

Nurse-sensitive outcomes as indicators to assess the variation in the quality of Nursing care in ambulatory chemotherapy services

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Background: The quality of patient care is a universal concern among healthcare managers, policymakers, and consumers. Quality indicators are essential to measuring performance, benchmark, examine variations in care, allocate resources, and inform policymakers. However, the literature search revealed there is little literature on measures of Nurse-sensitive outcomes (NSOs) in ambulatory care settings, and that this is significantly more limited when focusing on NSOs in ambulatory chemotherapy settings (ACSs). In order to assess the variation in the quality of Nursing care in ACSs and demonstrate the impact of high-quality care provided, it was essential to use valid and reliable indicators, specific to chemotherapy-related symptoms and experiences of supportive care. This study builds on previous work by Arms et al. (2014), who developed the Patient-Reported Chemotherapy Indicators of Symptoms and Experience (PR-CISE).


Aims: This study aims to explore a range of methodological and feasibility issues that relate to the development and implementation of Nurse-Sensitive Outcome indicators and

associated tools in the Kingdom of Saudi Arabia (KSA). In addition to establishing whether variability exists in NSOs amongst ACSs in the KSA.

Methods: This study employed a descriptive, cross-sectional survey with two preparation stages. Survey data were collected from five ACSs located in the two largest regions in the KSA.

Results: This study successfully developed, adapted, and tested the Arabic PR-CISE indicators and associated tools. The indicators were acceptable and may be used to generate evidence about NSOs in ACSs in the KSA and inform future policy and practice. In practice, these indicators can be used to measure, report, and improve the quality of care provided in ACSs. A large-scale survey of NSOs is feasible, acceptable and recommended, and can be largely implemented as planned. Significant differences were observed in the distribution of the severity of symptoms between ACSs in six out of seven studied symptoms.

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