myself

Home Care is skilled intermittent care.

- Nursing visits are based on skilled need which includes assessment and patient education. It is intended to be a short term service and not custodial care.



Lesson 7: Homecare patient care is regulated and needs to be a skilled and intermittent care. Nurse cannot go daily to help with incontinence, or wound care, or ostomy care. Changing a urinary catheter and teaching cath care is a skilled service but the patient or caregiver will be responsible to perform cath hygiene and maintenance care.

No matter which team you root for, handoffs are important!!



Thank you for your attention!
What questions/discussion do you have?

