



How to encourage nurses to pick up the phone?

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Facts about Switzerland

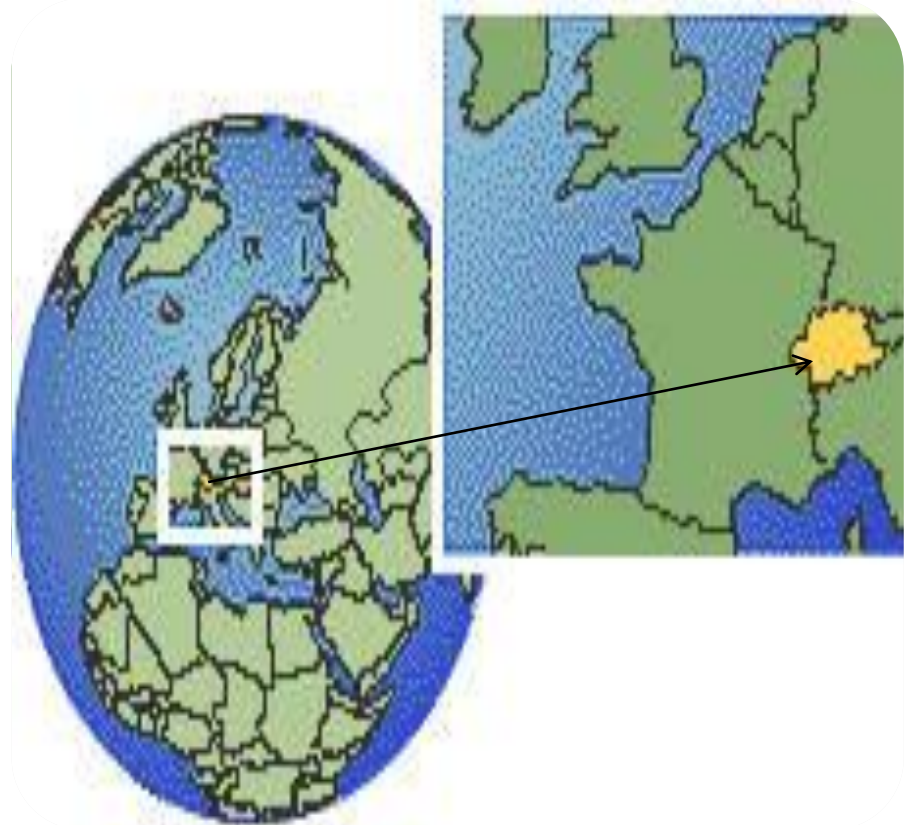
Background:

Switzerland 8 Million

Foreigners ~ 25%

Basel 200,000

Foreigners ~ 35%



Strategy of the Swiss Federal Office of Public Health “Migration and Health”

- 2002-2007 Individual Projects
- 2008-2013 “Migrant-friendly centers of competence”
- 2013-2017 Swiss Hospitals for Equity



University Hospital of Basel

Out-Patients 2011

- A total of 179,570
- Proportion of non-Swiss Patients: 64,011 (35.6%)

Employees 2011

- 5,638 = the number of employees at UHBS
- 1,466 (26%) = Proportion of `non- Swiss´ employees with place of residence in Switzerland
- Increases to 42.7% when you take in employees living in France and Germany.



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In: Mitarbeiterzeitung Universitätsspital Basel, 2-2012

Vielfalt

Migration und Gesundheit: Diversität und Chancengleichheit am USB

Warum ein solches Projekt am Universitätsspital Basel?



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Mary Louise Daly

Evidence

➤ **Access to Healthcare Interpreter Services: Where Are We and Where Do We Need to Go?**

Bischoff et al 2010 *Int. J. Environ. Res. Public Health* 7: 2838-2844

➤ **Evaluation of a Quality Improvement Intervention to Increase Use of Telephonic Interpretation.**

Lion et al. 2015 *Pediatrics* 10.1542/peds.2014-2024

Introducing the Telephone Interpreting Service



- Teaching Session
- Live Demonstration
- Information Leaflets
- Website

Medical Outpatients Department

22 Nurses

- 10 Registered general nurses
 - 4 have extended roles
- 9 Nursing assistants

Nursing roles include:

- Phlebotomy incl. specialised blood tests
- Administering medication, injections, infusions.
- Triaging emergency patients
- Carrying out a variety of medical tests eg ecg, orthostase tests
- Post procedural monitoring
- Instructing patients on administering injections
- Setting up appointments

Results and lessons learnt

- In 1 year, only one nurse had used the service
 - More support needed - Dedicated team at introduction
 - Clearer examples of when to use the service

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