

Q2 CERQual Evidence Profile

Question 2: Should an ostomy care program or no ostomy care program be recommended?

Aim: 1) To explore patient satisfaction of the impact of telephone follow-ups conducted by nurses and the extent to which intervention achieved its goals; 2) To explore staff satisfaction among providers who provide an ostomy care program for persons living with an ostomy.

Bibliography: 3792

Finding: A nurse telephone follow-up program for patients returning home with colostomies promote feelings of reassurance, safety, and gratefulness among patients, leading to higher satisfaction with care (patient satisfaction).							
Studies contributing to the Finding	Included study designs	CERQual Assessment				Overall CERQual Assessment of Confidence	Explanation of Judgement
		Assessment of Methodological Limitations	Assessment of Relevance	Assessment of Coherence	Assessment of Adequacy of Data		
3792: Zheng, Zhang, Qin, Fan & Wu (2013)	Descriptive, exploratory	Moderate Methodological Limitations (As researcher reflexivity not explained) ^a	No concerns about Relevance (This is a recent study conducted in China) ^b	No concerns about coherence (The data is descriptive; but the patterns in the data were relatively clear) ^c	Major concerns about adequacy (Only one study with 11 participants. Authors identified that data did reach saturation within this study) ^d	Low Confidence	The finding was graded as low confidence because of major concerns regarding adequacy of data, moderate concerns regarding methodological limitations, and no concerns regarding relevance and coherence.
Finding: Ostomy nurses providing telephone follow-up support are satisfied with their work when they have meaningful impact on the lives of persons living with an ostomy (staff satisfaction).							
3792	Descriptive, exploratory	Moderate methodological limitations ^a (study lacked researcher reflexivity)	No concerns ^b (A recent study from China)	No concerns ^c (descriptive data with relatively clear patterns)	Major concerns ^d (only one study with 7 participants) ^e	Low Confidence	The finding was graded as low confidence because of major concerns regarding adequacy of data, moderate concerns regarding methodological limitations, and no concerns regarding relevance and coherence.