



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



Five Star Home Health and Hospice Agencies
use the UOAA Patient Bill of Rights as a guideline to deliver high quality care.

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/copays, and names and phone numbers of several mail order and local DME companies.³
- Provide contact information for local ostomy outpatient clinics, certified ostomy nurses, and manufacturer helplines.

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/fluid 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.¹

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 days²). 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.

¹ Prinz, A, Colwell, J, Perkins, J, et al. (2014). Discharge planning for a patient with a new ostomy, Best practice for clinicians. WOCN Society

² Richbourg, Leanne & Fellows, Jane & Arroyave, Whitney. (2008). Ostomy Pouch Wear Time in the United States. Journal of Wound, Ostomy, and Continence Nursing : official publication of The Wound, Ostomy and Continence Nurses Society / WOCN. 35. 504-8. 10.1097/01.WON.0000335962.75737.b3.

³ Colwell, Janice C. & Kupsick, Phyllis T. & McNichol, Laurie L. (2016) Outcome Criteria for Discharging the Patient With a New Ostomy From Home Health Care, A WOCN Society Consensus Conference. Journal of Wound, Ostomy, and Continence Nursing: official publication of The Wound, Ostomy and Continence Nurses Society May/June 2016 Volume 43 , Number 3, 269-273.