Inappropriate admissions or inadequate discharges of frail elderly?
Competing program theories and implementation challenges in an intermediate care intervention
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Competing Program Theories and Implementation Challenges in an Intermediate Care Intervention

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BACKGROUND AND AIM

Intermediate care interventions are increasingly implemented in healthcare in order to minimize hospitalization rates for elderly frail patients with complex medical issues, often referred to as inappropriate or unnecessary admissions. This study presents a theory-based stakeholder evaluation of an intermediate care intervention including hospitals, community care and general practitioners with the overall objective to reduce the number of (inappropriate) hospital admissions for frail elderly of 65 years or older.

METHODS

In a controlled design, elderly acutely ill patients were randomized to either a district nursing team with access to various telehealth care solutions or to an emergency department – both interventions with a time limit of 48 hours. The intervention took place in a rural district in Denmark and included a regional hospital, four municipalities and 166 general practitioners.

The stakeholder evaluation included stakeholders’ normative theory; situation theory and causal theory (program theories). Data were collected by interviewing stakeholders (managers, nurses, medical doctors, and general practitioners (GPs)); literature search and text analysis. A total of four district nursing teams, eight general practitioners, three medical doctors, and two project managers were interviewed during January-March 2015.

RESULTS

Health care providers across professions and sectors widely agree on the appropriateness of reducing hospitalization for frail elderly. Yet, GPs were challenged by the overall objective of reducing the number of inappropriate hospital admissions; they would rather reduce the number of inadequate hospital discharges, which in their opinion, inevitably will lead to re-admission. For details on different program theory perspectives, see Figure 1.

ATTENTION POINTS

Attention points crucial for future intermediate care projects or for developing a generic model for intermediate care:
- Ownership and anchoring among all key stakeholders through shared goals
- Unambiguous agreements regarding responsibility, time and resources in relation to specific actions
- Tele-medical solutions should be meaningful, intuitive and simple to use
- Clear agreements on practical matters, including medical equipment, medicines, user fees, transport
- A clear definition of the relevant target group, i.e., not too comorbid and socially vulnerable to possible benefit from the intervention

<table>
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<th>FIGURE 1</th>
<th>A three-step-description of program theories presented by stakeholder group.</th>
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**EMBEDDED IN THE ACCESS PROJECT** | **GPS** | **MEDICAL DOCTORS/HOSPITAL** | **DISTRICT NURSES** |
---|---|---|---|
multiple, short admissions of frail elderly | - hospitalization can be necessary | - emergency department are constantly under pressure and have reduced bedmasses | - lack of follow-up plan after discharge |
- risk of delirium and hospital infections during hospitalization | - inappropriate discharges | - risk of delirium and hospital infections during hospitalization | - risk of delirium and hospital infections during hospitalization |
economic incentive for municipalities when admission rates are decreased | - inevitable admission | - poor supervision and poor diagnostic tools accessible for GPs | - economic advantage for municipalities |
- decreased admission rate for frail elderly | - risk of delirium and hospital infections during hospitalization | - buffer capacity for the emergency department | - increased cooperation with GPs |
- improved inter-sectoral cooperation | - hospitals are advanced fast track institutions with low-level care and information | - a political agenda | - care and rehabilitation can increasingly be taken care of in patient’s homes |
- an easy telemedicine support | - a political agenda | - bedmasses | - elderly citizens would prefer to avoid hospitalization |
- knowledge about the project | - more optimal discharges | - supervision of GPs and district nurses by emergency specialist from hospital | - better diagnostic tools accessible for GPs |
- emergency room without need | - supervision of GPs and district nurses by emergency specialist from hospital | - increased cooperation with GPs |
- better diagnostic tools accessible for GPs | - access to adequate nursing skills | - economic advantage for municipalities |
- supervision of GPs and district nurses by emergency specialist from hospital | - access to adequate resources | - care and rehabilitation can increasingly be taken care of in patient’s homes |
- support telemedicine | - supervision by emergency specialist from hospital | - knowledge about the project |
- intermediate care interventions | - training of district nurses in emergency care | - simple and intuitive telemedicine |
- training of district nurses in emergency care | - support telemedicine | - not too ill patients |
- better diagnostic tools accessible for GPs | - supervision of GPs and district nurses by emergency specialist from hospital | - adequate nursing skills, also through evenings, nights and weekends |
- well-functioning inter-sector cooperation | - access to adequate resources | - knowledge about the project |
- access to adequate resources | - support telemedicine | - simple and intuitive telemedicine |
- supervision by emergency specialist from hospital | - better diagnostic tools accessible for GPs | - elderly citizens would prefer to avoid hospitalization |

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