

Comprehensive Approach to an Infusion Clinic

- Outpatient clinic/well-visits
- Daily rounds on inpatients
- Weekly patient meetings
- Monthly support group
- Dedicated Sickle Infusion Clinic (SCIC)

Infusion Clinic

Multifaceted outpatient urgent care setting providing timely/aggressive pain management and treatment of acute manifestations of SCD in the adult population.

- Multi-disciplinary team approach
 - Director/ Hematologist
 - Midlevel providers (Physician-Assistants)
 - **Nurses**
 - Nurse Clinical Associates
 - Psychiatrist
 - Social Worker
 - Goals
 - Minimize patient visits to Emergency Department and hospital admissions
 - Provide safe and aggressive treatment
 - Provide comfortable/non confrontational environment for patients
 - Empower patients to understand their individual needs
 - Assist patients with self advocacy

Critical Role of the Nurse: Effective Characteristics

- Highly knowledgeable about sickle cell disease
- Good clinical judgment
 - Provide optimal outpatient care to adults in VOC
 - Focused physical assessment
 - Review/implement provider orders
- Work in a fast-paced environment

- Multitask
- Delegation
- Detail-oriented
- Able to recognize psychosocial needs of their patients
- **Passionate and Compassionate!**

Critical Role of the Nurse

- Phone triage of patients from home
 - Allows guidance by nurse to aid patient in home treatment options
 - Evaluation of patient to ensure appropriateness for SCIC
 - Present to SCIC
 - Presenting directly to ER
 - Coordinate direct admit to inpatient unit
 - Provide guidance to assist with management at home
 - Critical Role of the Nurse
 - Provide hands-on treatment of those experiencing VOC or acute manifestations of SCD (**Patient/nurse ratio 5:1**)
 - Full assessment of patient in crisis
 - Focused
 - Assess required level of care (critical, acute, subacute)
 - Inciting factors
 - Psychosocial issues
 - Look for physical exam findings
 - Distinguish acute vs. chronic pain
 - Assisted by nurse clinical associates need to delegate appropriately
 - Vitals
 - Places peripheral IV
 - Repeated vital sign assessments
 - Assists with providing patient comfort
- Review/Implements provider orders

- No standard treatment protocols for all patient
- Use patient specific protocols
- Discuss care plans with provider throughout treatment day
 - Allows potential adjustments to regimen
 - Achieve increased pain relief
 - Prevent over-sedation and/or respiratory distress
- Typically, hourly administration of IV analgesic
- IV/PO hydration
- Concurrent home long-acting pain medications
- NSAIDS if appropriate

Nurse Autonomy

- Crucial role because integrate knowledge of laboratory, radiology and psychosocial findings to promote patient wellbeing.
- Assist in timely and appropriate referrals
 - Social Work
 - Psychiatry
 - Other: Hematology, Anticoagulation Clinic, Ophthalmology, Nephrology, Pulmonary and Transfusion
- Assist and manage patient disposition at end of treatment in SCIC
 - Critical Nurse Role:
Patient Education

Patient and family education:

- Discuss how to implement treatment plans accordingly
 - Encourage/assist patient to distinguish acute vs. chronic pain
 - Ensure understanding of prescribed home management
 - Pain medications
 - Hydroxyurea
 - Antibiotics
 - Help patient to understand their specific triggers and how to avoid them.

- Compliance with chronic transfusions
 - Compliance all outpatient follow-up appointments
- Challenges Along the Way
- No available protocols: reactive rather than proactive
 - Developed standard clinic specific operational protocols
 - Example: Establishing standards for treatment flow
- Short staffed: started without nurse clinical support
 - Expanded staff
 - Nurse clinical associate
- Weekend staffing issues- lack of consistency of care
 - Rotating nurse schedule
- Transfers from ED were often not appropriate
 - Support and educate inter-hospital clinicians
 - Strengthening clinical relationships for comprehensive care
- Enhancing administration and billing support
- Next Steps
- Expanding hours and space
- Enhancing communication within the SCIC team
- Established yearly retreat for ongoing quality improvement
- Conclusion
- Model for the management of acute complications in chronic illness that prevents ED and hospital utilization
- Crucial role of nursing in setting standards, developing protocols and providing compassionate care
- Ultimately, promoting self-advocacy leads to improved patient self-management and outcomes