

# Measuring system impact by improving the ostomy patient experience from a product standardization project in a 13-hospital integrated delivery network in the Midwest

Authors: Darcy Helder, Coloplast Corp., Mary O'Day, RN, CWON

Data on file at a Midwest Hospital Facility.

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## Purpose:

To measure the system impact on patient experience by improving the ostomy products offered. We aimed for simplification with staff, reduced complications with patients, and then assessed whether this process of standardization could impact overall patient satisfaction scores. The health care professionals also identified multiple manufacturers of ostomy products and expressed a desire to eliminate keeping so many items in the system. Supply cost savings to the system was also a goal of the standardization project.

## References:

1. Heneghan KC, McGee MF, Bailey HR, Sachdeva AK, Daly JM, Davis E, Colwell JC. 2015. Ostomy Home Skills Kit (DHSK) is Effective at Preparing Patients to Confidently Manage Their Post-Operative Recovery. Journal of Cancer Education. 2015;30(3):S320-21.
2. Internal Midwest Hospital facility Dashboard of Category Trends, by Percentile, ICD of 569.69; Overall Rating HCAHPS.

## Methods:

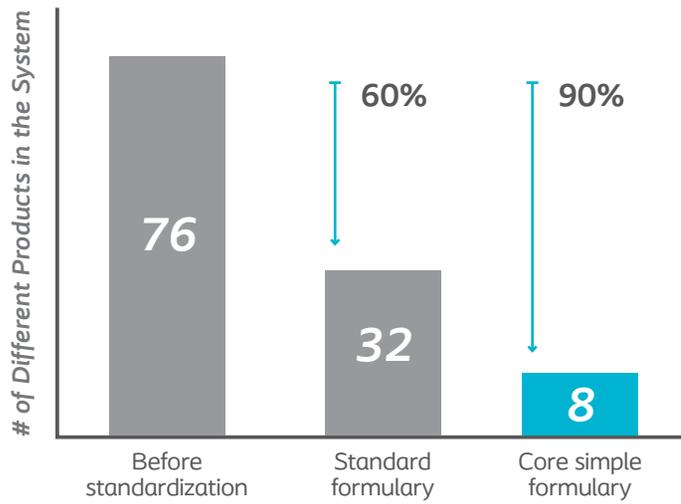
A wound/ostomy fair was held with multiple manufacturers to present to the committee members. Three companies were chosen for the ostomy trials at three of the hospitals. Another consideration for improvement was the transition of care from hospital to home. Collaboration between the acute and home care WOCN's was initiated to discuss improvement.

## Schedule for trials

		1	2	3	4	5	6	7	8	9	10	11	12	13	14	
Supplier	Evaluation location	30-June	7-July	14-July	21-July	28-July	4-August	11-August	18-August	25-August	1-Sept.	8-Sept.	15-Sept.	22-Sept.	29-Sept.	6-Oct.
Vendor 1	Hospital 1						-----									
	Hospital 2							-----								
	Hospital 3		-----													
Vendor 2	Hospital 1									-----						
	Hospital 2		-----													
	Hospital 3							-----								
Vendor 3	Hospital 1		-----													
	Hospital 2										-----					
	Hospital 3												-----			
														Evaluations completed		
														Supply chain analysis		

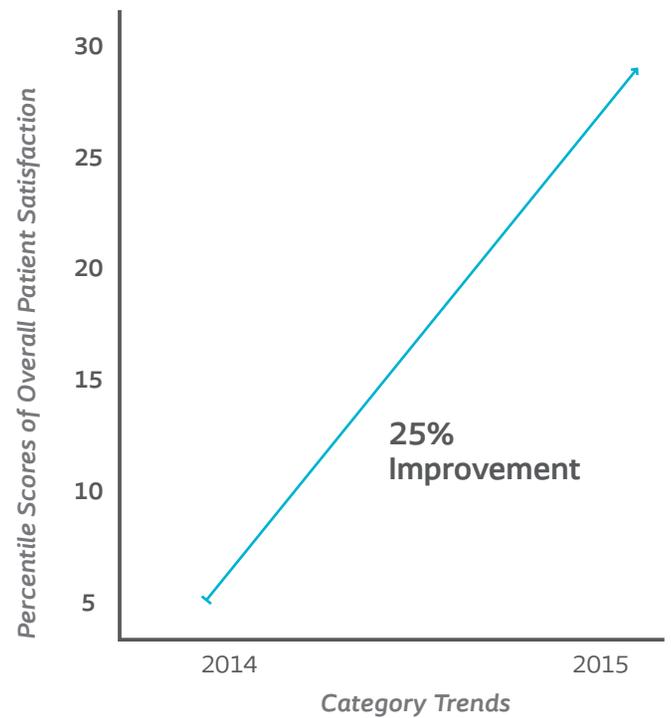
## Results:

One manufacturer was chosen for the standardized formulary. Items in the system were reduced from 76 to 32, although the core formulary for all floors/staff nurses is only 8 items. Pre-op teaching kits were standardized to the American College of Surgeons Home Skills Kit and a folder from the hospital system. In prior research of 106 patients, patients who did not use the kits were twice as likely to visit the ER in the 2 weeks after their operation.<sup>1</sup> Further, the contract provided the system a cost savings of 17%.



## Conclusion:

Patient experience scores were raised, specifically for patients undergoing ostomy surgery, from the 5th percentile in 2014 to almost the 30th percentile in 2015.<sup>2</sup>



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Our business includes ostomy care, continence care, wound and skin care and urology care. We operate globally and employ more than 10,000 employees.