FAMILY SUPPORT NURSE GROUP

CARDIAC INTENSIVE CARE UNIT
BLACKPOOL VICTORIA HOSPITAL
INTRODUCTION/BACKGROUND

WHY WE SET UP THIS GROUP

- Elective, Emergency and re-admissions to cardiac intensive care unit (CITU)

- Expected length of stay – reasons for prolonged length of stay
  - January 2017 – August 2017 = 966 admissions
  - 86 patients were level 3 for ≥ 3 days (8.9% of all admissions)

- Literature review regarding effects of critical illness on families

- Formal complaints received from families
WHO ARE WE?

- We are a group of 9 nurses
- We all have vast experience in cardiac intensive care
- We are end of life, organ donation, and bereavement link nurses for cardiac intensive care
- We all have a passion for this project
OBJECTIVES

- Firstly to improve communication between families of our patients and the multi-disciplinary team.
- To improve families' experience of cardiac intensive care.
- To reduce stress and anxiety felt by families.
- To improve documentation of communication between staff, patients & families.
IMPLEMENTATION

..... the first steps

- Questionnaires
- Posters
- Informed staff/unit meetings
- Informed others through MDT meetings
- Information booklet
- Re-designed communication documentation in trust format
Poster for Relatives

Someone is looking after your loved one but who is looking after you?

While people are busy caring for your relative or loved one it can seem easy to step back and let them do this, but many things in ICU’s are overwhelming and very distressing to see, we as Family Support Nurses (FSN) recognise this and want to be your source in times of need.

Whether it be someone to talk to, someone to ask questions to or even just voice your concerns and worries, we will endeavour to be at your side. All of the team in CITU recognise this but we as a small group of experienced CITU nurses want to dedicate our time to caring for you as well as your loved one.
IMPLEMENTATION

......the next steps

- PROLONGED STAY - when do families need our support?
- How often - should we meet with families
- Family support nurses diary
- Family support nurse – Activity log
- Business cards
- Booklets & additional information all in one place
# Family support nurse - activity log

<table>
<thead>
<tr>
<th>Patient sticker</th>
<th>Date admitted to CITU</th>
<th>Date seen &amp; by who</th>
<th>Date discharged from CITU</th>
<th>Destination</th>
<th>Date discharged from BVH</th>
<th>Destination</th>
<th>Follow-up call made (if required) &amp; by who</th>
<th>Card sent?</th>
</tr>
</thead>
<tbody>
<tr>
<td>N.O.K Contact number</td>
<td>- check if address of NOK same as above</td>
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WHY THE BOOKLET?

- Improve communication between families patients and the multi disciplinary team.

- Help families understand and have written information they can refer back to.

- Provide reassurance and support.
What next?

- 6 monthly follow-up questionnaire to monitor effectiveness of group
- Friends and family questionnaire results
- Establish database
- Monitor incidents/complaints
- Follow-up on step-down ward
- Production of video
QUESTIONS ?