

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

**Scope of Service
POLYCLINIC**

Unit Description : **Polyclinic**
Monthly Patient Volume : **Approximately 2,000**

Scope of Service

Polyclinic is a part of Ambulatory Care Center, which serves as an initial assessment and referral clinic, which determines a patient's eligibility for tertiary care at the King Faisal Specialist Hospital.

Polyclinic also provides subspecialty clinics, Pediatrics Cardiology, Pediatric Neurology, Adult Cardiovascular, Dermatology, Congenital Heart Clinic, Orthopedic, and follow-up service to patients seen in Emergency Room.

Frequent Procedures/Services/Functions

- Minor Surgical Procedures
- Incision and Drainage
- Immunizations
- Cast Application and Removal
- Suture Removals
- Dressing Change
- Medication Administration
- Ventolin Therapy
- Tympanometry

Hours of Operation

Saturday to Tuesday - 0800 - 1800
Wednesday - 0800 - 1700

STAFFING PLAN

Number and Mix of Staff

- Registered Nurses:
 - ❖ SN I - 4
 - ❖ SN II - 5
 - ❖ SN III - 2
 - 1 (on hold)
- PCA - 2

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Method of Adjusting to Staffing Variances

The Head Nurse makes the adjustments to staffing based on patient activity and on the staff skill level. Most of the staff within the Polyclinic are cross-trained and are competent to work in any specialty to which they are assigned. If there is a shortage, the Family Medicine being part of our Department is asked to assist.

QUALIFICATIONS OF STAFF

Qualifications/Licenses/Certifications Required of Staff

- RN Staff - current RN/License from home country, documentation that License is current annually.

How are inservices/continuing education programs provided to maintain staff competency?

- Grand rounds and/or Department In-services weekly. Additional In-services are provided for the staff on a regular basis.
- Collaborative Practice Meetings.

Required Competencies

- BCLS Certification
- Oxygen Usage/ Administration
- Emergency Care
- Pediatric Physical Assessment
- Adult Physical Assessment

METHOD OF COMMUNICATION WITH OTHER DEPARTMENTS/PROGRAMS

Internal and External Methods of Communication

Communication within the unit includes direct communication by nursing staff with physicians, medical records, appointments, pharmacists, respiratory therapists and other involved services. Internal and external communication is accomplished via direct communication, phone, fax, e-mail and written memos. A monthly department newsletter is distributed to each member of staff.

Describe Collaborative Relationships with Other Departments

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Open lines of communication are maintained with support service departments, nursing units, and all with the other disciplines. Collaborative meetings are held quarterly with all department members and other invited guests.

GOALS OF DEPARTMENT

- To provide the best quality, holistic care for our patients and families at the lowest possible cost.
- Provide consistent and safe care utilizing recognized standards.
- Work within Budget including resources of staffing, supplies and standardization.
- Computerization to enhance patient care/clinical information system.

PLAN TO IMPROVE QUALITY OF SERVICE

- Clinical Pathways
- To utilize CQI Methods to focus on processes and systems to improve patient care and flow
- To strive for JCIA accreditation.