



Application of Integrated Healthcare to the Care of Patients in Wards of Division of Gastroenterology and Hepatology

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Background and Objectives

The nursing profession is an important part of the medical team. With the integration of medical resources, it is important to use problem-oriented method, case discussion, and family meetings to communicate through cross-disciplinary teamwork. Besides, during the care of patients, it is also important to better understand the professional knowledge and skills of various types of care in the medical team, implement Shared Decision Making (SDM), provide patients with options for consideration, and allow healthcare professionals of all specialties to make patients receive high-quality care in the spirit of cooperative care to further promote patient health.

Methods

When a patient's condition changes during hospitalization, if the patient experiences unexplained fever, acute abdominal pain, or requires multidisciplinary consultation, comprehensive healthcare should be initiated, with each specialty providing professional care. Patients on long-term medication should be referred to a pharmacist, while those with abnormal weight loss should be referred to a nutritionist. For patients with financial difficulties, assistance from a social worker can be arranged. If post-discharge home care is required, the case manager will discuss the discharge plan with the patient and their family, offering advice on assistive devices. Nurses should guide patients in learning self-care and educate family members on maintaining health after discharge. Additionally, cancer case managers can provide cancer-related resources and support, promoting patient health.

Results

In terms of the patients receiving integrated healthcare in the ward of Division of Gastroenterology and Hepatology, the statistics in 2023 showed that 85 patients were referred to nutritionists, 58 patients were referred to pharmacists, 14 patients were referred to social workers, 394 patients were referred to discharge plan case managers, and 115 patients were referred to the screening of four cancers. With the implementation of integrated healthcare, patients can cooperate with medical treatment and the disease can be controlled. Besides, the results showed that the overall satisfaction of inpatients reached 91.3%. In 2023, the Adenoma detection rate (ADR) of colorectal adenomatous polyps reached 52.4%. According to the recommendations of the American Society of Gastrointestinal Endoscopy, the ADR should be above 25%, and the results of our department was better than those internationally. In terms of paying attention to the quality of patient care and implementing standardized care management, our department's healthcare management passed ISO certification twice in 2018 and 2020, respectively.

Conclusion

With the implementation of integrated healthcare, in the process of caring for patients, the medical team is able to cooperate with each other and jointly formulate a care plan, which can provide patients with high-quality care in five aspects (whole person, whole family, whole process, whole team and whole community) to promote patient health.

Relevance to HPH

The content of the provided file emphasizes the application of integrated healthcare in the Division of Gastroenterology and Hepatology to enhance patient care. By utilizing cross-disciplinary collaboration and shared decision-making, healthcare professionals ensure patients receive high-quality, patient-centered care. This approach includes referring patients to specialists, such as pharmacists for medication guidance or nutritionists for dietary concerns, and providing comprehensive discharge plans. The integration of healthcare resources promotes health outcomes by focusing on the whole patient, their family, and their long-term care, aligning with the goals of health promotion hospitals to improve patient well-being.

Relation to conference main theme

The integrated healthcare model applied in the Division of Gastroenterology and Hepatology ensures equitable access to medical care by involving a multidisciplinary team. This approach addresses various patient needs, regardless of financial or social barriers, by referring patients to appropriate specialists such as pharmacists, nutritionists, and social workers. It also ensures continuity of care through personalized discharge plans and home care services, which are made available to all patients. This model promotes fairness by ensuring that each patient receives individualized, comprehensive care, regardless of their condition or background, aligning with the principles of equitable healthcare.

Relation to one of the HPH Task Forces

Population, societal and ecological approach: promoting multi-level interventions across society

Health-promoting hospitals utilize interdisciplinary collaboration and shared decision-making to provide personalized care plans through integrated professional teams. Comprehensive care covers "the whole person, family, process, team, and community," addressing both the patient's medical condition and living environment. Personalized discharge plans ensure continuous care after hospitalization, assisting patients in transitioning smoothly to home recovery and reducing the risk of readmission.

