

Remote Nursing Consultation in Portugal: development of recommendations

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Background

- COVID-19 pandemic caused a massive disruption in the access to healthcare.
- Many nurses used telephone and other digital means (telenursing) to mitigate the impact on patients' health, although guidelines for this practice are absent.



Aims

- To define recommendations to promote the development and standardisation of telenursing in Portugal



Methods

The project was supported by the Order of Nurses (Center Section) and followed the SOP recommended by EULAR for the development of recommendations.

- ✓ A task force was established (Fig. 1)
- ✓ A review of the literature and a survey of needs and proposals from nurses and users was conducted.
- ✓ An Expert Panel (N=30) was formed (nurses from different professional associations, patients' organizations, among others) to meet, discuss and develop recommendations.
- ✓ For each recommendation developed the level of agreement was established (1-10). Each recommendation was adopted if approved by $\geq 75\%$ of the experts.
- ✓ All associations involved ratified the final document. (Fig. 2)



Results

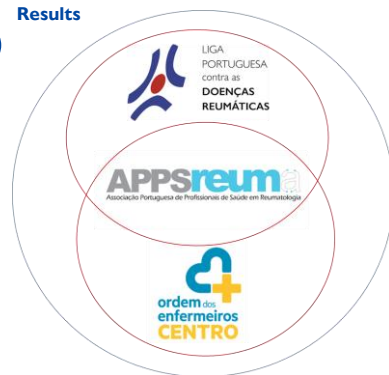


Fig. 1 – Coordination group



Fig. 2 – Telenursing guide



Conclusions

These are the first recommendations for the provision of nursing care at a distance drawn up by:

- Nurses from different and varied professional settings.
- Patients' organizations representing different chronic diseases areas (RMDs, Diabetes, etc)
- Carers
- Healthcare stakeholders
- Experts in information and communication technologies
- Expert in Health Rights
- Healthcare services managers

A collaborative cross-functional team brought together different skills and expertise vital to unlock ideas.

- ❖ Consensus was reached on **4 overarching principles** and **10 recommendations** for conducting nursing consultations/telenursing with high levels of agreement. (Fig. 3)
- ❖ The **Expert Panel** main concerns are:
 - ✓ Assurance of safety, quality and patient-centered care.
 - ✓ Adequacy of human, technical, training and organizational resources.
- ❖ **Patient organizations** active participation allowed:
 - ✓ The patient community perspective to be considered throughout the process.
 - ✓ To take patients' unmet needs into account.
 - ✓ A high potential and long-term impact on improving standards of care.

PRINCIPLES			
1	2	3	4
93%	100%	100%	100%
Agreement level			

RECOMMENDATIONS									
1	2	3	4	5	6	7	8	9	10
100%	100%	100%	90%	100%	100%	100%	87%	97%	100%
Agreement level									

Fig. 3 – Levels of Agreement

The remote nursing consultation guide can be found here:

https://www.ordenenfermeiros.pt/media/21380/guia-telenfermagem_final.pdf