



## Service Priorities and Programmes Electronic Presentations

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### **Chemotherapy Nurse Clinic to enhance medication safety to cancer patients in a holistic care approach in Clinical Oncology Department of Queen Mary Hospital**

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#### **Keywords:**

Chemotherapy Nurse Clinic

#### **Introduction**

Chemotherapy treatment is a high risk procedure that may lead to undesirable side effects which need ad-hoc medical consultation in OPD. A holistic nursing service that combined with individual assessment, nursing care plan, intervention and follow up, so as to build up rapport and support throughout patients' chemotherapy treatment journey is essential. It also serves to enhance patients' drug compliance, allows early detection of drug complications and prevents permanent damage.

#### **Objectives**

1. To implement the chemotherapy nurse-led clinic that driven by standardized protocols and guidelines and run by trained oncology nurses.
2. To evaluate the services by patients satisfaction survey and number of ad-hoc OPD attendance before and after the implementation

#### **Methodology**

All patients receive their first cycle of chemotherapies and/or biotherapies were recruited. With individual assessment, tailor-made nursing care plan, and have the treatment/intervention and follow up by the same nurses. This one-stop clinic works alongside with Chemotherapy Day Center and closely with other departments to ensure a multi-disciplinary approach for patient care that have enhanced not only the quality of services but the safety of patients receiving chemotherapy. Patient survey of 12 questions using Likert scale (1 = strongly disagreed and 5 = strongly agree) to be distributed after using the services on 2nd/3rd follow up.

#### **Result**

In the review period from Jan – Dec 2016, a total of 264 new cases attended NCNC. With the 90.9% (240/264) response rate in the patient satisfaction survey, 100% (240/240) agreed of which 80% (192/240) strongly agreed that adequate treatment-related information was provided. 60% (142/240) strongly agreed that NCNC services can fulfill their expectation. Over 75% (90/120) agreed that they would

absolutely recommend the NCNC service to other cancer patients. After the implementation of NCNC, chemotherapy related adverse reactions e.g. extravasation was early detected and permanent damage was prevented. There was 38.9% decreased in ad-hoc medical consultation at OPD from 216 cases in 2015 to 132 cases in 2016. We successfully implemented the chemotherapy nurse-led clinic which provided the professional nursing services to cancer patients who highly praised our services. This clinic was accredited by Hospital Authority in Sep 2016.