

Nursing Subspecialty in Outpatient Department in NCCCR

1st third impression

Introduction :

In outpatient settings, nurses are playing significant and key role in patient care. this role is varies through all types of Patient care required during their stay in the visits, as well as it is extended to patient care outside hospital. Physically, psychologically, socially and occupationally needs of patient are being assessed in the clinics by nurse , then accordingly , nurses care plans are being set and provided to the patients and their families .

The National Center for Cancer Care and Research (NCCCR) is the premier cancer hospital for the State of Qatar. It is part of Hamad Medical Corporation (HMC) and looks after cancer patients who require ongoing treatments such as chemotherapy and radiotherapy. The department assumed as the entrance to the service to the center is outpatient department .Dealing with cancer patients in OPD requires nurses for more potentials and integration of nursing services to achieve the optimum care level patients need.

Role of nurses in OPD was misrecognized and uncontrolled for many reasons :

- Lack of tools and indicators showing the quality of nursing services provided .
- Mixed the nursing and non-nursing tasks being provided in OPD.
- Implementation of electronic medical records (cerner®) that automated many of tasks the healthcare providers are doing .

The poster introduces the project of subspecialty nursing teams that nurses implemented in National center for Cancer Care & Research Outpatient department .

Aim :

Nursing subspecialty in outpatient department is the project where each nurse are linked to 1 or 2 specialties based on 2 criteria :

- The total number of patient for each specialty (Census)
- Where the nurse find herself more effective (preference)

The objectives of this project :

- To have 2 nursing based indicator in the ambulatory department for each specialty, by end of 2017
- To assign nurses to specialty clinic based on the specialty they had chosen with 85% compliance.
- To encourage the nurse-physician collaboration for patient care.
- To improve the staff knowledge and experience with each specialty.

Interventions :

Plan :

For the 1st 4 months :

- To report all patients cases coming as new patient to the 10 subspecialties with 100% compliance
- To maximize the infection free surviving for leukemia patients visiting leukemia clinics as new patient by having 1 indicator, assess the time between the patient visit and 1st episode of infection (outside the hospital)
- To Start the treatment for New patients coming to the breast clinic within 6 weeks from 1st visit .
- To finish the staging for lymphoma patients coming as new patient to lymphoma clinic in less than 1 month.
- To decrease the pain level for patient by 20% comparing 1st and 2nd visit to the pain clinic .
- Analyzing the data is being done 3 times annually (once every 4 months)
- The plan is to extend the working for more indicators for the same and other teams .

Do :

- We assigned nurses into 10 subspecialty , so each nurse is involved in 1 or 2 teams .
- The 10 teams are (breast, GI, thoracic, leukemia, lymphoma, Thalassemia, pain, Sarcoma, CNS and Gynecology)
- Each nurse will attend, coordinate and manage the subspecialty clinic she is responsible for .
- 2 teams (leukemia and Breast) are involved in the UHN project (which is project being implemented in partnership with UHN " University Health Network" From Toronto - Canada)
- We started by assess the data for 4 teams (leukemia, Lymphoma , Pain and Breast) for 4 indicators , 1 for each .
- The nurse attended the patient visit will follow the patient care for the upcoming visit .
- Courses and workshops were offered to the staff based on the teams they are involved In.
- Multidisciplinary meetings were attended by the staff according to the subspecialty.

- Physicians were informed about the subspecialties and who is the nurse are working with them .
- Staff are collecting data per each visit, so after the patient left the clinic the staff are entering patients information needed for the indicators in an exell sheet available in the shared folder for the department .
- 1 staff from breast team visited Dubai for a breast cancer conference .
- Many staff were sent to local conferences for improve their perceptions and educations against the subspecialty they are working on .
- Patients when they are coming to the department are facing the same staff mostly , so , relationship being build in trust and health related education are carried out more effectively.
- As well as physicians are dealing and planning the care of patient with same staff , so the plan will be faster , comprehensive and effective .

Study the result :

collecting the data for the same 4 teams in respect of the indicators as described below :

- Percentage of Acute leukemia Patients who visited OPD as New Patient and the absence of infection symptoms after 1 month
- Percentage of Breast Cancer Patients who visited OPD as New Patient and started the treatment in not more than 6 weeks
- Percentage of drop in pain level for patient coming newly to the pain clinic between 1st and 2nd visit
- Percentage of the new lymphoma cases completed the staging within maximum 28 days from the 1st visit .

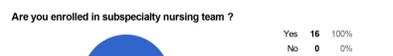
Act for continuity of improvement:

- continue monitoring and achieving the indicators checkpoints.
- create indicators for the rest of subspecialties.
- Have a special room for nurses to implement the nursing assessment.
- Give subspecialized nurse authorities to refer patient for psychotherapist, social workers, nutritionist, etc.

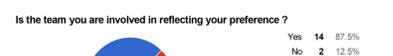
Staff experience :

After 5 months from implementing the new model of patient care in the department , we agreed to ask staff about their experience of such project .

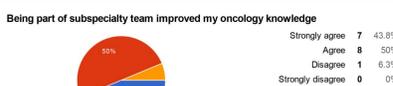
All OPD staff participated in the survey , as well as all of them were involved in 1 of subspecialty team at least



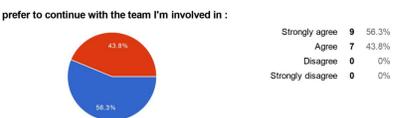
The nursing subspecialty in OPD were assigned to staff based on their preference and tendency , this is obviously noticed in the survey; 87.5% of nurses thought that the teams they are involved in is reflecting their preference.



One of the project goals is to improve ambulatory nurses knowledge background against Oncology and hematology based on the subspecialization, 93.8% nurses assumed that their work in the teams improved their oncology knowledge .

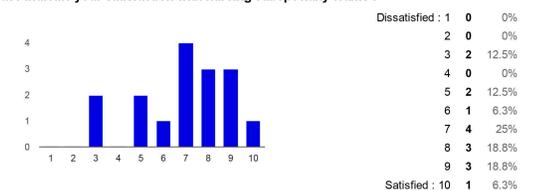


100% of nurses want to continue working with the same team , while the majority 62.5% didn't prefer to work with other team .



At the end of the survey we asked the staff about their overall satisfaction and the majority 69% are satisfied with the project .

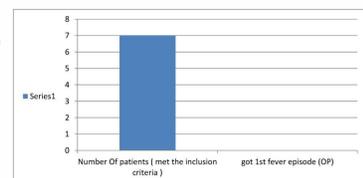
Please indicate your satisfaction with nursing subspecialty teams :



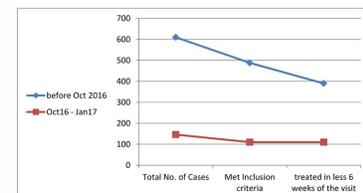
Outcome :

The data for the 4 indicators shows the significant improvement in patient care and the impact of nurse awareness for achieving the predicted indicator outcomes .

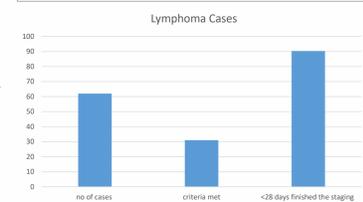
1- Leukemia team achieved 0 evidence of infection for acute leukemia for the upcoming 1 month from 1st patient visit :



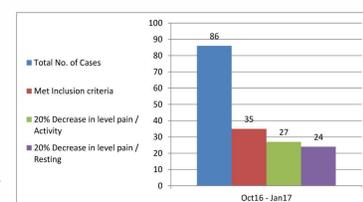
2- Breast Team accomplished 100% of newly cases diagnosed with Breast Cancer had been started their treatment in less than 6 weeks .



3- Lymphoma Team performed that 90.3 % Lymphoma newly diagnosed cases had been finished their Staging workup in less than 28 days .



4- Pain team evaluated the pain level for patients between the 1st visit and the 2nd visit , were 77% of patient their pain level decreases by at least 2 level . while this value is baseline , we will try to increase it to 80% for the upcoming evaluation .



Improvement Team :

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Team participated : Ziad Abu Issa , Shiva Rani Rajesh, Christiana Chelladurai , Hanan Zadeh, Najoua Mahmoud, Faten Mejri, Biji Radha, Neelamani Arumugam, Mini Thomas, Ganga Devi, Asha John, Latha Sundaram, Loubna Mohamed, Samar Safadi, Soghra Mohammad, Jincy John,

Conclusion :

The dealing with cancer cases is spreading and became more complicated , to wrap up the taking care progression of the patients suffering from cancer , it is challenging .

Our agreement, differences and diversity helping us in dealing with such challenges by finding the areas where each individual feels his/her self engaged, interest and favor to act .

Nursing Subspecialty in Ambulatory services helping nurses as well as patients in having accurate perception of the diagnoses , the needful of treatment , the timing of care and the side effects avoidance .

In Collaboration with