



Discussion about the effectiveness of community nurses' escort service program by accompanying people to seek medical care

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Abstract introduction

This project is to explore the effectiveness of our community nurses' escort service program. We hope that through warm companionship, one's anxiety can be reduced and smooth the process of those seeking medical care.

Purpose/Methods promotion

The community nurses will accompany people to the clinic, complete the consultation and treatment process, educate about proper medication use, and give daily life precaution tips. In addition, the nurses will provide our center's consultation service hotline and have the patients fill out our "referral medical service satisfaction questionnaire". The nurses will track the patients' post-consultation status by phone one week after their visit to the hospital. Meanwhile, the nurses will complete the referral and escort record.

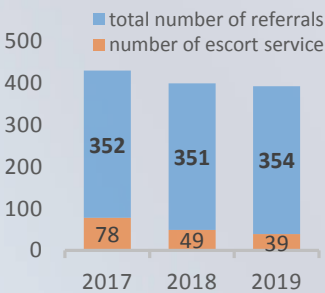
Flow chart of nurse escort service



Results

From 2017 to 2019, the total number of referrals was 1057; 16% of the people received escort services; 58.4% were women and 57% were seniors over 65 years old; 52.6% were referred from health service stations and most referrals was to internal medicine (36.2%). The average satisfaction rate for escort service was 99.6%. The most satisfied items were soothing the elder's uneasy mood and feeling

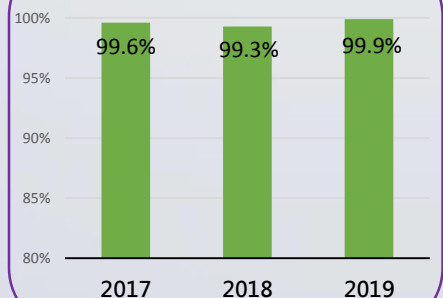
Total number of referrals and number of escort service



Demographic analysis of accompanying people (N:166)

		number	%
Gender	female	97	58.4
	male	69	41.6
Age	<40	19	11.0
	≥40-<60	31	18.6
	≥60-<65	24	14.0
	≥65	92	57.0
Referral source	health service station	87	52.6
	Community activity	73	43.9
	Mackay Health Day	3	1.8
	Community health consultation service	3	1.8
Referral division	Internal Medicine department	60	36.2
	Surgery	53	32.0
	Department of Psychiatry	39	23.4
	Gynecology	14	8.4

Satisfaction rate for escort service



Conclusions

The public holds the community nurses' escort service in high regard. By accompanying people to seek medical care, it can soothe the elders' emotions and let them feel respected. Therefore, this service is worth promoting because it helps the elderly in Taiwan to have a happier life.