ON CALL PD NURSING: Winnipeg’s Perspective

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Manitoba Renal Program
OBJECTIVES

- Discuss how on-call/telephone nursing initiated within the Manitoba Renal Program
- Review current processes utilized by St. Boniface PD Unit
- Provide an overview of Manitoba PD patient population/demographics and geographical locations
- Understand the challenges/opportunities that present with after hours calls
- Discuss future plans
A Look at History…

- 1980’s: PD integrated into hemo unit at St. Boniface Hospital
- 1990’s: PD established separate work area
- 2003: Initiated PD nurse coverage evenings/weekend
- 2005: Opening of 2nd PD unit in Manitoba – Seven Oaks General Hospital
- 2010: Creation of Standard Operating Procedures to facilitate standardizing care
St. Boniface Hospital

Seven Oaks General Hospital
Current State

- SBH/SOGH PD units open between hours of 0730-1600 (M-F)
- After PD Units close: 1 SBH PD nurse available to provide coverage for on-site hospital patients, support Emergency dept, and answer pager
- SOGH provides modified support: ER accepting PD patients (as of Sept 2012) for simple PD procedures and treatments
Current State

- SBH & SOGH: medical ward available to perform PD treatments for in hospital patients admitted to that unit
- HD nurses provide support after 2330 hrs
- Nephrologist on-call 24 hrs/day
- Baxter Technical Phone Support
<table>
<thead>
<tr>
<th>2012</th>
<th>St. Boniface</th>
<th>Seven Oaks</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>PD Patients</td>
<td>154</td>
<td>99</td>
<td>253</td>
</tr>
<tr>
<td>Winnipeg</td>
<td>79 (51%)</td>
<td>64 (65%)</td>
<td>143 (57%)</td>
</tr>
<tr>
<td>Northern</td>
<td>24 (16%)</td>
<td>14 (14%)</td>
<td>38 (15%)</td>
</tr>
<tr>
<td>Southern</td>
<td>20 (13%)</td>
<td>11 (11%)</td>
<td>31 (12%)</td>
</tr>
<tr>
<td>Interlake</td>
<td>19 (12.5%)</td>
<td>6 (6%)</td>
<td>25 (10%)</td>
</tr>
<tr>
<td>Western</td>
<td>5 (3%)</td>
<td>2 (2%)</td>
<td>7 (2.5%)</td>
</tr>
<tr>
<td>Ontario</td>
<td>7 (4.5%)</td>
<td>2 (2%)</td>
<td>9 (3.5%)</td>
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</table>
In Manitoba: 43% of the PD Population lives Outside Winnipeg

- Northern Manitoba: 35%
- Interlake: 23%
- Western: 6%
- Southern: 28%
- Ontario: 8%

Map of Manitoba Regional Health Authorities
New 5 RHAs

Winnipeg (Churchill)
Challenges of the On-Call Nurse

○ Geography
  ● Case study
  ● Nursing Stations/Rural Hospitals
  ● Medications availability

○ Telephone triage
  ● Understanding/knowing patient
  ● Limitations
  ● Communication/Language
  ● Telephone policies: CRNM, St. B
  ● Documentation
Challenges of the On-Call Nurse

- Float nurses
  - Staffing
  - Standard operating procedures/policies
- Community Support
- Time Management
Top Ten List of Reasons to call PD after hours

- Fluid Management
- Draining Issues
- Peritonitis
- Cycler Problems
- Blood Pressure Issues
- Non-Dialysis Related Issues
- Supplies
- Exit Site
- Medications
Future Plans

- Looking towards further establishing availability of trained nurses to support PD modality at SOGH
Thank You!