



The effects of tele-consultation between discharged patients with COPD and a Hospital based nurse



ICN Seoul South Chorea the 20th of June 2015

PhD. Anne Dichmann Sorknæs

Medical department, OUH-Svendborg Hospital, Denmark

anne@sorknaes.dk



Background



Background

- Health system under pressure - [↑] elderly patients with chronic diseases as COPD
- COPD exacerbations constitute a heavy patient and societal burden
- Telemedicine consultation might be a solution
- Lack of insight into the effects of teleconsultations



Aim Method



Objectives

**To investigate the effects
of real-time telemedicine video-consultation
between hospital-based nurses and
discharged patients with**

**Chronic Obstructive Pulmonary Disease (COPD) with focus on
readmission, mortality, economics,
users perception and experience**



Method

- ✓ Intervention study with 100 patients
- ✓ Randomized Clinical Trial (RCT) with 266 patient – assigned 1:1 at two different Hospitals
- ✓ Questionnaire study
- ✓ Qualitative post-phenomenological analyse of empirical data from fieldwork
- Health economic analysis



Participants

- **Patients discharged after admission with acute exacerbation of COPD (subacute)**
- **> 40 years of age (>70 years)**
- **Without very severe co-morbidity (most had co-morbidity)**
- **Gave informed consent**



RCT results

Results	Conventional (CT)	Tele-consultation (TVC)	Difference between groups	p-values
	Mean	Mean		
Total readmissions	1.56	1.42	0.14	0.62
Total readmission days	6.37	4.94	1.43	0.24
Acute Ex. COPD readmissions	1.28	1.22	0.06	0.82
Acute Ex. COPD readmission days	5.16	3.88	1.29	0.23



Questionnaire



Patient satisfaction	Yes	No	?
	%		
Patients felt more safe or safe with discharge	76	7	17
Used the equipment without help from anyone*	83	15	2
Could easily or with little difficulty make the TVC measurements work	98	2	
The measurements made the patients feel more safe or no difference	93		7
Found the number of consultations suitable**	88	5	7
Will recommend that the TVC should be the usual care	95	0	5

*5 % some times with help; **5 % wants more consultations; ***20 % preferred both telemedicine and telephone calls



Qualitative findings



User aspects

Media training and education is required- it is a different kind of care, so it is important with education

It is elderly patients who is not familiar with technology, so it is important that the Telemedicine equipment is easily accessible

It is important to make sure that the patients data is kept secret, so a Safe and secure internet line is required-



Easily accessible

“It just works!”

“I press the button and we are connected”.





Digital proximity

Both the patients and the nurses mentioned that it is Important with (a feeling of) eye contact

It is a different kind of care, which is, as a nurse put it a more direct – a more intense communication between me and the other person on the screen”.

*And because you can´t use all your senses it is a very observant and communicative kind of care”
Where you strengthen some of your other senses like the Sight and lisening and the kommunikation*





Patient aspects

The patients got a more active role in their own care and treatment and measure their own vital data and that seem to have empowered the patients

It has shown that it is possible to create a close relation between the patients and the nurses through the screen. There seem to be a proximity - as one patient put it:

It is, of course important, that it is a secure way to give and to receive care for both the patients and the nurses



Patient proximity

*“When she talks to me
I know I am in focus. And only me.
And that's probably what makes me
feel more safe. It must be that.
Sometimes I even forget the illness I
have and I just think we are two normal
people having a normal conversation”.*



Conclusion



Conclusion

- ✓ Possible to use teleconsultation for patients with severe to very severe COPD. Patients likes and they want teleconsultation
- ✓ Not significant reduction in readmissions and mortality
- ✓ High technical functionality and usability is required-evaluate
- ✓ It seems that teleconsultations is a Qualified care – where there seems to be a certain kind of Digital proximity
- ✓ Changed the nurse's professional role to be a manager of care
- ✓ The patient's role changed to be more active and the patients seems to be empowered
- ✓ Now a running service – and other teleservices has been implemented²⁰



Questions

