

Supporting Patient Engagement & Self-Management with Trust & Selfies

Discussion tool for clinician & their patients

CAWC 2016 Abstract #0018



Whole-hearted care saves patient's feet and quality of life

Read full article: <http://www.thevitalbeat.ca/news/whole-hearted-care-saves-patients-feet-and-quality-life/>

Seek patient views & understand

- Do you understand your wound?
- What are you interested in learning?
- How do you feel about your wound?

*Teach them along the way about the phases and principles of healing and the rationale for protocol and dressing updates.

Establish what is important

- What do you want to achieve short term and long term?
- Is wound healing the main priority?

*Find something out about the patient other than their wound.

Archibald, M. et al. 2016. Intersections of the arts and nursing knowledge. *Nursing Inquiry*, pp.1-8.
Hawkins, J. and Lindsay, E. 2006. We listen but do we hear? The importance of patient stories. *BJCN* September, pp. S6-S14.
International Best Practice Statement: Optimizing Patient Involvement in Wound Management. *Wounds International*, 2016.
Wang, S et al. 2016. Patient perception of wound photography. *IWJ* 13 (3), pp. 326-330.

prepared by

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Identify Fears & Concerns

- What worries you most?
- How does your wound affect your daily living?
- How does your wound affect your relationships?
- What bothers you most about your wound?

*Look into their eyes before their wounds.

grateful

This feature article is by
Covenant Health, Alberta

In March, Kirstin sought a last ditch effort for treatment at the Grey Nuns Hospital when the wounds on her feet continued to erode due to complications from diabetes.

After a decade of trying to manage her condition, Kirstin's wounds were so advanced that the mother of two struggled every day to live with wounds that wouldn't get better. At the Grey Nuns she finally found the healing she had been seeking.

"I am grateful," says Kirstin. "It was closer for my family, but I didn't realize the level of care I would find with Marlene Varga, Clinical Nurse Specialist, Skin and Wound Care."

"Marlene was at my bedside every day for three months, sometimes for hours at a time," says Kirstin.

Marlene helped Kirstin receive counselling through the hospital, recognizing that while she could address her physical wounds, there were deeper issues that also needed healing.

Assess willingness to be involved

- What do you need to know?
- What can you do to help to heal?
- What are your living circumstances?
- Who else needs to be involved?

*Go deeper that the wound itself: get involved with the patient and their support system or be their support system and advocate.

She looked past my wounds to see the person that I am.

— KIRSTIN HUBERT

"This was the first time I didn't feel I was to blame. Having things explained made me feel like I had a part to play in my care and recovery."

Marlene also helped Kirstin create as normal a life as possible for their family during the time she was in the hospital. She helped ease Kirstin's anxiety by bringing activities for her two school-aged children to do, making them comfortable in the clinical setting.

"Marlene is a miracle worker! I am so glad our paths crossed. It took a long time to figure out what would heal not only my wounds, but also my heart. She never gave up on me."



More to the story...

■ VISIT THEVITALBEAT.CA FOR MORE ON REHABILITATION

Alberta Innovates - Health Solutions e-newsletter article

<http://www.aihealthsolutions.ca/news-and-events/media-centre/testing-new-technologies-for-better-care/>

Supporting Patient Engagement and Self-Management with Trust and Selfies

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Aim

To share the story of how developing a trusting relationship, providing consistent evidence-based care and engaging the person with a wound and her family can positively affect the journey of physical healing, emotional healing and self managed care.

Method

The wound care nurse met Kirstin in early March of 2016 when she presented with limb-threatening full thickness infected heel ulcers. Kirstin is a 38 year old married, mother of 2 with Type 1 diabetes, neuropathy, retinopathy and is awaiting a pancreas transplant. This partnership was facilitated by effective communication, meeting the patient where she was at and encouraging her to talk about her experiences of illness.

The wound care nurse, in partnership with the patient and family identified goals to improve and personalize the patient experience, identified risk factors, created clear lines of communication, and explored the coping skills, social support and psychological support with the patient (International Best Practice Statement 2016). During care visits, the patient took "selfie" photos of her wounds to document the story of her journey to engage her in self care.

Findings

This model of interactive patient care engaged and empowered the patient to manage her health status and take some control over her disease. The collages of pictures of her wounds, her family, her caregivers created a pathway to memories, thoughts and feelings that enabled us to explore, discover, clarify and make connections to the present moment (Hawkins and Lindsay 2006). This collection of visual text also gave access to concerns, feelings and perceptions that may have not shown up in conversation.

Engaging patients through photography supported the person's understanding of evidence-based wound care practices and prevention of further trauma. The person with the wound also used these photos to create collages and stories to re-create her meaning of illness. This strategy aided in the disclosure of feelings of guilt, despair, hope and positive future thinking.

Applications

This strategy may motivate clinicians to take their clinical care practice and interpersonal efforts with patients and families to the next level. This care experience strengthened the patients' determinants of her health care needs, improved her self-efficacy and self-care efforts to continue to focus on prevention strategies independently.

Visual Text Collages



Conclusion

Patient centered care that engages patients and families during healthcare delivery and transition of care was a crucial step to not only achieving wound closure but also emotional disclosure to support the psychosocial aspects of wound healing.

Examples



References

- Hawkins, J. and Lindsay, E. 2006. We listen but do we hear? The importance of patient stories. *BJCN* September, pp. S6-S14.
- International Best Practice Statement: Optimizing patient involvement in wound management. *Wounds International* 2016.
- Wang, S. et al. 2016. Patient perception of wound photography. *International Wound Journal* 13 (3), pp. 326-330.