

Community hospital approach:  
Successfully transitioning Med/Surg  
nurse from novice, beginner to  
competent RNs in ambulatory  
oncology setting

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# Significance & Background

The opening of a new cancer institute and change in patient population in the infusion center presented an opportunity to create an approach to transition nurses from novice to expert infusion/oncology nurses. The majority of the nurses are new to not only oncology but the ambulatory setting. To achieve this goal and adhere to the highest clinical practice standards, the nurses needed both educational and leadership support.

# Purpose

- The purpose of the project is to successfully transition the nursing staff from novice, beginner to competent RNs in an ambulatory oncology setting, using best practice and a collaborative impact approach.

# Interventions

- Pre-assessment survey
- Align competency with Oncology Nursing Society (ONS) & Infusion Nurses Society (INS) standards
- Provide shadowing and hands-on opportunities
- Interviews were used to assess staff education and resources needed
- Observe clinical care process and support needs through return demonstration and simulation
- Provide field experience opportunities
- Implementation of monthly psychosocial staff support group
- Implemented “Teach Me Fridays” to provide in-services on new treatment modalities, staff Q&A, and simulations.

# Pre-Assessment Survey

This list of questions were asked of the nurses to provide background information and educational needs assessment (Not a validated instrument)

## **Sample size 8**

- During orientation and to date, I have taken the following core oncology classes/courses (List provided for selection)
- Would you like more education on the Administration of Biotherapy/Chemotherapy?
- My previous work background is?
- Would you like education on symptoms management (List provided for selection)
- Would you like to learn about how to handle chemotherapy/biotherapy?
- Would you like more education on Discharge Education?

# Pre-Assessment Survey-Cont.

- What materials do you use to for patient education (general infusion/chemotherapy & biotherapy)?
- Do you hold any certification?

# Innovations

- One-on-one interviews to obtain personal information
- The "Teach Me Friday" to discuss new modalities, care process, and Q&As
- Provide staff with psychosocial support group that meets monthly
- Staff clinical observation to provide individualized education for clinical care improvement
- Field experience to other health system sites to enhance clinical care
- Use patient case presentation/scenario for teaching
- Simulation/hand-on practice of skills such as central line care
- Use ONS online modules to advance staff knowledge

# Innovations-Cont

- Utilize an educator/leader on the unit twice a week (Student mastering in health administration with expertise in oncology) for mentoring and coaching as well as real time observation with staff
- Implementation of rounding by a practicum student studying nursing administration, with a focus in oncology
- Structure (standard of practice, policies & procedures) was created to enhance patient safety and information sharing
- Distinct courses of treatment for patients on the unit were selected for case studies by using the ONS chemo scenarios book
- Chairside real-time patient case studies
- Collaboration with Pharmacy team to provide education for nurses

# Discussion

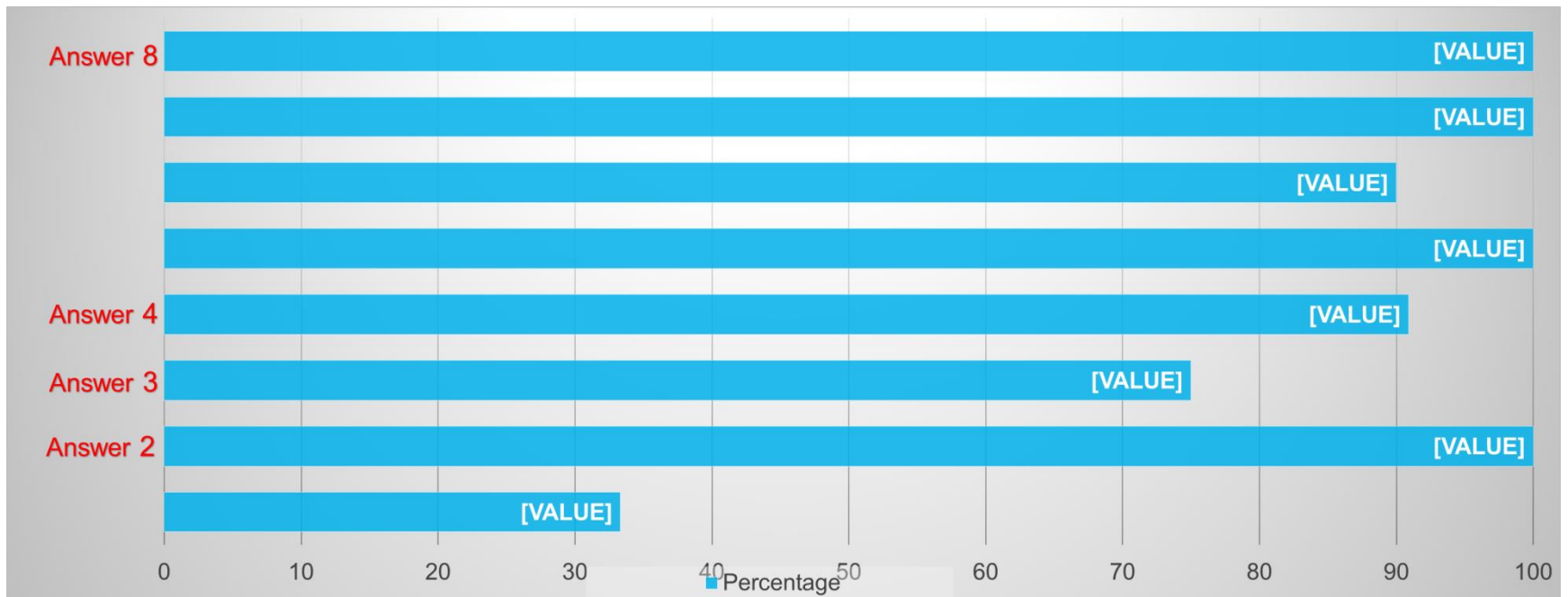
## Lessons learned:

- A multi-methodology approach with sufficient resources including hands-on clinical simulation facilitates orientation and support of novice staff in any setting
- It is easier to transition a small team than a large team

## Next steps/future plans:

- More simulated staff experiences on different modalities of treatment and new and advanced care processes
- Guide, prepare and support staff for certification (knowledge base, test taking skills, financial)
- Journal club to promote the transfer of evidence-based practice to chairside

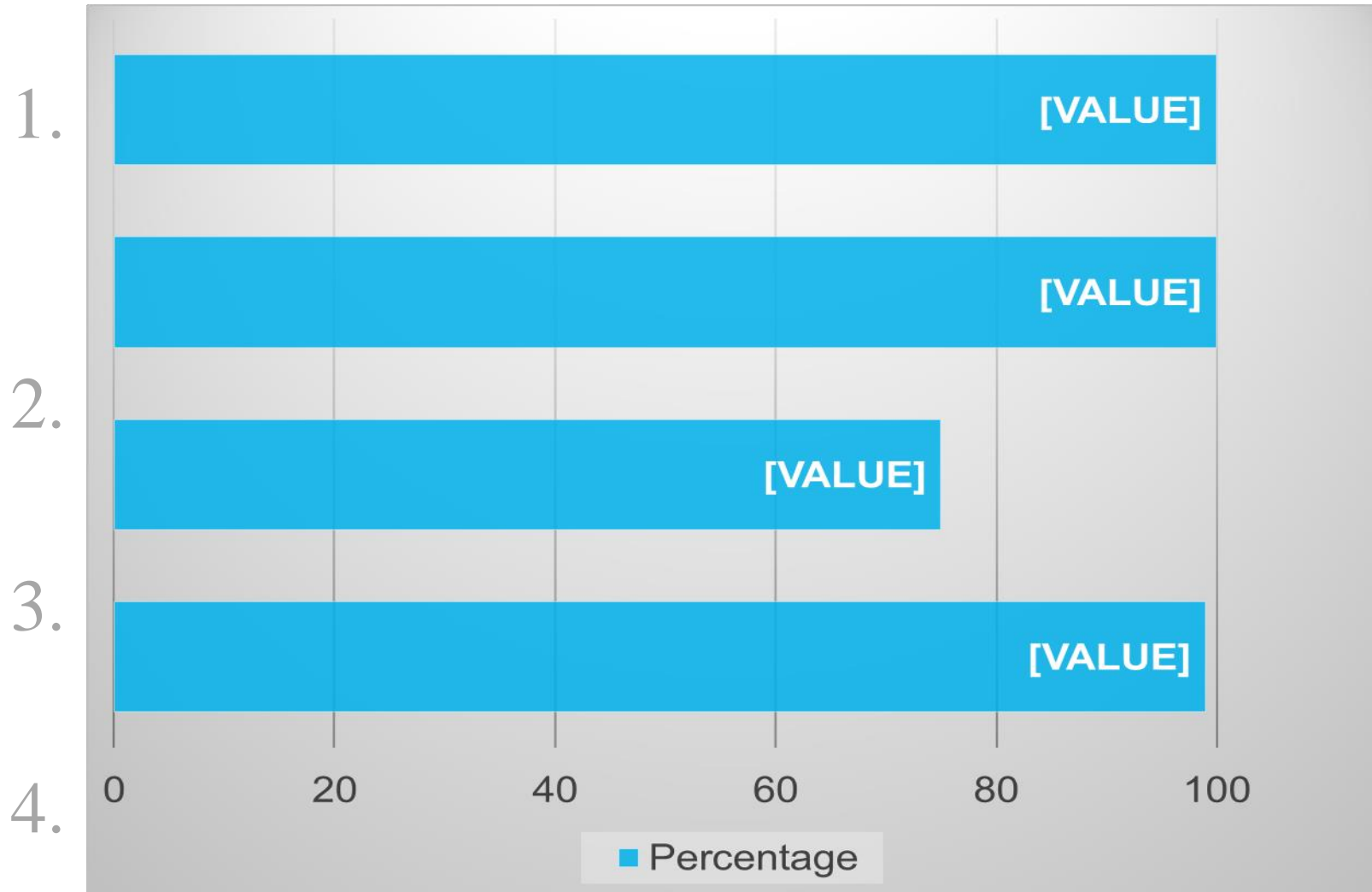
# Pre-Assessment Survey Results



## Post-Assessment Survey Results (Selected questions from pre survey): Sample Size

1. Have you completed the following core oncology classes/courses (List provided for selection)
2. Did you complete education on symptoms management
3. Did you complete education on discharge education
4. Would you be obtaining Certification

# Post-Assessment Survey Results (Selected questions from pre survey): Sample Size



# Conclusion

- Nurses naïve to oncology need both educational and leadership support to develop them to become competent in oncology. Meeting the needs of the nurse who is new to oncology, using pre –post assessment was useful for our small team. The outcomes were evident in all categories. Most importantly the nurses have buy-in to the tools provided by leadership and are competent and are on the path to becoming experts.

# References

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