NURSING CARE SYSTEM DEVELOPMENT FOR PATIENTS WITH CLEFT LIP-PALATE AND CRANIOFACIAL DEFORMITIES IN SRINAGARIND HOSPITAL

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Introduction

Incidence:
2.49 : 1,000 The northeast Thailand 745-800 person/year
(R. Chutimaporn, 1993)
Background

- Provided Nursing Care in many wards
- Quality of care depended on nurses experiences
- No guideline/system

Objective

To develop the nursing care system for patients with cleft lip-palate and craniofacial deformities in the hospital
Conceptual framework

- The System Theory
Methods

Phase 1

Situation review: nursing care process

• Psychosocial support the families
• Feeding
• Giving information
• Counseling
• Special continuing care and support by timing of the treatment and families needs

By Interview, Focus group, Observation and nursing documents.
Methods (conti.)

Phase 2

• Developing the nursing system management guideline for the patients with cleft lip palate.

• Policy announcement [nurse coordinators in 8 areas to implement the guideline using the concept Plan-Do-Check-Act]
Methods (conti.)

Phase 3: Implementation and Evaluation
Results

1. Nursing care system which comprised of

Nursing care process

• Assessment
• Psychosocial care
• Feeding
• Counseling and supporting
• Holistic care
• Monitoring and Evaluating

Personnel: nurse coordinator in cleft center and service areas

Service flow chart

Policy making
Results (conti.)

2. Nursing innovations

Nursing manual for

- providing information
- admission
- pre-post operative care

Nursing Standard of

- breast feeding in post partum care
- operating room
- bone graft operation
Results (conti.)

Handbooks for parents
- breast feeding
- interdisciplinary care
- pre-post op care
- story telling

• CD: giving information pre-post op care
• Picture set: giving information of interdisciplinary care
| 1. Development of nursing care system for patients with CLP & craniofacial deformities at Plastic Surgery Room & Tawanchai Cleft Center | - Canvassed 22 officials for their opinion about the care of patients with CLP.  
- Responses used for focus discussion on ways to develop a nursing care system.  
- One-stop services provided for patients/their families for 6 months  
  - 106 caregivers evaluated from 128 samples (83%).  
  - Caregivers had very high level of satisfaction for each item and overall 
    \( (x = 3.56, \text{SD} = 0.13) \).  
  - Caregivers had a high level of knowledge \( (x = 3.7131, \text{SD} = 0.8141) \). |
2. Development of nursing care system for patients with CLP & craniofacial deformities at Srinagarind Hospital: pre-/ post-operatively

- Used situation analysis, meetings and work development to evaluate innovation within the divisions
  - Resulted in
    - New regulations & nursing care manual by 12 nurses
    - Parents’ manual
    - Informative video clip
    - Narrative cartoon by 30 care givers
- With the exception of the pictures & cartoons, the items proved to be effective and appropriate
  - Pictures in parent’s manual and narrative cartoon were unclear, too small and/or unattractive.
| 3. Development of nursing care system for patients with CLP & craniofacial deformities in OR at Srinagarind Hospital | - After situation analysis, OR personnel had their attitudes measured.  
  - OR personnel had good attitudes towards services for patients with CLP.  
  - They provided correct stepwise services to CLP patients.  
  - After results were made known, OR officials used suggestions to improve & develop work.  
  - Satisfaction of 30 caregivers was very high  
  - with OR services and personnel. |
| 4. Knowledge & satisfaction of caregivers CLP patients at Tawanchai Cleft Center | - 41% of patients had left unilateral complete CLP  
- 68% of caregivers were the mother  
so 43% of caregivers had completed primary education  
- 40% worked in agriculture  
-Average knowledge level among caregivers vis-a-vis specialized care of CLP patients a good level \( (x = 3.71, \text{SD}=0.81) \)  
-Average knowledge level about cause of CLP, treatment guidelines and treatment by a multidisciplinary team a moderate level \( (x = 3.28, \text{SD} = 0.85) \)  
-Satisfaction of caregivers with service at In- and Out-patient Surgery Department very good for all items \( (x = 3.54, \text{SD} = 0.54) \) |
Conclusion and Suggestion

1. The nursing care system consisted of policy, nursing care process, personnel management and service flow

2. Providing of optimal care for CLP needs to be focus on improvement of nursing system management

3. Evaluate the nursing outcome has to be monitored for improvement

4. Develop the organization of nursing section through research
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