Mouth Care for Adults in Hospital
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Learning Session 1; A Walk Through The Process
Why Bother!

• Evidence that hospitalisation adversely affects oral health
• Evidence of links between poor oral health and systemic disease.
• Fundamentals of Care audits
• CHC patient surveys and patient complaints
Unable to mechanically remove plaque bacteria from the mouth

- Vulnerable
  - Frail elderly
  - Mental or physical disability
  - Mechanically ventilated
  - Unconscious
  - Palliative care / end of life
  - Post operative
Patients at increased risk of oral disease

• **Underlying medical condition**
  – Immunocompromised
  – Anaemic
  – Diabetics

• **Receiving treatment**
  – Head and neck radiation
  – Chemotherapy

• **Anything that causes a dry mouth**
  – Receiving oxygen
  – Medication
  – Open-mouth breathers
Are we doing it right?
MOUTH CARE! THE PROCESS

- Mouth Care Risk Assessment
- Mouth Care Plan
- Mouth Care Delivery
Supporting Information

- Information for Nurses and Health Care Support Workers
  - Nurses portal

<table>
<thead>
<tr>
<th>Healthy = Score 0</th>
<th>Follow Care Plan A = mouth care 2 x day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pt scored 0 for each category</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Changes = Score 1</th>
<th>Follow Care Plan B = mouth care plus some nursing intervention or advice</th>
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<tbody>
<tr>
<td>Pt scored 1 for any category</td>
<td></td>
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<table>
<thead>
<tr>
<th>Unhealthy = Score 2</th>
<th>Follow Care Plan C = mouth care plus more intense nursing intervention and or referral to the medical team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pt scored 2 for any category</td>
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The aim of effective mouth care is to achieve the lowest possible score for each category. The total score at the bottom of the table demonstrates health outcomes. For example, a score of 10 on admission and 2 on discharge indicates the patient’s mouth care needs are largely being met. Each category indicates if the nursing intervention is/is not meeting the desired outcome.

Instructions: Version 1 (02/12)
Mouth Care Practice and Resource Guide

- MCPR
  - Laminated
  - Placed at the foot of the bed
  - Patient notes
  - Next to PSAG Board
  - Available to all staff
Mouth Care Risk Assessment

- MCAF
- Registered nurse/student nurse
- 3 scores = 0 = Healthy
  1 = Changes
  2 = Unhealthy
Healthy = 0

Patients scored 0 for all categories

Care Plan A
Changes = 1

Patients scored 1 for any category

Care Plan B
Nurse Intervention
Unhealthy = 2

Patients scored 2 for any category

Care Plan C

More intense nursing &

Medic/Dental intervention
Mouth Care Risk Assessment

• Total score = health outcomes
  – E.g. 10 on admission and 2 on discharge indicates mouth care needs have been met
• Record = mouth care resources
• Record = refusal/risk
• Sign
• Plan = A B C
• Record = Patient/care/relative/staff
Mouth Care Plan

- MCP
- Registered/student nurse
- Action no = reflects level of care
- Document changes that require > < intervention
Mouth Care Plan

- Care Plan A = Risk assess weekly
- Care Plan B or C = Risk assess daily
Care in the Community

• Risk Assessment
• Care Plan
Mouth Care Monitoring Form

- Status and actions
- Sign
- Date
- Time
- Intentional rounding
- PSAG Board
Getting it RIGHT!

• Patient experience – hearing patient stories
• Right tools to do the right job
• ‘Helping patients to help themselves’
  (includes giving information and practical support)
MEASURE = METRICS

- Compliance with Risk Assessment
- Compliance with Care Plan

Patient Experience !!!
Patient Experience

“Because of my dry mouth I have no quality of life.
I can’t enjoy any meals and I have no social life now. I sometimes wish they hadn’t treated me”

A 37 year old patient who was treated with Chemo/Radiotherapy for a Nasopharyngeal Carcinoma.
Oral Care Issues 1st December 2010-31st May 2011

<table>
<thead>
<tr>
<th>Product</th>
<th>Number of Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>BIOTENE ORALBALANCE GEL</td>
<td>50</td>
</tr>
<tr>
<td>NYSTATIN SUSPENSION 100;000 units in 1ml</td>
<td>30</td>
</tr>
<tr>
<td>FLUCONAZOLE CAPSULES 50mg</td>
<td>10</td>
</tr>
<tr>
<td>CHLORHEXIDINE GLUCONATE MOUTHWASH 0.2%</td>
<td>5</td>
</tr>
<tr>
<td>BENZYMAMINE HYDROCHLORIDE MOUTHWASH 0.15%</td>
<td>2</td>
</tr>
</tbody>
</table>
Oral Care Issues 1st December 2011-31st May 2012

- **NYSTATIN SUSPENSION**: 100,000 units in 1ml
- **BIOTENE ORALBALANCE GEL**
- **BENZYDAMINE HYDROCHLORIDE MOUTHWASH**
- **CHLORHEXIDINE GLUCONATE MOUTHWASH 0.2%**
- **FLUCONAZOLE CAPSULES 50mg**
- **CHLORHEXIDINE GLUCONATE ORAL GEL 1%**

Number of issues
Questions?

I once did meet six serving men
They served me well and true
Their names were what and why and when
And how and where and who!