INTER-PROFESSIONAL VIRTUAL WOUND CARE

Impact in an Integrated Health Care System during COVID-19



4.7 cm²
HYPERBARIC.CA
DURHAM REGION

Background and Purpose

Home and Community Care Support Services has a focused mandate to deliver local health care services such as home and community care, access to community services and long-term care home placement across Ontario. Home and Community Care Support Services Central East is committed to providing high quality, evidence-based nursing care to approximately 15, 000 patients with wounds per year in the community, and is one of the largest and fastest growing regions in Ontario.



An area of over 16,673 km²



The COVID-19 pandemic posed a challenge for our wound care patients in the community as face-to-face access to experts and specialists was limited. High-risk wound patients, the same older, comorbid population most susceptible to COVID-19, risked exposure to infection by travelling to clinics, medical appointments or other community healthcare settings. A Wound Care Inter-professional Team was implemented in response to these challenges and risks.

Method

The Wound Care Inter-professional team draws upon clinical experience and other expertise across sectors to collaborate, strategize and provide recommendations and treatment options on clinically complex or non-healing wounds. This team, with patients at the centre, works together to provide virtual and face-to-face wound care consultations, ensuring patients throughout our region continue to receive seamless, evidence-based, high quality wound care during a global pandemic.

Home and Community Care Support Services Central East
1-800-263-3877 | healthcareathome.ca/centraleast

West

- Scarborough Health Network
 - *Chief of Plastic Surgery*
 - *Advanced Practice Nurse*
 - *Nurse Practitioner*
- Scarborough Centre for Healthy Communities
- Four Contracted Nursing Service Provider Organizations
- Two Contracted Nursing Clinics
- Home and Community Care Support Services Central East Wound Resource NSWOC

North East

- Peterborough Regional Health Centre
 - *Advanced Practice Nurse*
- Ross Memorial Hospital
 - *Advanced Practice Nurses*
- Five Contracted Nursing Service Provider Organizations
- Four Contracted Nursing Clinics
- Home and Community Care Support Services Central East Wound Resource NSWOC

Central

- Lakeridge Health Corporation
 - *Infectious Diseases Physician Specialist*
 - *Nurse Practitioner*
- Glazier Medical Centre
 - *Chiropodist*
- Mission United (Support for Poverty Relief)
 - *Nurse Practitioner*
 - *Registered Nurse*
 - *Primary Care Outreach Paramedic*
- Five Contracted Nursing Service Provider Organizations
- Two Contracted Nursing Clinics
- Home and Community Care Support Services Central East Wound Resource NSWOC

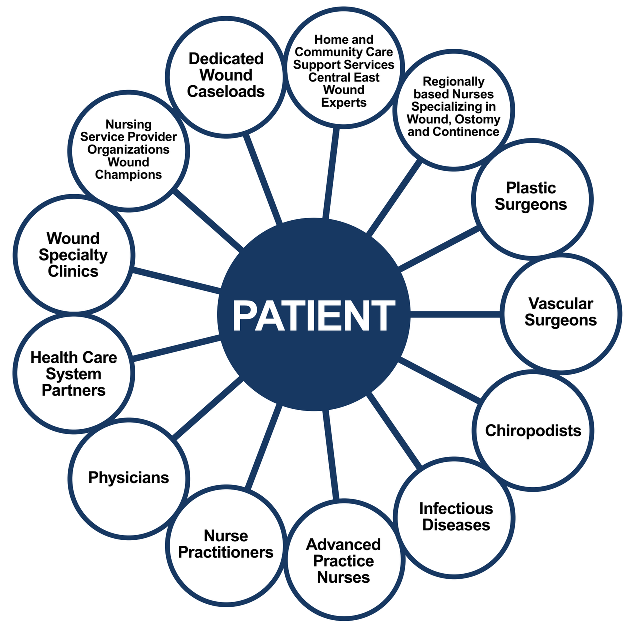
Front-line community nurses drive the Inter-professional Team with their leadership and wound expertise. The collaboration, innovation and support provided by all members of the team empowers and strengthens the capacity of these nurse wound care champions, helping to enhance their knowledge, judgement and treatment decisions.

As a participant in the Telewound Care Canada initiative, the Wound Care Inter-professional Team utilizes Swift Medical's Skin & Wound App to conduct virtual wound consultations. High quality, scientifically calibrated wound images, paired with standardized assessments enables virtual wound collaboration and consultation among members of the Wound Care Inter-professional Team. This initiative is made possible by funding received through the Federal government's Digital Technology Supercluster.

Home and Community Care Support Services Central East wound experts

Contracted nursing service provider organization wound champions

Health care system partners



PATIENT
Dedicated Wound Caseloads
Home and Community Care Support Services Central East Wound Experts
Regionally based Nurses Specializing in Wound, Ostomy and Continence
Plastic Surgeons
Vascular Surgeons
Chiropodists
Infectious Diseases
Advanced Practice Nurses
Nurse Practitioners
Physicians
Health Care System Partners
Wound Specialty Clinics
Nursing Service Provider Organizations Wound Champions

The goals of the Wound Care Inter-professional Team:

- Improved wound outcomes
- Decreased length of stay on home care nursing services
- Improved patient/caregiver satisfaction and quality of life
- Decreased emergency department and unscheduled health care visits

Statistics Since Project Go-live January 2021

248	355	1,092	145	15
Patients	Unique Wounds	Evaluations Competed	Wound Resource NSWOC Care Coordinator Consults	System Partner Consults

Results | Patient Impact

Patient Survey Results:

92% — **Satisfied or Very Satisfied** with the Wound Care IPT program

83% — **Agree or Strongly Agree** that Wound Care IPT has improved their quality of life

75% — **Agree or Strongly Agree** that they were able to better manage their health

Clinician Survey Results:

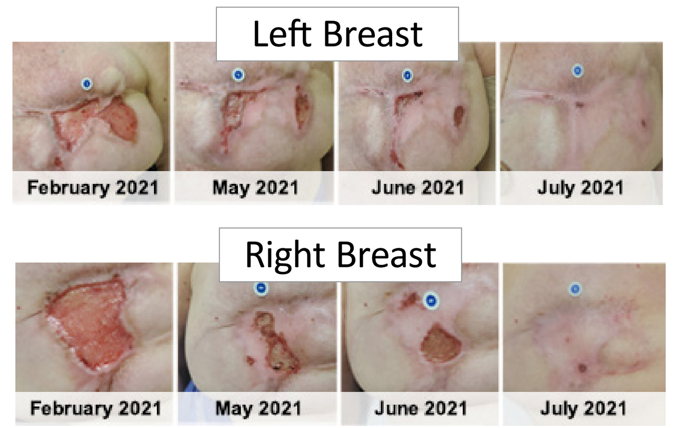
Clinician survey aimed at front-line users of the Swift Skin and Wound App:

100% — **Agree or Strongly Agree** the solution is intuitive and easy to use.

90% — **Agree or Strongly Agree** the solution helps me follow changing wound progress over time.

85% — **Agree or Strongly Agree** the solution helps me make better and faster patient care decisions.

Patient Story



Left Breast
February 2021
May 2021
June 2021
July 2021
Right Breast
February 2021
May 2021
June 2021
July 2021

One of our patients spent 5 years with non-closing wounds after undergoing bilateral breast reconstruction post partial mastectomy. This patient was referred to the Wound Care Inter-professional Team in January 2021, team members consulted together, and a new wound care treatment was recommended. Within six months of being referred to the Inter-professional Team, the patient's wounds have closed, greatly improving the patient's quality of life.

"I spent 5 years treating this wound and nothing was helping. Once I was referred to the Inter-professional team I couldn't believe how fast my wound improved and now it's almost healed, it's amazing and I'm so thankful" - Wound Care Patient

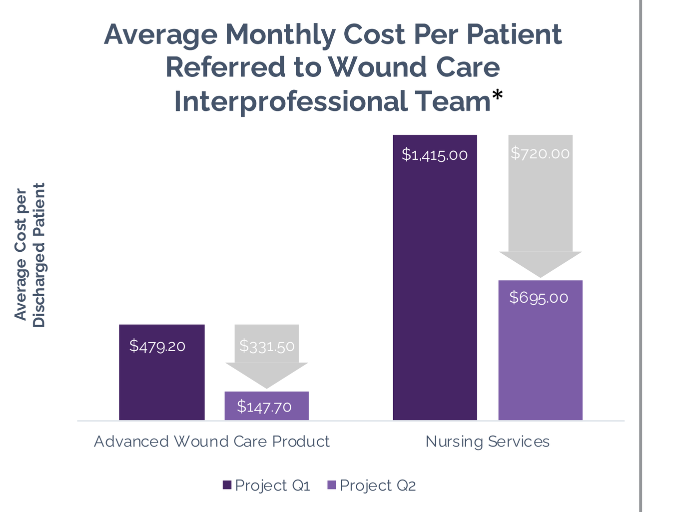
Conclusions

While the global pandemic had many negative impacts, it allowed for opportunities for growth, innovation and creative virtual wound solutions which have further enhanced the delivery of health care. The global COVID-19 pandemic lent itself to a dark time of uncertainty with extreme risk to the health care system and potential consequences for wound care patients.

Implemented a new model of patient partnered wound care leveraging the Inter-professional Team and digital wound solution, which resulted in better patient engagement and improved quality of life for 100% of our patients

Unified vision and dedication to best practice, evidence based, and high quality wound care

Increased collaboration and networking amongst our health system partners



Average Monthly Cost Per Patient Referred to Wound Care Interprofessional Team*
Average Cost per Discharged Patient
$479.20
$331.50
$147.70
$1,415.00
$720.00
$695.00
Advanced Wound Care Product
Nursing Services
Project Q1
Project Q2

7% — **ED Visits Decrease**
Feb-Apr '21 compared to May - July '21, 7% decrease in ED visits for patients of WC IPT

50% — **Readmission Decrease**
May - July '21 compared to May to July '20, wound care readmission to home care decreased by 50%

13 MONTHS — **Length of Stay Decrease**
Apr to Jul '21, the average length of stay for patients on the Maintenance Wound Exception pathway decreased to 13 months, compared to 17 months in the same period in the year prior

Maintenance Wound Exception Pathway:
- All wounds that have failed expected healing process
- All avenues of self-care exhausted; higher level of wound care required
- Patients seen daily or every two days