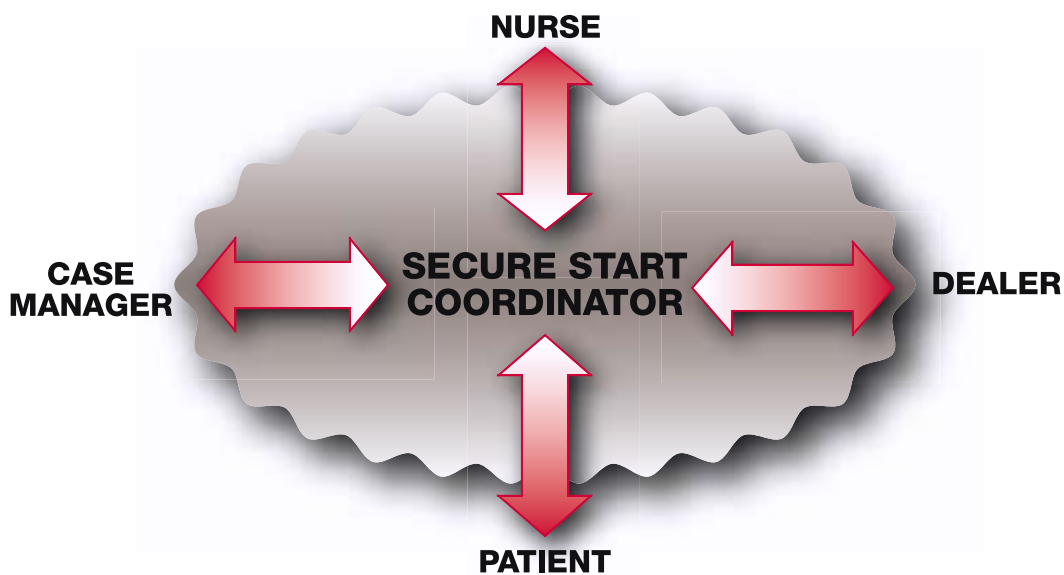


# The Benefits of a Comprehensive Urological Discharge Program

Mindy Brewer, ARNP and Jacqueline Thorne, CWOCN



## Introduction

As the challenges of reimbursement have become more complex, nurses of all specialties within healthcare institutions and clinics have taken on more challenging roles. Specialty nurse clinicians, discharge planners, and social workers must find unique avenues in order to coordinate ongoing patient care after discharge from rehab, or when leaving the urology clinic. Private industry discharge/transition programs have helped to alleviate some of the uncertainty and dysfunction in order to improve a patient's continuity of care. These programs include patient education and support, trial samples, with a link to provision for urological supplies, which includes guidance to simplify the process of fulfilling a patient's discharge/transition needs. The patient and nurse are provided with dealer choices from which to choose. The patient and provider are afforded

the security and comfort of knowing that the first urological supply order, and all subsequent orders, will be easily met. Such programs allow nurses and discharge coordinators the opportunity to concentrate on patient care without dealing with cumbersome verification and concern about post-discharge procurement.

Various testimonials are presented as support for a discharge/transition program in order to ensure appropriate clinician and patient outcomes. Nurse clinicians, social workers, and discharge planners will be provided with user information on the simplicity, effectiveness, and importance of a discharge/transition program.\*

\* Some urological products require a prescription for dispensation. Accordingly, such products may only be provided to a patient with a valid, current prescription.

## Advanced Nurse Practitioner

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As a pediatric nurse practitioner, it is easy to write a prescription for urological supplies. However, ever changing insurance company constraints have made the process of filling the prescription quite lengthy. In order to maintain continuity of care for my patients, I must locate the proper urological supply distributor according to individual insurance requirements. This mandates a multitude of telephone calls as well as the provision of proper documentation. With the **Secure Start** Program, one simple fax to a highly informed and very receptive customer service representative alleviates the time-consuming discharge process. The Secure Start Program facilitates the process of meeting my patients' needs and allows me to concentrate on "my children", who are most important to me. Secure Start Program representatives ensure patients' needs are met with the highest quality of care and concern. Even the most complex insurance issues have been resolved using this program. I truly feel that the Secure Start Program representatives take a personal interest in my patients.

The education provided by the Secure Start Program encompasses the latest research and the combined experiences and knowledge of expert clinicians from around the globe. Patients feel comfort in knowing the Secure Start Program has expert clinicians on staff to answer their most complex product questions.

Partnership in the Secure Start Program assures the WOC Nurse that continence patients have access to complete follow-up product care and education.



*Jackie Thorne, RN, BSN,  
CWOCN, Baptist Health North,  
Little Rock, Arkansas*



*Mindy Brewer, ARNP,  
Children's Urology Clinic,  
Fort Lauderdale, Florida*

## Wound, Ostomy, Continence Nurse

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In these difficult economic times, the WOC Nurse is facing new challenges in providing ongoing continence care and education for patients. Staying abreast of essential resource information and contacts and having the time for multiple phone calls is becoming more and more difficult.

For the WOC Nurse, the Secure Start Program means confidence in knowing that my patient has a reliable program that involves more than just trial samples. The Secure Start Program provides an advocate to help the patient find a supplier within the patient's insurance network, or to investigate best pricing for patients paying out-of-pocket.

## What Patients Have to Say

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Secure Start has friendly and helpful staff who provide a great product, delivered in a quick and timely fashion. I've sampled different catheters through Secure Start since my injury, but **Apogee** intermittent catheter is my #1 pick!

*R.S., Louisville, Kentucky*

Secure Start was efficient and delivered my products right away. I use the Apogee straight intermittent catheter. It worked perfectly to be linked up with a dealer who now delivers my catheters. It was a smooth transition from rehab to home.

*J.G.*

I had no problems with the delivery of my catheters after enrolling in the Secure Start Program. With so many other things on my mind after my injury, and being newly discharged home from the hospital, it was nice to not have to worry about calling insurance, finding a supplier, and getting the right product.

*M.L., Kentucky*

## Secure Start Program Coordinator

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As a coordinator in the Secure Start Program, I work with many different groups of people: case managers, urology nurses, WOC Nurses, and the patients themselves.

The coordinator's responsibility to the patient is to send timely samples and educational materials about their prescribed products upon arrival home from rehab or the clinic. Current and relevant information and guidance about the ordering process is provided. As the Secure Start Coordinator, I reach out to the patients and their families over the phone to assist them in finding the right suppliers according to their insurance plans. We strive to ease the difficulty a patient faces once they are out in the community dealing with a new condition.

Our responsibility to the clinician is to ease their burden by providing their patients with all of the necessary resources to make a smooth transition from hospital or rehab center, or clinic, to home. By providing guidance to their patients for insurance/reimbursement questions, product questions, and sample requests, we are freeing the clinician to focus more on clinical practice. This is a clinician-driven program. We tailor our practice based on what the nurse and case manager want to see for their patients.



*Joshua Siegel, Secure Start Coordinator*

## Secure Start Program Nursing Support for Products

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The Secure Start Program is a lifeline for the patient. Calls from patients who contact the Secure Start Program Coordinator for support get channeled to the on-site experienced WOC Nurses. Calls vary from reassurance regarding proper intermittent catheter technique, to questions about different catheter types and whether they might try them. Other calls relate to troubleshooting external catheter application, concerns about leg bag and gravity drainage switching, to general discussions about preventing UTIs.



*Heather Budorick, RN*



*Midge Willson, RN*

## Supply Dealer

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A strong partnership with the participating supply dealer chosen by the patient is essential in providing seamless patient customer discharge/transition outcomes. The Secure Start Program



relationship between the nurse, supplier, and the patient enables the dealer to provide a highly customized service, with brand selected product. Delivery occurs in a timely fashion the first time and every time, because of sustained product inventory

of major brands. Nursing time and peace of mind is positively affected. The dealer with the Secure Start Program partnership

## Nurse Coordinator for Rehabilitation

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The Secure Start Program has made a tremendous difference to my practice as the nurse coordinator of Sunrise Rehabilitation Services in Sunrise, Florida. The patient receives prescribed trial supplies in a very nice backpack by the time they arrive home. In addition, they get educational material, which echoes what I teach, plus an informational newsletter. The patient is connected to the best and most economical supplier of their choice. If the provider changes, the Secure Start Coordinator provides the patient with new dealer options from which to choose. The move from rehab to home is so much easier for the patient and very reassuring for me.



*Susan Krinsky, RN,  
Rehabilitation Coordinator,  
Healthsouth Sunrise  
Rehabilitation, Sunrise, Florida*

## Case Manager

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We have had the pleasure of using the Secure Start Program with some of our patients in the Spinal Cord Injury Program at the Rehabilitation Institute of Chicago. The fact that patients are able to use the same products they used in the rehabilitation setting once they are home is much appreciated by both the nurse and patient. The follow-up phone call to the patient shortly after they are home, to ensure that products ordered are received and understood, is beneficial. Additionally, it is helpful to us when dealing with patients who have pending insurance matters, as they can still use a trial sample of the specific urological products



*Kim Eberhardt, MS, OTR/L,  
Program Specialist-Spinal Cord  
Injury Program, Rehabilitation  
Institute of Chicago*

they have used while in rehabilitation, so they feel confident once they are in the community. They are not waiting for weeks, or even months, to obtain these necessary supplies. Involvement in the Secure Start Program has a positive effect on our patients and staff. The program definitely aids in a smooth discharge to home and transition into the community. And, just as important, the program frees practitioners up from making numerous phone calls to suppliers and insurance companies.



*BC, RN, from a large  
acute rehabilitation  
center in Kentucky*

## Acute Rehabilitation Nurse

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As a clinician in an acute rehabilitation center in Kentucky, the Hollister Secure Start Program has been an easy and efficient tool for ordering my patients' urinary catheter supplies. Since the staff of the Secure Start Program act as the "middle man" between myself (the clinician), the insurance company, and the supplier/ distributor, I have much more time to spend completing essential patient-related tasks. I can't say enough good things about the staff at Hollister — everyone I've been in contact with has been friendly and seems genuinely concerned about the satisfaction of my patients. This program has been hassle-free, convenient, and customized to fit my patients' needs. Above all, I am 100% confident that my patients are being taken care of under the Secure Start Program.

B.C.

offers expert assistance with in-network insurance billing management, facilitation of prescription management, and clinical product expertise. The partner dealer also offers a direct link for the patient post-discharge to the clinical nurse experts with the Secure Start Program.

## Area Business Manager

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My responsibility is to educate the clinician and, most importantly, their patients on new support programs and services available from Hollister. In my role, I have the opportunity to call on Spinal Cord Injury Rehabilitation Centers, Adult/Children Urology, and Spina Bifida Clinics. This provides me the opportunity to learn about clinical practice firsthand. The Secure Start Program makes a positive impact on patient outcomes in the Urology and Spina Bifida clinics as well as the Rehabilitation Centers.

The Secure Start Program is a patient outcome tool. Our customers know that their healthcare needs are met and they receive quality products and excellent customer service. The Secure Start Discharge Program gives me comfort in knowing that the patients make a smooth transition from the rehab facility or urology clinic into the community.



*Eileen Carey, Orlando, Florida*

## Conclusion

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Private industry has the means and desire to improve quality of care and patient satisfaction. With private industry collaborating with the clinician in addressing patient discharge needs, the patient is assured of seamless and timely delivery of product and post-discharge support.



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