REACH FOR THE STARS!
For Your Patients with an Ostomy!

UOAA Ostomy and Continent Diversion Patient Bill of Rights: Making an Impact in Home Health and Hospice Care

Prevent ER Visits & Hospital Readmissions
- Ensure upon discharge that the patient has enough supplies (at least 2 weeks) until their first order arrives (avoid ER visits to obtain supplies).
- Ensure patient is educated about dietary/liquid needs specific to ostomy type and the relationship for prevention of obstruction and dehydration.
- Ensure patient is knowledgeable of normal stoma characteristics, including color, minor bleeding, stoma output, and peristaltic movement.
- Ensure patient is aware of possible rectal changes and activity (mucous drainage), if intact.
- Educate patient about peristomal skin self-assessment and how to treat minor peristomal skin breakdown with crusting technique.
- Ensure patient has an effective pouching system with a consistent wear time (2-5 days) to prevent skin breakdown and infection.

Improve Outcomes
- Enlist a certified ostomy nurse to facilitate cost effective use of supplies/products while improving patient outcomes.
- Encourage a team approach to ostomy management, utilize occupational therapists to assist with toileting hygiene techniques. Use social workers to help with coping/adapting to an altered body image and social anxieties.
- Ensure the needs of new and existing ostomy patients are continually reevaluated with every nurse visit.
- Ensure patient access to trained healthcare professionals (in person or remote) with knowledge specific to the care of an ostomy or continent diversion.
- Ensure all new ostomy patients/caregivers have been educated about all aspects of ostomy care and management.

Achieve High Quality Care
- Educate all clinical staff about ostomy management/support to facilitate the return of the patient, in a timely manner, to their usual activities of daily living.
- Review ostomy policy and procedures; update as needed.
- Petition facility to cover costs of ongoing continuing education; attend national and regional wound and ostomy conferences.
- Secure a certified ostomy nurse for patient care and/or referral.

Improve Patient Satisfaction
- Fit patient with an ostomy appliance that achieves a 2-5 day leak-proof wear time (mean is 4.8 days). If staff is unsuccessful, consult a certified ostomy nurse to prevent complications (denuded skin and infection).
- Ensure the patient or caregiver can confidently demonstrate how to empty and change their pouching system before discharge.
- Provide the patient with an existing ostomy, the products they currently use. If products are found to be problematic, re-evaluate needs. Ostomy supplies are included in consolidated billing, regardless of diagnoses or discipline in the home. For example, a patient admitted for a total knee replacement with existing ostomy.
- Provide the new ostomy patient with supplies recommended by their certified ostomy nurse and/or acute care center (continuity of care). Adjust as needed.

Facilitate Independence in the Community
- Share UOAA’s website www.ostomy.org for educational resources such as the New Ostomy Patient Guide, Phoenix magazine, Patient Bill of Rights and useful links such as forums and local support groups.
- Ensure patient knows how to order ostomy supplies including all item numbers, allowable quantities per month, reimbursements/copay, and names and phone numbers of several mail order and local DME companies.
- Provide contact information for local ostomy outpatient clinics, certified ostomy nurses, and manufacturer helplines.