

The King Fahad National Centre for Childrens' Cancer and Research

Nursing Affairs

PLAN FOR PROVIDING CARE :	Outpatient Department
Unit Description :	Pediatric Hematology/Oncology
Monthly Patient Volume :	Approximately 1000 per month

Scope of Service

The goal of the Children's Cancer Centre Outpatient Department is to provide comprehensive quality care to children with hematologic and oncologic disorders and their families.

The Outpatient Clinic is located on the ground floor of the Cancer Center and is divided into the following four areas:

- Assessment area
- Physician clinics
- Treatment areas
- Phlebotomy area for children who require peripheral blood draws

The assessment area, located at the walk-in entrance to the hospital, allows for the initial screening of the patient for potential communicable diseases. The two contagious rooms beside the assessment room allow the patient to be isolated immediately if they present with a rash or other signs of communicable disease. A focused assessment is performed on all patients in the assessment clinic. This includes vital signs, height/weight, and a brief interval history from the families.

There are 23 physician clinics every week. These clinics are divided into the following:

- Leukemias
- Solid tumors
- CNS Tumors
- Infectious diseases
- Bone Marrow Transplant
- Surgical
- Family Health

The clinic area has eight exam rooms, two procedure rooms and an appointment desk. Patients are seen by their physicians, and procedures such as lumbar punctures and bone marrow aspirates/ biopsies are done with or without conscious sedation.

There are also two treatment areas. Treatment area # 1 has 12 treatment beds, 8 lazy boy chairs and a quiet area. This area is utilized for VAD accessing, chemotherapy treatments, blood product transfusions and antibiotic therapy. Treatment area # 2 has 3 treatment beds and 3 lazy boy chairs. Short chemotherapy infusions and IV push chemotherapy are carried out here.

A Sedation/Recovery Area is located on the ground floor adjacent to Radiology/Echo Lab and Treatment Area # 2. Children who are receiving procedures in the Outpatient Department will be assessed prior to sedation and for a period of time after their procedure according to policy guidelines.

Additional services located on the ground floor include the hospital pharmacy and a Family Health clinic. The pharmacy is adjacent to Treatment Area #1 with an access window that allows quick and easy transfer of medications for administration to patients. The pharmacy also provides an outpatient service for patients seen in the Physician clinics. Available for employees is a family health clinic for PPD test and vaccinations required for annual re-contracting.

The King Fahad National Centre for Childrens' Cancer and Research Nursing Affairs

Hours of operation in both the clinic and treatment areas are Saturday to Tuesday, 8:00 am to 5:30 pm and Wednesday 8:00 am to 4:30 pm. The treatment area is staffed until 7:30 pm. with two RN's from Saturday to Tuesday to accommodate long chemotherapy regimes.

STAFFING PLAN

The entire clinic staff is composed of the following:

1 Head Nurse	14 SN1 Nurses
5 SNII Nurse	1 SNIII Nurse
3 Ward Clerks	3 Patient Care Assistants

The staff is divided as follows:

▪ Clinic Area	:	:	3 Nurses / 3 Ward Clerks
▪ Treatment Area # 1	:	:	7-8 Nurses
▪ Treatment Area # 2	:	:	2-3 Nurses
▪ Nurse Assessment Clinic	:	:	2 Nurses
▪ Family Health Clinic	:	:	1 Nurse
▪ Sedation/Recovery Area	:	:	5 Nurses

A designated nurse in the treatment area provides overall coordination of activities. The nurses in the treatment area provide:

- ongoing assessment and monitoring
- administer prescribed treatment
- education and psychosocial support

QUALIFICATIONS OF STAFF

Qualifications/Licenses/Certifications Required of Staff

- Current Registered Nurse license or registration from country of origin – previous experience in oncology required
- Successful completion of hospital orientation and 90 day probationary period
- Current BCLS
- Chemotherapy Certification within the first 6 months, preferably within the first 3 months
- Venous Access Device (VAD) Certification within the first 2 months
- Demonstration of competency in pediatric physical assessment and/or certification course within the first three months
- Core group of IV certified nurses
- Conscious sedation certification within the first 6 months

Additional requirements for nurses working in the Sedation/Recovery Area include:

- Conscious Sedation certification within the first 6 weeks
- Pediatric Advanced Life Support (PALS)
- Cardiac Monitoring

The King Fahad National Centre for Childrens' Cancer and Research Nursing Affairs

Ward Clerk

High school diploma
Bilingual Arabic and English

How are Inservices/Continuing Education Programs Provided to Maintain Staff Competency?

All registered nurses are required to complete identified unit-based competencies yearly. Continuing education is offered through Nursing Education and Research. Unit based staff inservices and journal articles are provided monthly based on identified educational needs. Education needs are identified through needs surveys, new equipment, products and treatments, staff requests and performance improvement. Additionally local/national symposiums, teleconferences, workshops are all posted for staff information. Relevant pediatric and oncology workshops are offered on site.

Required Competencies

- Initial Competencies: Competency Based Summary
- Annual Competencies: Fire and Safety
Infection Control
Unit specific competency based skills
- BCLS Renewed every two years

Unit Specific Competencies are as Follows:

- Venous Access Device (portacath)
- Chemotherapy
- Pediatric Physical Assessment Assessment
- Conscious Sedation

Internal and External Methods of Communication

Communication is accomplished via direct verbal communication, telephone, email, fax, written memos, and meeting minutes.

Collaborative Relationships with Other Departments

The following meetings are held to facilitate the collaborative process:

- Department of Pediatric Hematology/Oncology Collaborative Practice meeting every month
- Meetings are organised with appropriate departments as needed
- Unit based nursing committees include practice, staff education and patient/family education.

Goals of Department

- To support the mission and goals of KFSH&RC and KFNCCC&R
- To promote and provide respectful, family centered care to the patients and families at KFNCCC&R
- To promote collaboration within the multidisciplinary team to provide optimal care for children with cancer and their families

The King Fahad National Centre for Childrens' Cancer and Research Nursing Affairs

Plan to Improve Quality of Service

- Improvement of service and performance is ongoing and will be attained by identifying areas in need through team input, incident reports, patient complaints, satisfaction survey and an ongoing education.
- Outpatient Department currently seeing 950-1000 children per month compared to 750-800 this time last year.

Revised : 30 April 2002