



Development, implementation and patient-driven evaluation of the Princess Alexandra Hospital Trauma Nurse Practitioner-led outpatient clinic

Fiona Jennings RN MNP and Vanessa Brunelli RN PhD

Introduction

Implemented in 2018, the trauma nurse practitioner (TNP) role at Princess Alexandra Hospital aims to optimise care for the adult multi-trauma patient. A key initiative was the implementation of a TNP-led Outpatient clinic, the objective of which is to address a critical gap in trauma patient care. Trauma patients admitted with blunt chest injury were not traditionally offered outpatient follow-up which reflected a gap in patient care and forms the clinic focus.

Research objectives

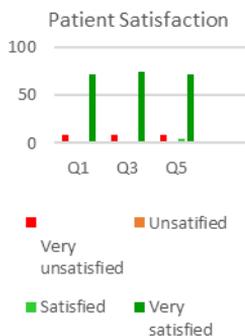
To evaluate patient satisfaction with the PAH TNP-provided service of the TNP-led Outpatient clinic.

Methods

Upon implementation of the TNP role, an activity mapping exercise was undertaken to construct role objectives. Informed by content analysis and in view of the objective of implementing an outpatient clinic, criteria for patient admission to the clinic were defined. To ensure continuous improvement of the clinic service, a validated patient satisfaction questionnaire was used in the blunt chest trauma population. On completion of first visit to the clinic, patients are invited to complete the questionnaire. The tool used in this evaluation is a modified version of an instrument developed in the Australian Nurse Practitioner Study [AUSPRAC].

Results

Between 01-Feb-2019 and 29-Feb-2020, 146 patients attended the Clinic. 83 questionnaires were completed. 88% of patients reported "satisfied" to "very satisfied" with their clinic appointment. 90% of patients rated the quality of care provided by the TNP as "high" to "very high". Positive qualitative data were received from all 83 patients. More males attended clinic (n=69%), which is consistent with trauma admissions.



Qualitative thematic responses were identified; professional, clear, knowledge, valuable and supported.

"Great service and I feel I was truly cared about"

"brilliant attitude, knowledgeable, very grateful"

"was informative and our experience was very satisfactory"

"She explained everything in language I could understand, it was excellent in getting me the help I need"

Discussion

Evaluating the treatment and care delivered by the TNP in the TNP-led Outpatient clinic has influenced the role in improving the health care experience and recovery of patients with blunt chest injury. Understanding of this has contributed to service development, outcomes and service sustainability.

Overall there has been an improved understanding of the TNP role between staff, patients, families and GPs.

Limitations

Despite using a validated tool there were some contradictions between comments and what was marked on the Likert scale. Patients were only asked to provide feedback once, and subsequent appointments were not evaluated.

Conclusion

The TNP advanced nursing role at the PAH helps improve the health care experience and health outcomes for multitrauma trauma patients with blunt chest injury. The holistic approach to treatment and care offered by the TNP in the TNP-led Outpatient clinic, appears crucial to successful patient recovery.

Selected references

Gardner, G. E., Gardner, A., Middleton, S., & Della, P. (2009a). AUSPRAC. *The Australian nurse practitioner study: The nurse practitioner research toolkit*. Retrieved from http://www.nursing.health.wa.gov.au/docs/rep-orts/AUSPRAC_NURSE_PRACTITIONER_RESEARCH_TOOLKIT.pdf

