



General Outpatients Department

Student Name:

Date:

Student Contact Details for General Outpatients Department

Contact details

The staff on the ward/department care about your well-being as well as your education. They will notice and be concerned if you don't arrive for a planned shift, if there is illness on the ward or in the case of an emergency. They may need to contact you to check you're ok and to let you know if there needs to be a change to your shifts.

Please could you provide the ward with your contact details and an emergency contact using the form below? **This information will be kept by a senior staff member for the length of this placement and then will be destroyed. It will not be shared with anyone else without your permission unless there is an emergency.**

Your Name	
Your Home Phone number	
Your mobile phone number	
Name of emergency contact	
Phone number of emergency contact	

Contacting your Tutor/CTA

From time to time the staff on the ward may need to contact your tutor regarding your progress, for support or in the case of problems.

Please could you supply the contact details for the tutor/CTA that will be supporting you during this placement, in the form below?

Name of Tutor/CTA	
Phone number for Tutor/CTA	

Please complete a new form before each new placement and give it to the senior staff at the beginning of your placement.

Thank you

The General Outpatients Department

Welcome to the Hutt Valley District Health Board (HVDHB) General Outpatients Department (OPD).

We hope that you enjoy your time with us and that you find it a worthwhile and interesting learning experience. This package is to give you some brief information of what you can expect from your time with us.

Outpatients can be a foreign environment for students who sometimes feel a little 'lost' or unsure of what's going on. This package provides you with information that will give a bit of insight into our unit and how we operate. The intention is to provide you with an opportunity to get the most out of your placement.

While you are with us you will be working with a different person due to the nature of our work. However, we think that there is an advantage in working with different people as everybody has a slightly different focus, come from diverse nursing backgrounds and have their own "specialties".

If you are unwell please ring the Department and advise the Clinical Nurse Manager (570-9364). Also ring your tertiary institution and advise your tutor. You will need to arrange make up with the clinical coordinator if required.

Please feel free to ask any questions or seek clarification of things you are not sure about.

Mission statement

To provide and manage an effective and efficient patient focused outpatient clinic service for a variety of disciplines.

Values

- Staff are always professional and polite
- Patient is considered first
- Open communication with other staff and management
- Provision of a safe environment for patients and staff

The Team

Registered Nurse

Registered Nurses' utilise nursing knowledge and complex nursing judgment to assess health needs, provide care, and to advise and support people to manage their health. They practise independently and in collaboration with other health professionals, perform general nursing functions and delegate and direct Enrolled Nurses and Health Care assistants. They provide comprehensive nursing assessments to develop, implement, and evaluate an integrated plan of health care, and provide nursing interventions that require substantial scientific and professional knowledge and skills. This occurs in a range of settings in partnership with individuals, families, whanau and communities.

Enrolled Nurse

Enrolled nurses' practice under the direction of a Registered Nurse to implement nursing care for people who have stable and predictable health outcomes in situations that do not call for complex nursing judgment. The responsibilities of Enrolled Nurses include assisting clients with the activities of daily living, recognising the changing needs of clients and performing delegated interventions from the nursing or midwifery care plan.

Health Care Assistant

The role of the Health Assistant is to provide support to Registered Nurses by assisting them with patient care as directed and by completing housekeeping and clerical tasks.

There are between 60 and 70 clinics held per week involving an average of 550 patients. The main focus is on medical and surgical clinics with specialty clinics in Oncology, Neurology, Renal, Ophthalmology and Gynaecology. Referrals are received from GPs and other HVDHB specialists.

Registered and Enrolled Nurses, Health Care Assistants and Clerical members staff the department.

Each type of clinic has a key specialty nurse (see next page). A desk file is available for each clinic type, which describes the particular requirements and equipment required for the clinics.

The manager has an office within the department and is usually available for any problem. In her absence there are staff with delegated positions of responsibility that are able to assist you. See also your preceptor.

Welcome!!
We are looking forward to working with
you

Contacts

General Outpatients Department		Phone number for Department: 570-9555
Clinical Nurse Manager	Jenny Keene	DD: 570-9364 Pager: 472
Your Preceptor		DD:

NURSE	CONSULTANT / CLINIC
Jenny Keene (Clinical Nurse Manager (CNM))	Mr Clentworth – Gynaecologist Colorectal Cancer Follow-up Clinics
Shareen Earnshaw	Dr Bruce – Physician Dr Carroll – Physician Dr Healy – Physician Dr Kelly – Infectious Diseases Physician
Anna Zurek Roshni Kumar	Mr Groom – General Surgeon Mr Purchas – General Surgeon Mr Cooke – General Surgeon Mr Dhabuwala– General Surgeon
Nicole Chisholm	Dr Hamilton – Oncologist Dr Evans – Oncologist Dr Luey – Oncologist Dr Barton – Oncologist Dr Thomson / Dr Daly – Physician Dr Dee – Physician Dr Mossman – Neurologist Dr De'souza / Dr George – Haematologist
Eunice Mowles Melinda Lynch	Mr Aburn – Ophthalmologist Mr Chan – Ophthalmologist Mr Foo – Ophthalmologist Ms Breidenstein - Ophthalmologist
Shannon Grant Patricia Peacey	Mr Morrissey – ENT Surgeon Ms Garland – ENT Surgeon Mr Baguley – ENT Surgeon

NURSE	CONSULTANT / CLINIC
Cath Niznik	Dr Hay – Renal Physician Dr Leikis – Renal Physician Dr Pidgeon – Renal Physician Dr Arnold – Renal Physician Dr Rosemergy – Neurologist Dr Bourke - Neurologist Dr Adams – Dermatologist
Tracey McLeod Roshni Kumar	Ms Vasan – Gynaecologist Dr Kanwal – MOSS Gynaecologist Ms Gill – Gynaecologist Ms Ormandy – Gynaecologist Ms Sood – Gynaecologist
Janice O'Kane Adrienne Maddison Anne-Marie McCann Megha Moktan	Health Care Assistants
Susan Cross Diane Fuller Heather Patel Kristina Patterson Anna Balfour Susan Wayman	Pre-Assessment CNS's and RN's

Your Preceptor

You will be allocated one main preceptor; this preceptor will be responsible for helping you completing your objectives. Due to the nature of Outpatient work, it is not possible to work with this preceptor every day. It is **your** responsibility to ensure the nurse you are working with is aware of your objectives for the day/week. You must provide evaluations and/or other paperwork to your preceptor in a timely fashion (i.e. not on the due date!!). Your preceptor will not complete any evaluations if you give it to them on your last days in the unit.

If you have any concerns or questions do not hesitate to contact the Clinical Nurse Manager, Jenny Keene, on 570-9364.

Expectations of the Student Nurse while in the General Outpatients Department

Before you start in the unit please consider what you want to achieve on this placement and **bring to a list of objectives**, remembering that these need to be realistic. You may wish to add to these in your time here. Please share with your preceptor at the beginning of your placement, the documentation that must be completed while on that placement. It may be useful to review your knowledge of normal temperature, pulse, respiration rate, blood pressure and blood glucose.

Use your initiative to make the most of your placement, for example:

- ask lots of questions
- ask to go places, e.g. theatre, radiology
- Ask to do and see things, e.g. dressings, procedures.

Time management and prioritising your care is a challenging aspect to learn. Your preceptor will help you to develop this skill but you must communicate your concerns or issues with her.

Health and Safety

Every staff member is responsible for their own safety and the safety of others. The Occupational Health and Safety Manual outlines the hazards within the department. Please familiarise yourself with these hazards and their management. All accidents are to be reported to the Manager and an Event Form completed. A Doctor is available at the Occupational Health and Safety Department for consultation regarding work-related problems, and appointments can be made through the OHS Nurse.

Emergencies

All staff should make themselves familiar with the response requirements for all emergencies during their orientation. Please ensure that fire exits are always kept clear and corridors uncluttered. Clear exits must be available at all times.

Appearance

A professional standard of appearance is to be maintained. The Dress Code for Nurses and Midwives is found in the Clinical Policy Manual

Meal Breaks

You are expected to manage your time and workload so that you have the meal break you need in order to function effectively. [Consult with the registered Nurse in the area working]

Shifts

The shifts in the General Outpatients Department is generally 0800 – 1630hrs unless told otherwise for a specific clinic.

We have a few expectations of student nurses working in the General Outpatients Department:

- ❖ It is expected that you arrive on time for your shift and if you are going to be late or you are unwell and can not come to call the unit on *phone number*

General Outpatients Department – Student Nurses

- ❖ You must complete the full shift that you are allocated to work – if you are unable to do so please discuss this with your nurse, preceptor or nurse educator. A lot of learning occurs at quiet times in the unit!!
- ❖ It is important for your preceptor or the nurse you are working with that he/she is aware of your objectives
- ❖ Due to infection control a clean uniform must be worn, long hair must be tied back and cardigans must not be worn when working in the floor
- ❖ If you are not achieving your objective please see the Clinical Nurse Manager, Jenny Keene, or your preceptor (before the last week in the unit)
- ❖ Please ensure all documentation you need to complete for the polytechnic/university is accomplished before the last days in the unit – your preceptor will **not** complete any paper that is given to him or her if it is given in the last days of your placement.

Objectives

Outpatient Service Objectives

Outpatients department is part of the Clinical Support Service. Each year a business plan sets out the broad "big picture" objectives to which the department contributes.

Medical and Surgical Services negotiate contracts with the District Health Board which sets the level of activity (volumes) for different specialties. Each month the Manager creates statistics in regard to our performance against these volumes.

Department specific objectives include:

- Referral letters processed and appointments or waiting advice letters sent out to the patient within 5 working days of receipt.
- Patients are seen within 30 minutes of the appointment time
- Every effort is made to reduce the number of DNA patients to less than 10% of patient attendances.
- All staff understand and participate fully in the quality improvement programme

Geography

Main OPD

There are 12 consulting rooms, which are accessed from 3 corridors. The seating in the waiting area is arranged in 3 groupings so that waiting clients are near to the area where they will be seen. There are also Reception, Offices, a kitchen and a Nurses Station.

Suite 2

There are 8 consulting rooms, 4 for Gynaecology and 4 for General Surgery, and Dermatology. There is a Minor Procedures room with clean prep area at the Surgical side and also a Colposcopy room with clean prep at the Gynae side. Obstetrics clinics are sometimes held on the Gynae side.

There is a small waiting area and reception

ENT/Eye clinics

Specialist Consulting Rooms are in the Audiology/ENT/Eye department down the corridor past the Chapel. This consists of Consulting and Registrars rooms and specialist treatment rooms with clean prep/sterilising room on the ENT side.

Where will I find...?

Policy Manuals Clinic Set Up Folders Reference Books	Nurses Station Main OPD Nurses office ENT/Eye clinic
Incident report Forms	Nurses Station Nurses office ENT/Eye clinic
Emergency Procedure Manual	Door of Nurses Station
All office stationery/ equipment	Stationery cupboard
Resus trolley/Equipment	Opposite Lockers Main OPD Sterilising room ENT/Eye clinic Out basket Suite 2
Toilet	Corridor furthest away from reception – OPD Opposite reception -ENT/Eye clinics By back door – Suite 2
Fire Extinguisher	By clean prep room Main OPD
Fire Hose	First and third corridors from reception - OPD Corridor opposite Suite 2 Corridor next to staff room ENT/Eye clinic
Fire Manual alarm	At Main Entrances

Some of the objectives students should aim to complete during their placement are, for example:

- The provision of appropriate care to the patient and whanau with support and supervision from the preceptor, including
 - Accurate assessment
 - Competent implementation of care
 - Documentation
 - Referrals
- Gain an understanding of the multidisciplinary team
- Practice good infection control measures
- Wound management

Pre-reading/Resources

Learning Style Assessment

To gain a better understanding of your needs as a learner it is useful to evaluate the way you prefer to learn or process information using the following questionnaire. This will enable your preceptor to develop strategies and approaches to enhance your learning. Answer each of the following questions as honestly as you can. There is no right or wrong. The answers will merely show which learning style you prefer.

Score the following questions with 3 = Often 2 = Sometimes 1 = Seldom

1. I can remember something best if I say it aloud. _____
2. I prefer to follow written instructions rather than oral ones. _____
3. When studying, I like chewing gum, snack and/or play with something. _____
4. I remember things best when I see them written out. _____
5. I prefer to learn through simulations, games and/or role-play. _____
6. I enjoy learning by having someone explain things to me _____
7. I learn best from pictures, diagrams and charts. _____
8. I enjoy working with my hands. _____
9. I enjoy reading and I read quickly. _____
10. I prefer to listen to the news on the radio rather than read it in the newspaper. _____
11. I enjoy being near others (I enjoy hugs) _____
12. I listen to the radio, tapes and recordings. _____
13. When asked to spell a word, I simply see the word in my mind's eye. _____
14. When learning new material, I find myself sketching drawing and doodling. _____
15. When I read silently, I say every word to myself. _____

Add the numbers together for the following statements.

Visual Preference Score: 2 ___ 4 ___ 7 ___ 9 ___ 13 ___ = _____

Auditory Preference Score: 1 ___ 6 ___ 10 ___ 12 ___ 15 ___ = _____

Kinaesthetic/Tactual Score: 3 ___ 5 ___ 8 ___ 11 ___ 14 ___ = _____

The highest score indicates your learning preference is _____

Customer Service

Customer service is the core of outpatient service delivery and is reflected in patient satisfaction survey results. Patient satisfaction is a key nurse sensitive indicator therefore, it is essential that we get this right. The following is a reminder of what is important.

Rating Your Customer Service				
<p>■ Rate how often you think you show the following behaviours using 1 – 4, where 1 = hardly ever; 2 = a little, 3 = a lot and 4 = almost always.</p>	1	2	3	4
I smile at patients, visitors and co-workers				
I make eye contact with patients, visitors & co-workers				
I introduce myself to people I don't know				
I call people by their name				
I help people who look confused				
I let patients/ visitors go first (into elevators, through doors etc.)				
I explain to patients and co-workers what I am doing				
I see what needs to be done and help before being asked				
I respond quickly to peoples needs				
I knock as I enter a patients room				
When I touch or move patients I handle them gently				
I protect patient dignity by covering them & closing curtains				
I watch what I say & where I say it, maintaining patient Confidentiality				
When something is needed that isn't my job, I help anyway				
I treat people as adults, and in my words and tone show it				
When people complain, I listen – I don't stop and make excuses				
I am courteous, co-operative and helpful with co-workers				
I keep my voice low, in halls, the nursing station & with patients				
On the phone I sound pleasant, listen and go the extra mile				
I look professional in dress & groom				

Timetable

Evaluation of your Clinical Preceptor

Please return your evaluation to Jenny Keene (Clinical Nurse Manager)

Name of Preceptor _____ Date _____

E = Excellent **VG** = Very Good **S** = Satisfactory **NI** = Needs Improvement

Please read the following statements then tick the box that best indicates your experience

My Preceptor:	E	VG	S	NI
Was welcoming and expecting me on the first day				
Was a good role model and demonstrated safe and competent clinical practice				
Was approachable and supportive				
Acknowledged my previous life skills and knowledge				
Provided me with feedback in relation to my clinical development				
Provided me with formal and informal learning opportunities				
Applied adult teaching principals when teaching in the clinical environment				

Describe what your preceptor did well

Describe anything you would like done differently

Signed: _____ Name: _____

Notes

Please use this space for notes.