

# Telephonic Health Promotion By An MS Nurse:

## A Quality Improvement Proposal

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### Introduction

People with multiple sclerosis (MS) have physical and mental health needs both within and beyond their MS. Health promotion reduces MS disease progression and also ameliorates other health problems. Barriers to care include lack of transportation, impaired mobility, limited finances, and lack of trained providers.

The Kootenai Neurology Clinic (KNC) has the only MS fellowship trained physician in Northern Idaho. Multidisciplinary resources to support health promotion within the clinic are lacking. KNC serves approximately 500 people with MS.

Bombardier et al., (2008) demonstrated that using a telephonic health promotion intervention with motivational interviewing techniques eliminated barriers and led to improvements in physical and mental health for people with MS.

### Purpose

This Doctorate of Nursing Practice (DNP) quality improvement project aims to use the MS clinical navigator role within KNC to implement a pilot project using Bombardier's intervention model.



GOAL ATTAINMENT SCALE FORM

Patient ID:	Student:	Date:
DOB:		
GOAL ATTAINMENT SCALE FORM		
Level Of Attainment	Goal	
-2 Much less than expected (Present Level)		
-1 Somewhat less than expected (Progress)		
0 Expected level of outcome (Goal)		
+1 Somewhat more than expected (Exceeds goal)		
+2 Much more than expected (Far exceeds goal)		

### Objectives

- Participants will demonstrate progress on their goals over the 12 week program, as measured by Goal Attainment Scale (GAS).
- At the end of the program, 80% of patients report on post-survey they found the program “somewhat helpful” or “very helpful”.
- At the end of participating in the program, 80% of patients report they feel the program led to improvement in their physical health.
- At the end of participating in the program, 80% of patients report they feel the program led to improvement in their mood.
- Development of an implementation plan for sustainability of the telephonic health promotion program at KNC. This plan will include suggested improvements and solutions to implementation barriers.

### Methods

- 10 patients will be referred to the program by the MS trained neurologist.
- The MS clinical navigator (an MS-certified nurse, who is also the DNP student) will meet with the patient face-to-face to discuss the program and decide if the patient will be targeting fatigue or stress.
  - Motivational interviewing (MI) techniques will be used to support the patient in choosing their goals.
- The MS clinical navigator will call the patient at scheduled intervals to check on progress toward goals. A goal-attainment scale (GAS) will be used to quantify progress.
  - Follow up calls will be in week 1, 2, 4, 8, and 12.
- At the conclusion of the call in week 12, the patient will complete the post-survey.

### Project Status

In December 2015, Rush University IRB determined this project did not constitute human research. Participants were enrolled in the program in January and February of 2016. The project will conclude in early May 2016, with data and process analysis to follow.

