



Service Priorities and Programmes
Electronic Presentations

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Submitting author: Mr Cheuk Nam TO

Post title: Registered Nurse, Tuen Mun Hospital

A CQI Project to enhance psychosocial support in an oncology ward

To CN, Mak KI, Lam PYW, Lau YLE, Wong MC

Department of Clinical Oncology, Tuen Mun Hospital, New Territories West Cluster, HKSAR

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Introduction

Living with cancer and facing ongoing changes and sudden deterioration affect both patient and their families. The demand for handle patient and their families' psychosocial issue is growing even in oncology ward when compared with hospice ward. In view of that, a psychosocial support team was formed to enhance the support.

Objectives

#NAME?

Methodology

1. Target Group

The psychosocial support team in A9 provided service to the following target group

- patient who is age < 50
- length of hospitalization period in A9 > 1 week

2. Case referral

- Case Nurses in A9 ward and medical officers can also refer cases requiring support to the team for further assessment and inventions.
- Target group will be highlighted by a reminder tag with the assistance of ward clerk.

3. Implementation

- Basic psychosocial assessment and intervention was provided. A "Psychosocial Support Case Summary in A9 ward" illustrating actual psychosocial problems, interventions, management plan was attached inside the Hospital Record folder.
- Members of the psychosocial team had one 'day' duty each week on Monday
- For complicated case the psychosocial Support Team would communicate with Hospice / Palliative Service Coordinator for further intervention.
- The service was started from October, 2016.
- Pre-questionnaire was distributed to assess to degree of difficulties in Likert scale for ward staff to handle increasing demand of psychosocial issue.
- A mid-term evaluation was done on January, 2017. Post questionnaire were distributed to ward staff to assess the effectiveness and the satisfaction of the

program.

- Comments on area of improvement for the service were also collected.

Result

The service was provided to 28 patients (and their families) from October to December, 2016.

All patients and their families expressed satisfaction for the support service. They are appreciated for the availability of the additional support from team members.

Prior to the establishment for the psychosocial support team, all staff (n= 23) agreed there is a need to enhance the psychosocial support service in the ward. the mean degree of difficulty in handling psychosocial issue was 6.7.

In mid term evaluation, all staff (n=23) agreed that the psychosocial support was useful and effective in assisting them to handle the psychosocial aspect for patients. The mean degree of usefulness was 7.67. Staff attributed the service in assisting them to understand more about the needs and wishes of patients, facilitating relatives acceptance in facing deterioration and coordinating patient care plan with multidisciplinary team.

Staff also suggested extending the service, increasing the service to 2-3 day duty weekly, which is worth consideration but have to take into account of departmental arrangement.