Evaluation of an Oncology Palliative Care Nurse Clinic in NTWC
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Introduction
Patients, who are going through the transitional process from curative treatment to palliative approach, need specialized care and support. The establishment of the oncology palliative care nurse clinic aims to provide prompt interventions and specific education to this group of patient and their carers. The services of the nurse clinic include holistic assessment and management of patient's physical problem, psycho-social and spiritual issues. A retrospective analysis was done to study the effectiveness of the nurse clinic and the level of overall patient and carer satisfaction.

Objectives
To evaluate the effectiveness of the nurse clinic To explore the overall patient and carer satisfaction with the service

Methodology
The routine Edmonton Symptom Assessment Scale (ESAS) score of patient attending the nurse clinic during the period from 1 January to 30 April 2014 were analyzed. A self-administered questionnaire was designed to assess patient and carer satisfaction. Patients and carers are invited to complete the questionnaire on the second clinic follow up as a routine practice. The satisfaction survey questionnaires collected during the study period were analyzed in this evaluation.

Result
Forty-four patients attended the clinic for more than three times during the study period. Average score of each symptom and total score of ESAS for the first three visits were compared. The results were listed as below: 1st Visit: Pain:3.4, Tiredness:3.47, Nausea:3, Depression:3.6, Anxiety:3.46, Drowsiness:3.16, Appetite:4.56, Wellbeing:3.96, SOB:2.75, Total:12.04 2nd Visit: Pain:1.92, Tiredness:2.66, Nausea:1.75, Depression:2.46, Anxiety:3, Drowsiness:1.5, Appetite:1.85, Wellbeing:2.77, SOB:1.16, Total:9.41 3rd Visit: Pain:2.52, Tiredness:2.57, Nausea:2.25, Depression:1.86, Anxiety:2.13, Drowsiness:0.5,
Appetite: 1.6, Wellbeing: 2.51, SOB: 1.25, Total: 8.69 Reduction of symptom score from 1st to 3rd visit: Pain: 25.9%, Tiredness: 25.9%, Nausea: 25%, Depression: 48.3%, Anxiety: 38.4%, Drowsiness: 84.2%, Appetite: 64.9%, Wellbeing: 36.6%, SOB: 54.6%, Total: 27.8% Totally, 36 questionnaires were returned. Eighty-nine percent of patients and carers were satisfied with the symptom control. Eighty-six percent of them were satisfied with the length of clinic time and the interval frequency. All of them showed satisfaction with the overall nurse clinic service. Conclusion: The nurse clinic demonstrated contribution to enhance patient’s health status. In addition, patients and their carers showed high satisfaction on the service.