



Service Priorities and Programmes
Electronic Presentations

Convention ID: 928

Submitting author: Ms Wai Fong Tsang

Post title: Nurse Specialist, Pok Oi Hospital,

Seamless care - The power of a team with community and volunteer services

Tsang WF (1), Wong KY (2),

(1) Department of Surgery, NTWC (2) Tin Shui Wai CancerLink

Keywords:

Seamless care

Introduction

The Breast Care Services, NTWC has been providing a one stop holistic service for breast cancer patient via a Multidisciplinary Team approach since 2008. It also provides professional information and psychological support to cancer patient continuously in a Cancer Case Manager approach. Peer support is delivered via the Bauhinia Club in TMH Oncology Department. Breast surgery can be a stressful experience for women. Negative feeling on disfigurement upon tumor removal and uncertainty in adjuvant therapy can cause unfailing frustration physically and psychosocially for diagnosed patients. Besides, the growing demand due to increasing incidence rate calls for improving service efficiency where shortening in hospital length of stay and delivery of timely care. Adequate education, support or sharing should be useful to enhance coping. And nurses thus need to develop methods to better ensure quality, timely patient care.

Objectives

1) Construct timely horizontal relationship service to link up peer support and community resources to breast cancer patient just after operation 2) Provide a platform for peer-to-peer support, information and empowerment in a warm, welcoming, and organized home-feel environment 3) Provide mutual emotional support while navigating the coping strategies of those patient and families facing breast cancers

Methodology

A biweekly (Tuesday) Open group service for post-op patient at POH Breast Nurse Clinic was started from 20/9/2011. The Open group was led by Tin Shui Wai (TSW) CancerLink social worker and the Breast Care Nurse assisted in the training of volunteers. This service would be introduced to all post surgery patient who attend wound care follow up in Breast Nurse Clinic.

Result

Period reviewed: 20/9/11 - 30/9/12 Number of sessions: 27 Manpower: 1 BCN, 1 TSW CancerLink Program social worker, 4 peer volunteers Client served: 175 Satisfaction survey to evaluate the services: Outstanding findings: Appreciate --Face to face conversation --Relaxing and feeling good --Experiencing tender care Enhanced confidence in coping with cancer 100% Positive in knowing the peers, information &

staff assistance 94% Continue to run this program 100% Conclusions: Results demonstrated the importance of social support on health outcomes for people to live with cancer. It improves one's ability to cope, assists a survivor to abide by the various types of treatment. The support group did play an important role in filling the gap for those who lack social support. Timely peer support service was effective to alleviate worries and anxiety of post surgery breast cancer patient and would enhance their confidence towards rehabilitation.