



ON CALL PD NURSING: Winnipeg's Perspective

Andrea Goertzen, R.N., B.N.

Berlene Villanueva, R.N., B.N., CNeph(c)

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**

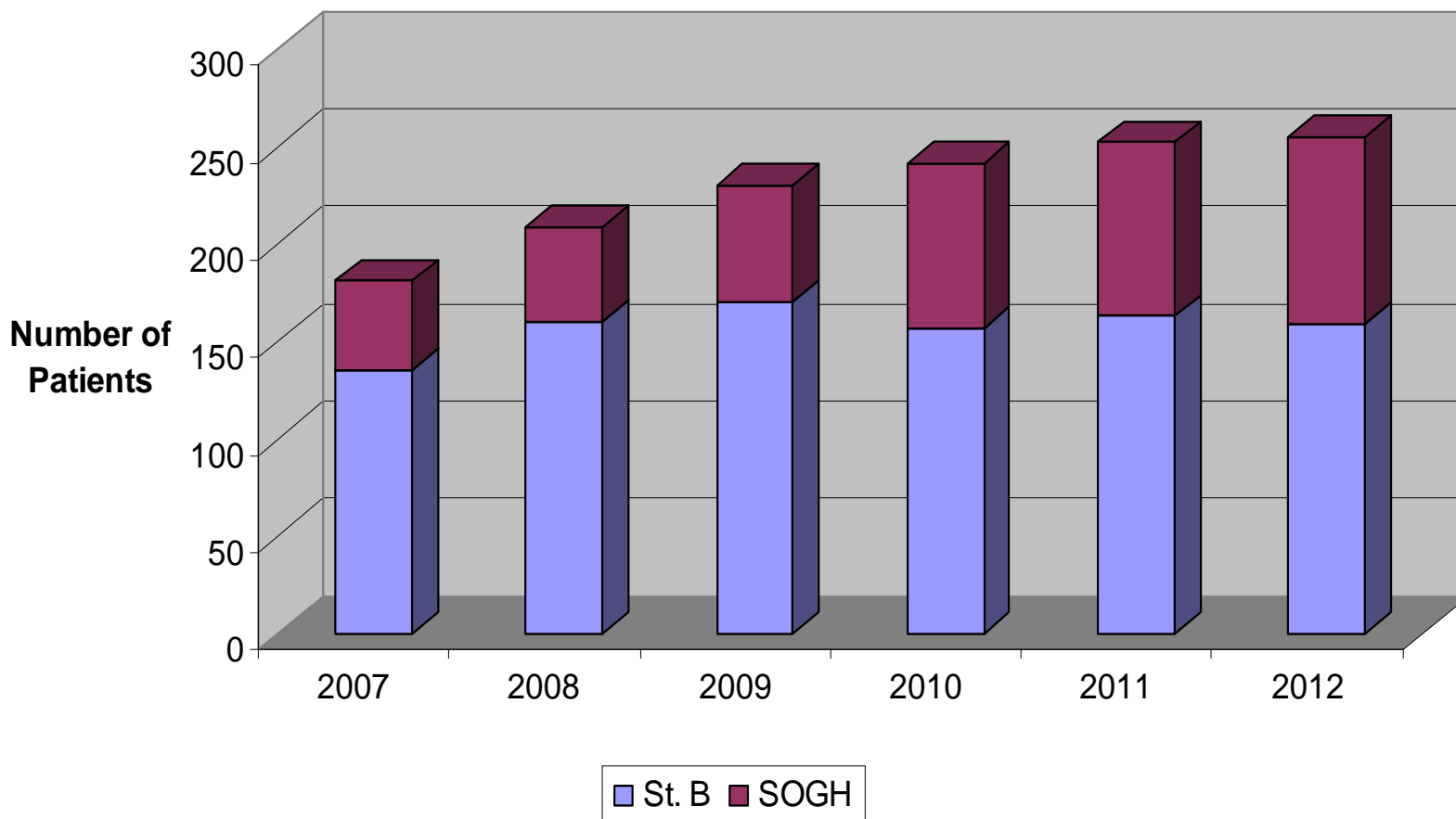
Current State

- 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

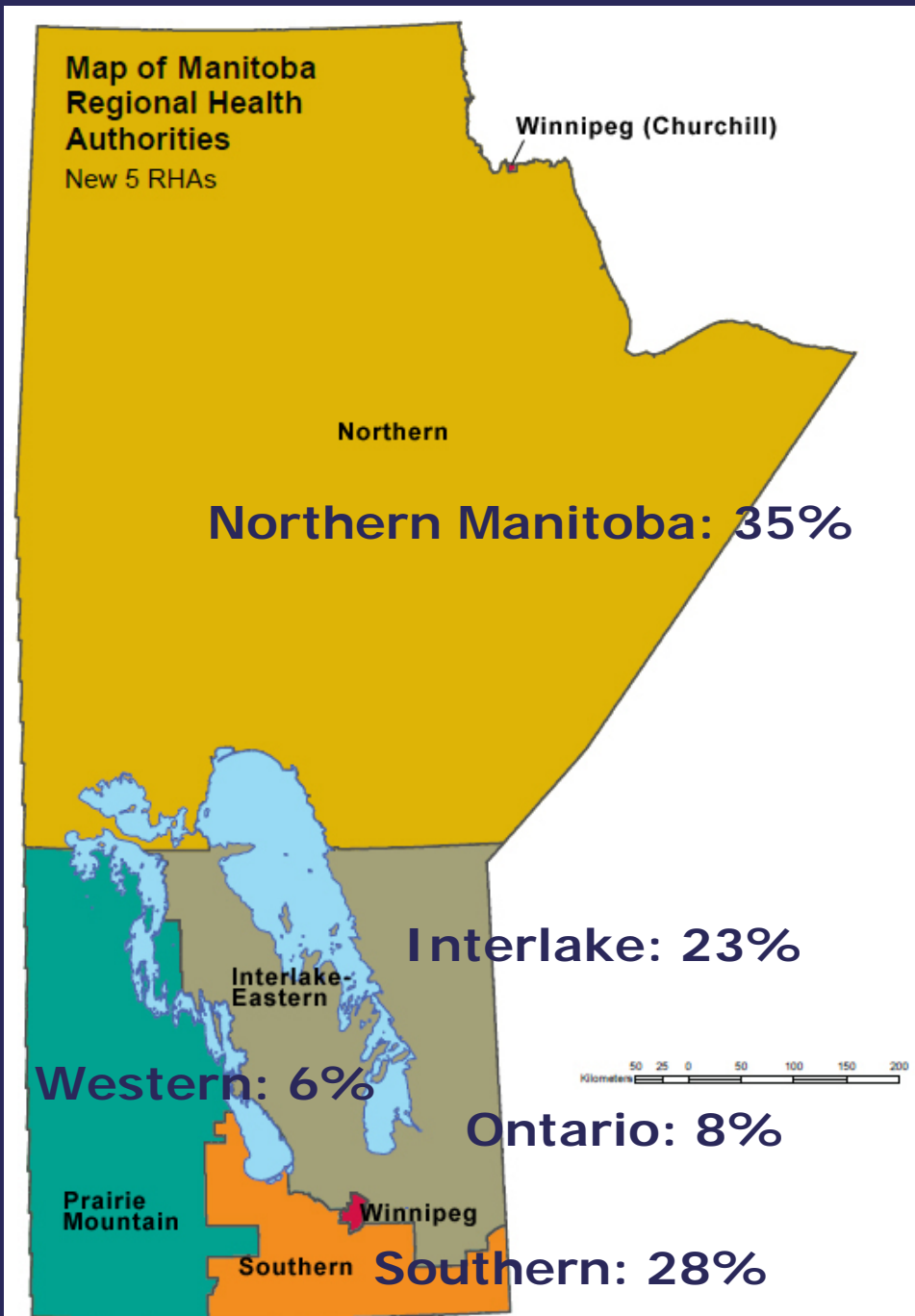
Current State

- 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

PD Population of Manitoba



2012	St. Boniface	Seven Oaks	Total
PD Patients	154	99	253
Winnipeg	79 (51%)	64 (65%)	143 (57%)
Northern	24 (16%)	14 (14%)	38 (15%)
Southern	20 (13%)	11 (11%)	31 (12%)
Interlake	19 (12.5%)	6 (6%)	25 (10%)
Western	5 (3%)	2 (2%)	7 (2.5%)
Ontario	7 (4.5%)	2 (2%)	9 (3.5%)



**In Manitoba:
43% of the PD
Population lives
Outside Winnipeg**

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!

