

Bringing Nurse Case Management Global

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Abstract

Background:

Oregon Health and Science University (OHSU) is dedicated to improving health on a global scale. Using guiding principles of inter-professionalism, meeting local priorities, capacity building and teaching, safety and onsite presence, and sustainability and funding to meet this focus (OHSU Global SE Asia, 2019). OHSU has centralized its global footprint in SE Asia where education, research, and clinical initiatives are leveraged and sustained to improve human health in partnership with Bangkok Dusit Medical Services (BDMS). These privately-owned hospital organization is one of the largest health systems in SE Asia, managing 48 hospitals in multiple countries (OHSU Global, 2019). BDMS is one of the most prestigious hospital networks in the Asia-Pacific region and provide world-class medical care to around 2 million international patients annually. One of their missions is to ensure patients receive world-class care from their first appointment to the moment they leave (BDMS, 2019).

In 2018, BDMS recognized the need to improve their multidisciplinary patient care coordination model. The organizations relied on the bedside nurses and nurse manager of the unit to perform an extensive number of tasks which includes patient care coordination. The duties involved multidisciplinary communication, patient-centered discharge planning, complex care coordination, patient flow, and patient care conferences. The overextension of the nurses highlighted the opportunity to provide their patients and organization the benefits of nurse case management and transitional care.

What:

In 2019, BDMS, in collaboration with OHSU global, partnered with the division of care management to learn, operationalize, and implement the nurse case management profession and services to SE Asia.

How: Over a six-month period, BDMS sent 12 nurse leaders from different hospitals to OHSU to learn nurse case management. Their one-month cohort included case management education which involved nursing finance and leadership, nursing education, quality, process improvement, hands-on preceptorship with the nurse case managers and oversight of the case management model with the charge nurse and manager. Throughout the month, the nurse leaders met with different nurse case managers to learn the value of having expert care coordination for our patients and organization. At the end of their time with us, we reviewed how case management could benefit their organization and discuss return on investment strategies to support the implementation of the programs to their hospital CEOs.

So, what: In October of 2019, the nurse manager and program manager of OHSU care management visited a few of the BDMS hospitals to see the progression of their initiative implementation. The visit involved nine hospitals in Thailand and one in Cambodia. The knowledge the nurses had absorbed from OHSU was astounding with the implementation of over 40 case management programs throughout the 12 different hospital sites. Within a few months, hospitals had shared the gap analysis with their executive team, selected the center

of excellence (trauma, other, stroke, heart, oncology) for a nurse case management programs, standardized their workflows, scripting, job descriptions, onboarding, orientation, and competencies. When OHSU arrived, the BDMS nurses had completed the implementation and training of their nurse case manager teams and were beginning to monitor outcomes. Two hospitals had implemented home visits into their workflow and were observing outcomes to decrease hospital and emergency department (ED) utilization. The key performance indicators (KPI) being monitored include length of stay, ED visits, and readmissions with a debt and waste cost reduction of greater than 20%.

Standard work implemented to improve care coordination include multidisciplinary rounds with case management, daily management systems, patient-centered discharge planning, and patient experience. Outcomes that were met comprise of rounding on newly admitted patients by multidisciplinary teams by greater than 95% and reduction of patient complaints to 0 at Samitivej Hospital. Long term KPIs being tracked are the number of financial risk patient cases less than 10% by implementing nurse case management in their transfer centers and ED. Reduction of readmissions by less than 2%, increase patient growth by 5%, and increase revenue growth by 10% which were met in quarter three of 2019 by Bangkok Headquarters.

The partnership supported the OHSU nurse case managers in evaluating and teaching evidence-based care coordination. This allowed the nurses of BDMS to incorporate their learnings into their practice to benefit patients and the BDMS organizations. The OHSU nurses were involved in designing and implementing these learnings into the BDMS-OHSU case management education program.

Biography:

Jenn Leitch is a Nurse Manager of Care Management at SW Scarlett Drive Portland in USA.

Speaker Publications:

1. Bangkok Dusit Medical Services (BDMS). (2019). About BDMS. Retrieved from <https://www.bdms.co.th/>
2. OHSU Global. (2019). Southeast Asia Initiatives. Retrieved from <https://o2.ohsu.edu/ohsu-global/southeast-asia.cfm>
3. OHSU Global SE Asia. (2019). OHSU global SE Asia. Retrieved from <https://o2.ohsu.edu/ohsu-global/>

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