

**KING FAISAL SPECIALIST HOSPITAL AND RESEARCH CENTRE
NURSING AFFAIRS**

**Scope of Service
EAST WING SUPPORT SERVICE (EWSS)**

PATIENT CARE UNIT:

Scope of Service

Transporting Patient from East Wing to Main Hospital for their Procedures

Escorting Patients

EWSS provides 24 hours transportation blood, specimen, x-ray jackets and charts.

Transportation of patient's 5 days working hours.

Collection of wheelchairs 5 days working hours.

Services/Functions:

- Transporting patients from East Wing to Main Hospital for their procedures and bring them back with the stretcher or wheelchair.
- Transporting dead body to the morgue when there is no PCA in the unit especially at the weekend.
- Transporting blood specimen to the laboratory. Bring blood required by the unit from Blood Bank to the East Wing and Main Hospital.
- Bring and take back x-ray jackets to the x-ray department.
- Take back charts to the medical records in East Wing and Main Hospital.
- Collecting wheelchairs from all over the hospital to the Outpatient area.
- Assist and direct patients at outpatient's area to the clinic or where they are going.
- Maintenance and cleaning of the wheelchairs.

Hours of Service:

24 hours, 7 days a week for routine and stat messengers only

Staffing Plan:

- The supervisor has all responsibility for EWSS department.
- The dispatcher has the responsibility of answering the telephone calls, booking patients going on the stretcher.
- Booking patients coming after they done with their procedures.
- Informing EWSS nurses by paging them.
- Collecting log sheets from routine messengers and stat messengers.
- The first dispatchers now come at 7:00 until 9:00 after he cover outpatients wheelchair as a team leader, until lunch time, he cover the disk after lunch, cover outpatient again PCA's assigned to all EWSS areas per attached schedule.

	Working Hours	EWSS Department	Tel or Pager #
1	7:00- 17:00	Supervisor	x-23571 p.# 9253
2	7:00-19:00	Dispatcher (disk)	x-31177 or 31175
2	7:00-19:00	Club car driving loading and	

**KING FAISAL SPECIALIST HOSPITAL AND RESEARCH CENTRE
NURSING AFFAIRS**

**Scope of Service
EAST WING SUPPORT SERVICE (EWSS)**

		unloading pt.	
4	7:00-19:00	Stretcher Club Car driving and helping loading and unloading pt.	Nurse pager # 8028-4883 PCA pager # 6133-6141
6	7:00-18:00	East Wing routine messenger	# 9274
6	21:00-7:00	East Wing/Main Hospital Stat night messenger	# 9274-9843
4	7:00-19:00	Outpatient main lobby (wheelchair)	Tel: 31146
2	7:00-18:00	End of the bridge (C-2) side disk	# 23573

Method of Adjustment to Staffing Variances

There is no set method of adjusting to staffing; East Wing Support Services no longer has a Floating pool to cover shortages. East Wing has been budgeted for a set amount of PCA's for East Wing Support Services only. For times that a PCA has called in sick I manage with my staff. If there is more than two (2) PCA's that have called in sick for that day, then overtime will be used. However, if all areas within the East Wing has been covered, and the workload is not heavy, then when another department calls for help, the East Wing Support Services can float staff to their area. But this is not a set routine.

Qualifications of Staff:

- Secondary School, English Skills.
- General PCA orientation program for newly appointed staff.
 - Annual update for fire and safety prevention and infection control protocols.
 - Staff development to enhance professional status education.
 - Performance Improvement Program.
 - Infection control review.

How are in-services/continuing education programs provided to maintain staff competency?

Education programs and information are provided on a monthly staff meeting basis. These needs are identified through evaluation of staff meetings.

METHOD OF COMMUNICATION WITH OTHER DEPARTMENT/PROGRAMS

Internal and External Methods of Communication

Communication is both direct and in written format via monthly staff meetings.

Describe Collaborative Relationships with other Departments

Departments are utilized when the need arises.

**KING FAISAL SPECIALIST HOSPITAL AND RESEARCH CENTRE
NURSING AFFAIRS**

**Scope of Service
EAST WING SUPPORT SERVICE (EWSS)**
