

**KING FAISAL SPECIALIST HOSPITAL AND RESEARCH CENTRE (GEN. ORG.)
NURSING AFFAIRS**

**Scope of Service
MEDICAL CLINIC**

MISSION VISSION VALUES

Nursing Affairs Mission, Vision and Values are in line with King Faisal Specialist Hospital & Research Centre's Strategic Vision 2022.

Mission: KFSH&RC provides the highest level of specialized healthcare in an integrated educational and research setting.

Vision: To be a world leader in healthcare through excellence and innovation.

Values:

- **Safety:** We commit to high quality of care that ensures safety to our patients, families and staff.
- **Compassion:** We deliver exceptional care by creating a compassionate and respectful environment for our patients, families and staff.
- **Patient Centric:** We put the needs of our patients and their families first.
- **Excellence:** We deliver the best outcomes and highest quality service through the dedicated efforts of every team members
- **Innovation:** We welcome change, encourage invention and continually seek better, more efficient ways to achieve our goals.

SCOPE OF SERVICE

The Medical Clinic is a patient and family focused area providing assessment, treatment and follow-up for a variety of disorders. We provide a wide range of specialized services covering the following:

- Medicine – Allergy/Immunology, Rheumatology, Pulmonary, Internal Medicine, Infectious Disease, Endocrinology
- Mental Health - Psychiatry
- Dermatology
- Chronic Pain

Each Specialty and Sub-Specialties is divided into six modules:

Module A - Medicine Clinics

- Endocrinology Nurse
- Endocrinology (Adult)
- Internal Medicine
- General Pulmonary
- Anticoagulation
- Women's Health Clinic
- Thyroid Cancer
- Diabetes Intensive Management
- Infectious Disease (Adult 1 and 2)
- Infectious Disease (Peds.2)
- Thyroid Cancer Nurse Clinic
- Thyroid Cancer Nurse/Thyrogen Clinic

Module B – Medicine Clinics

- Rheumatology (Adult)
- Medicine Nurse
- Medical New Patient Nurse

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- General Pulmonary and Specialized Pulmonary Clinics
- Protocol Endocrinology
- Internal Medicine
- Sleep Medicine (Adult)
- Sleep Medicine Nurse Education
- Protocol Internal Medicine
- Rheumatology Nurse
- Rheumatology Lupus
- Vasculitis
- Respiratory Care
- Rheumatology Biologic Nurse/Education/Nurse Screening

Module C - Psychiatry

- Clinical Psychology
- Psychotherapy
- Psychiatry (Pediatric)
- Psychiatry (Adult)
- Psychiatry Obsessive Compulsive Disorder
- Psychiatry Mood Disorder
- Clozapine Clinic

Module D – Allergy Immunology/Medicine Clinics

- Protocol General Allergy Immunology (Adult)
- Allergy Nurse Injection
- Allergy Procedure Nurse for Drug Challenges
- Allergy Immunology (Pediatric)
- Allergy ,Asthma & Immunology
- Immunology Deficiency Clinic
- Allergy/Asthma (Adult) Clinic
- Interventional Radiology
- Immunodeficiency Nurse
- Medicine Walk-in
- Endocrine Adult
- Internal Medicine
- Combined Vascular Anomalies

Module D - Dermatology

- General Dermatology
- Dermatology Procedure
- Combined Dermatology Laser Procedure under GA
- Protocol Dermatology
- Dermatology Autoimmune Bullous Disease
- Dermatology Pediatric Birthmark
- Neutrophilic Dermatoses/Connective Tissue Disease
- Dermatology Transplant
- Combined Laser Plastic Medical
- Dermatology Virtual Clinic
- Dermatology Patch Test
- Dermatology Family Medicine

Module E – Pain

- Pain Neuromodulation
- Pain Clinic/FU/NFU/NP

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- Pain Clinic Anesthesia FU/NFU
- Pain Clinic Anesthesia Procedure
- Pain Clinic Walk-in NF

FREQUENT PROCEDURES / SERVICES / FUNCTIONS

General:

- Staff education
- Medication Administration including methotrexate & immunization
- Medication and Take-Home Supply Refill
- Patient and Family Education

Medicine:

- Synacthen testing
- Immunotherapy
- Allergy skin test
- Oxygen Therapy
- Nebulization
- Dressings
- Suture removal
- Synovial fluid aspiration
- Intra-articular steroid injection
- Open challenge test
- Swabs collection
- POCT glucose monitoring
- Micro coagulation system with Hemochron machine for bedside PT/INR
- Peak flow meter measurement
- Pap Therapy

Pain:

- Cervical steroid injection
- Lumbar epidural injection
- Cervical, thoracic, lumbar facet joint injection
- Stellate ganglion block injection
- Pulse radiofrequency
- Thora-cantheric steroid injection
- Lumbar/dorsal root ganglion block injection
- Trapezius steroid injection
- Trigger-point injection
- Brachial plexus nerve stimulation
- Caudal epidural Injection
- Coeliac plexus block
- Intrathecal drug delivery device pump refill
- Spinal cord stimulation programming
- Sacroiliac joint injection
- Sacroiliac joint denervation
- X-ray guided supra scapular nerve block
- Suprascapular nerve block
- Trigeminal nerve block
- Intralesional steroid injection
- PRP – Plasma Rich Platelet Procedure

Dermatology:

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- Botox injection
- Scar revision/removal
- Excision and biopsies
- PUVA - Provalin Ultra Violet A
- Filler injection
- Derma – abscess drainage
- Skin tag removal
- Fungal scraping
- Derma - curettage
- Acne surgery/milia removal
- Sclerotherapy
- Chemical peeling
- Cryotherapy
- Electro cautery
- Derma –excision
- Punch, shave, excisional, incisional, nail, scalp and skin biopsies
- Patch Test
- Laser Treatment
- Phototherapy (Cabinet, Hands and Feet)
- DPCP
- Silver Nitrate
- Chemotherapy Injections
- Intralesional Skin Injections

CRITERIA FOR ADMISSION TO SERVICE – POPULATION SERVED

- Patients who meet the eligibility criteria for this tertiary care hospital.
- Referrals from other services within the hospital, staff and dependents.
- Referrals from Inpatient Areas requiring follow-up after discharge.

HOURS OF OPERATION

Sunday – Wednesday: 0730 – 1700
Thursday: 0730 – 1600

STAFFING PLAN, QUALIFICATION AND TRAINING

STAFFING PLAN

Number and Mix of Staff

Staffing is provided by Registered Nurses and Care Assistants who are employed to assist in the daily nursing care of patients. Staffing range is based on patient volume and acuity.

The Head Nurse/ Assistant Head Nurse Charge Nurse or designated Team Leader is responsible for assessing patient acuity, enabling them to plan shift assignments for the incoming shift. The plan is based upon matching the needs of the patient to the competency of the nurse and the following criteria:

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- Number of patients scheduled for the day
- Complexity of patient's condition and required nursing care
- Dynamics of patient's status, including the frequency with which the needs for specific nursing care activities changes
- Complexity of assignments required by the patient
- Type of technology employed in providing nursing care
- Degree of supervision required by each nursing staff member based on her/his previously assessed level of competence

Care Assistants are employed to assist in the daily nursing care of patients. The unit enables 6 week staffing schedules through Clairvia systems with varying shifts including on call rotas to meet operational need.

During the holy month of Ramadan, Muslim nurses work 120 hours or 30 hours per week over the 4 week period as per Staffing and Scheduling policy. The shift times are designated by the Head Nurse/Designee based on operational requirements.

QUALIFICATION:

Head Nurse

- Master's or Bachelor's Degree in Nursing is required.
- Four (4) years of nursing experience including two (2) years in a leadership position with Master's Degree or six (6) years with Bachelor's Degree is required.
- Current Registered Nurse Licensure from country of origin and Saudi Commission for Health Specialties is required.

Assistant Head Nurse

- Bachelor's Degree in Nursing is required.
- Four (4) years of hospital experience is required.
- One (1) year of nursing leadership experience is preferred.
- Current Registered Nurse Licensure from country of origin and Saudi Commission for Health Specialties is required.

Clinical Nurse Coordinator

- Bachelor's Degree in Nursing or Associate Degree/Diploma in Nursing is required.
- Four (4) years of nursing experience with Bachelor's Degree or six (6) years with Associate Degree/Diploma is required.
- One (1) year of specialty experience is required.
- Current Registered Nurse Licensure from country of origin and Saudi Commission for Health Specialties is required.

Staff Nurse I

- Current Registered Nurse licensure from country of origin
- 2 years acute hospital experience
- Current Registered Nurse Licensure from country of origin and Saudi Council required.

Staff Nurse II

- Bachelor's Degree or Associate Degree in Nursing is required.

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- No experience is required with Bachelor's Degree. Two (2) years nursing experience with Associate Degree/Diploma is required.
- Current Registered Nurse Licensure from country of origin and Saudi Commission for Health Specialties is required.

Care Assistant

- Bachelor's Degree in Nursing without country of origin licensure is required for expatriate employees.
- One (1) year Nursing Foundation Course or International PCA qualification or High School Education is required for Saudi Nationals.
- For KFSH&RC employees, minimum one year of experience as PCA/Ward Clerk required.
- Saudi Nationals preferred.

HOW ARE INSERVICES/CONTINUING EDUCATION PROGRAMS PROVIDED TO MAINTAIN STAFF COMPETENCY?

Continuing education is offered through Nursing Development & Saudization (ND&S) and at the Unit level coordinated by the Head Nurse and Clinical Instructor through I-learn system. Education needs are identified through needs assessment tools, treatment protocols, performance improvement activities, regulatory agencies, new technology, new equipment, new products, individual input and surveys. Topics other than those which are based upon mandates and updated protocols are also arranged. These may be issues of interest raised by the Unit staff, topics selected from the departments' needs assessment or information of interest or relevance from other departments.

GNO orientation & Core Generic CBC to be completed prior to 90 day evaluation

- Medication Administration Challenge and Exam (GNO)
If competency challenge unsuccessful/no experience, course will be taken
- Moving and Handling Training (GNO)
- Pressure Ulcer/Wound care module (I-learn) (GNO)
- Basic Life Support (AHA)(GNO)
- RN Education & Qualification Questionnaire (GNO)
- Pyxis training (GNO)
- POCT training (GNO)
- ICIS training (GNO)
- Fire & Safety hands on training (GNO)
- O2 therapy, Tracheal Suctioning, Tracheal care & management (GNO Skills & CBC)
- Blood and Blood products (GNO & CBC)
- Principles of Aseptic technique and Isolation guidelines (CBC)
- NDNQI Pressure Ulcer Module
<https://members.nursingquality.org/NDNQIPressureUlcerTraining/SelectModule.aspx>
- Pain management (I-learn)
- Hand hygiene module (I-learn)
- Basic ECG interpretation (GNO but unit specific)
If competency challenge unsuccessful/no experience, course will be taken
- IV insertion and CVC Management (unit specific)
- Basic Adult and Pediatric physical assessment (unit specific)
- [Saudi Commission for Health Specialties](#) application in process

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COMMITTEES AND UNIT ACTIVITIES

Internal and External Methods of Communication

Internally and externally, communication is accomplished via direct verbal communication, telephone, fax, email and Enterprise Correspondence. Staff / Unit Based Council meetings are held on a monthly basis or more frequently if required. Nursing Collaborative Practice meetings are scheduled on a monthly basis or as required. Other meetings are scheduled as required.

Collaborative Relationship with Other Departments

The Head Nurse and staff participate in many multidisciplinary committees, as well as on Hospital wide Performance Improvement groups and committees. Representatives from other Departments are invited to attend staff meetings when new programs are introduced or if complicated issues arise, to facilitate a mutually desirable resolution.

The Scopes of Service will be updated every three years or as the scope of a Unit changes.
Last updated: 1st August 2018. Due for review / revision 1st August 2021