

# How to become an IBD Nurse Specialist

## Starting Out

Fiona Donovan

Monday 23<sup>rd</sup> September 2019

# Disclosures

- .Dr Falk
- .AbbVie
- .Janssen
- .Takeda

# Starting Out





# Networking



# Services Set Up

- Advice Line
- F2F Clinic
- Telephone Clinic
- Ward Support
- Thiopurine Monitoring
- Biologic Database
- Biosimilar Switch

# The Job Plan

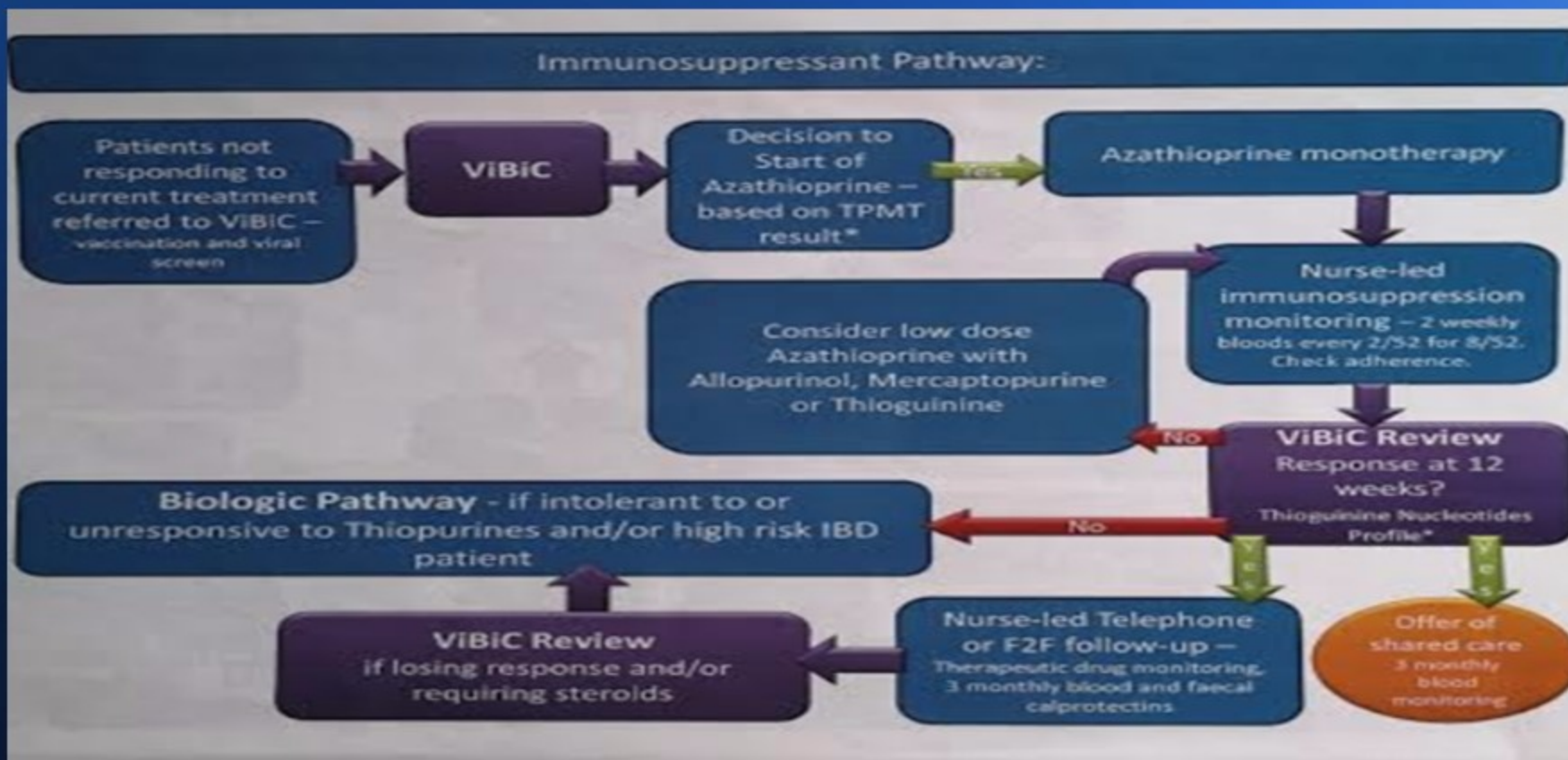
- A detailed job plan shows anyone how you spend your time
- Shows the Service you currently provide and who is providing that service
- Gaps in Service



# Building a Team

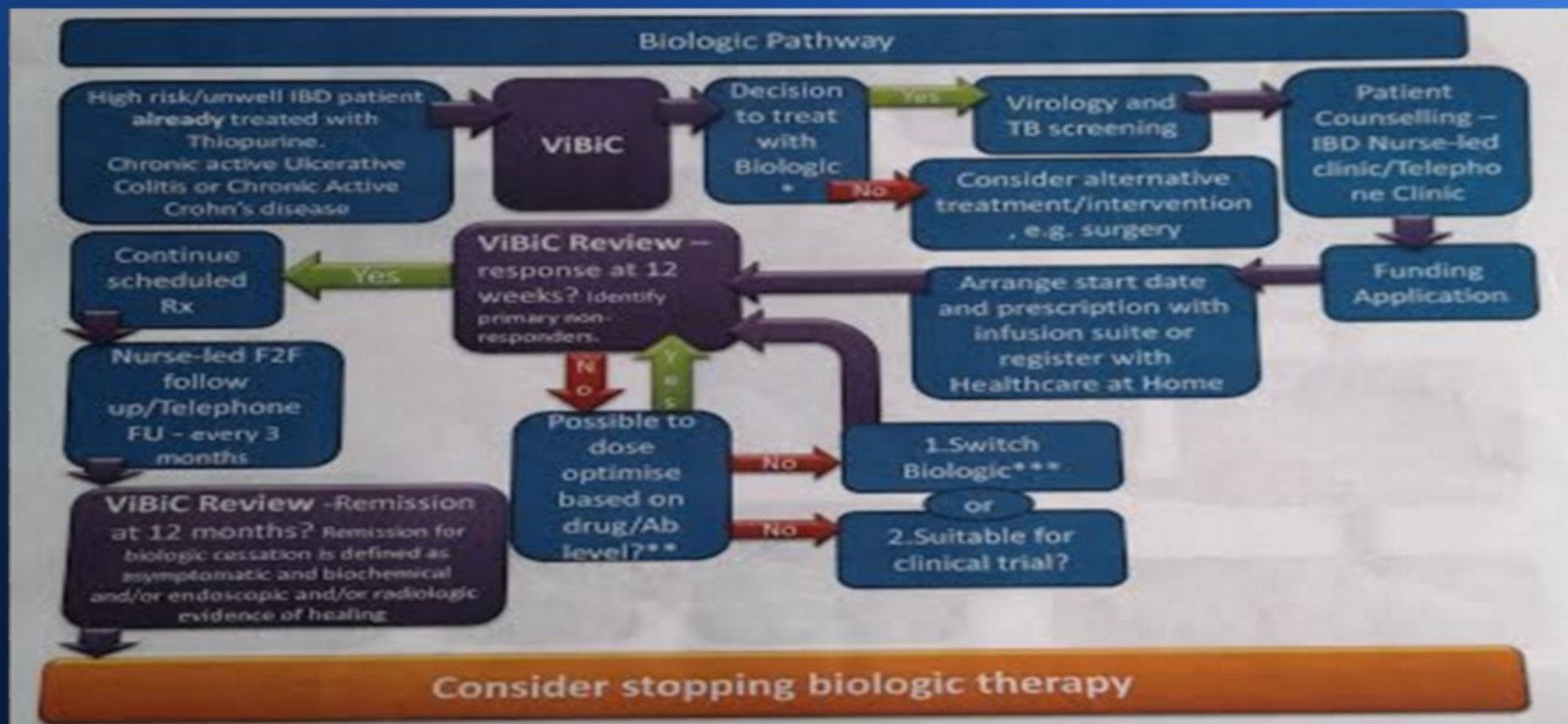
- Newly appointed Consultant with interest in IBD
- Introduction of a Virtual Immuno-Modulator and Biologic Clinic (VIBIC)
- IBD Pathway Development
- Admin Support

# Immuno-modulator pathway





# Biologics Pathway



# Award Winning Service!



# Identifying Need

- Identifying pressure areas:

- Pre-Biologic Optimisation
- Heavy spending on biologics
- High-Cost Drug monitoring and optimisation
- Reduce outpatient appointments to improve patient journey
- Outpatient Clinic capacity

- Benchmark against IBD Standards

- Achieving many quality standards but under resourced!
- 1 x IBD CNS



# Showing the Value

- Increasing capacity
- Cost savings
- Income generation
- Quality improvement and service redesign
- Risk Management



# The Pitch



# Gathering your data

- Make sure you have strong evidence, data and patient feedback to support your case
- Is there data available that supports my case?
- What savings would we make based on the data?
- Is the return on investment good enough?
- What challenges could get in the way?



# Transformation – the long game



# Convincing the right people

- .Getting your case in front of the right people is key
- .Lead Nurse or nursing management
- .Lead gastroenterologist
- .Lead Operations Manager
- .Who are the key decision makers? (Acute Trusts/CCGs/Pharma?)



# Resilience



# Advice Line Closed



# Involving Patients

- Use patient feedback
- Keep ‘thank yous’ and letters of support
- Look through complaints
- Use patient surveys
- Think about forming a patient panel
- How can we address their concerns and meet their needs?

# Under New Management





# The Golden Unicorn



IT'S TIME  
FOR A NEW  
CHALLENGE

# St George's Hospital





# Thank you

