

Feedback Loops in Integrated Care with PizolCare’s Training Courses for Outpatient (Spitex) and Nursing Home Caregivers

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Introduction

PizolCare is a network of doctors in the south of the canton of St.Gallen offering MC patients integrated medical treatment along the entire treatment chain.

For this purpose, an educational training course for our partners of outpatient care (Spitex) and nursing home caregivers took place in 2004 for the first time and has been held annually since then. Care instructions for the five most relevant chronic diseases, crucial to a network of physicians with joint budget responsibility, have been developed: for heart failure, diabetes, COPD, mental health and end of life/chronic pain. The results were made available to all Spitex teams and care facilities in our region. In addition the respective patient treatment paths for the mentioned diseases were discussed in the doctors’ quality circles.

Method

The training courses – carried out on these topics – comprised case vignettes, which had to be completed at the beginning and at end of the course for the purpose of a feedback loop.

We report on the results of the last four feedback loops on the occasion of the 17th PizolCare-outpatient care and nursing home education training course on “Palliative Care and Heart Failure” and compare them to those of the previous years.

Between 35 and 38 nursing professionals from outpatient care (Spitex) and nursing homes took part in the courses.

Apart of the case vignettes, various further training sequences were held on the respective topics.

Results

The evaluation was based on a score depending on correctly answered questions. We compared the results before and after the training sequences.

Case Vignette	Topic	Number of Participants	Max. Score	Total Score before (A)	Total Score after (B)
2020	Heart Failure	38	11	205	311
2019	Mental Health	35	11	134	221
2018	End of Life	38	11	217	271
2017	Diabetes	35	10	172	241

The two charts below show how the answers clearly shifted in favor of the correct ones in the wake of the training courses.

Conclusions

We observed a significant learning success in caregiving professionals using feedback loops in educational training.

In order to consolidate what had been learned, all participants were provided with a documentation on the topics. Since 2004, these documentations have been updated and made available to all caregiving professionals in our region.

In our training courses the defined chronic care diseases are subject of constant repetition in learning cycles. This is of importance for integrated medical care. Furthermore adding a learning success helps caregivers to better implement existing nursing and care instructions and thus promoting good quality of care. Simultaneous updating of the patient treatment pathways regarding the corresponding topics in the physicians quality circles ensures high medical quality in integrated care.

