

Patient-Centered Ostomy Toolkit:

An Approach to Standardize Care and Education of Patients with an Ostomy

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Background

Living with an ostomy can change a person's life and be a source of clinical challenges. Issues may occur related to knowledge of ostomy care, readmissions, access to healthcare providers, and lack of ostomy resource information. These issues contribute to poor quality of life, reduced physical and mental well-being, and increasing costs (Goldberg et al., 2018). There were gaps in educational materials and resources provided to the ostomates. Our institution identified a need to develop standard operating procedures (SOP) to streamline the care of patients with new ostomies across the continuum to improve ostomy care knowledge and postoperative outcomes including Emergency Department (ED) visits and readmissions.

Purpose

To develop a standardized ostomy SOP and toolkit to ensure streamlined, consistent education for patients with a new ostomy.

Methods

- An interprofessional team developed an SOP, which included the creation of an ostomy toolkit with self-care instructions and an ostomy resource packet.
- A Patient-Family Advisor (PFA) reviewed all the educational materials and provided feedback.
- The WOC nurses, registered nurses (RNs), and nurse leaders on the pilot surgical unit were educated to ensure consistency and clarity of their roles and responsibilities.
- An educational folder was provided with the ostomy toolkit, diet and hydration information, travel communication card, a pictogram of the stoma, pouching, skin care, and healthcare team contact resources.
- A WOC nurse reinforced educational materials with bedside instruction.

Results

Table 1: WOC RN compliance outcomes

Process Metric	Initial State (Nov 2021)	Target State	Actual State (May – Nov 2022)
WOC RN compliance with toolkit	N/A (not developed)	95%	98%
WOC RN competency completion	N/A (not developed)	100%	100%

Figure 1: 90 Day ED Visits Among New Ostomy Patients by Specialty*

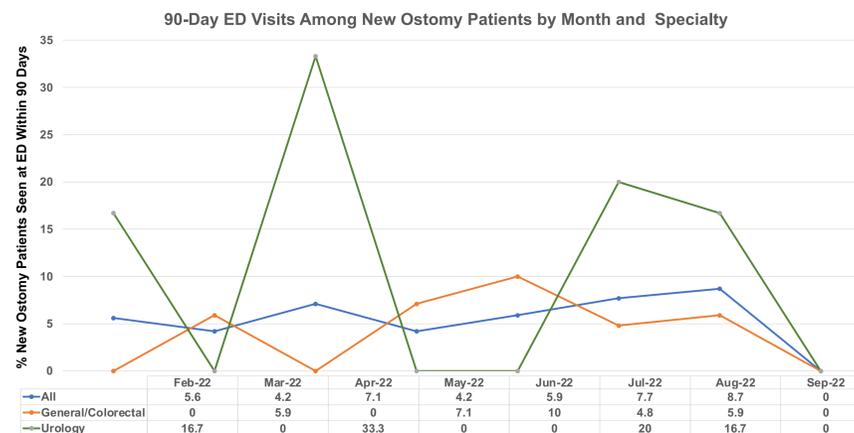
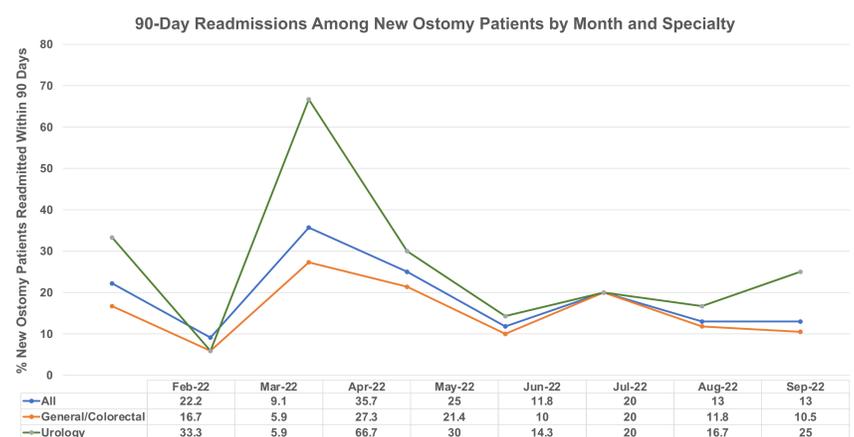


Figure 2: 90 Day Readmissions Among New Ostomy Patients by Specialty*



*90-day ED visit and Readmission data not available after October 1, 2022 due to electronic medical record transition

Discussion

Fifty-five patients were included in a pilot from May – November 2022. Overall nursing compliance with the toolkit and SOP was 98%. 90-day readmissions and ED visits decreased for all ostomy populations during the pilot. Anecdotal patient feedback was positive, but more robust patient experience data is needed to inform future changes. The toolkit will be available across the system to further facilitate standardization.

General patient feedback included:

- helpful and useful
- able to easily refer to
- appreciate everything being in one place
- answers a lot of their questions and concerns
- empowers the patient the opportunity to take ownership of their care if the WOC nurse is not present

References

Goldberg, M., Colwell, J., Burns, S., Carmel, J., Fellows, J., Hendren, S., Livingston, V., Nottingham, C. U., Pittman, J. Rafferty, J., Salvadalena, G., & Steinberg, G. (2018). WOCN Society Clinical Guideline: Management of the adult patient with a fecal or urinary ostomy- An executive summary. *J Wound Ostomy Continence Nurs*, 45(1), 50-58. <https://doi.org/10.1097/WON.0000000000000396>

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