



Saskatchewan Cancer Agency

A Winning Team

Linda Weir

June 2009

Objectives

- To gain knowledge regarding the Community Oncology Program (COPS)
- To gain knowledge regarding the Community Liaison Nurse position (CLN)

Outline

- Introduction
- History
- Reorganization
- Community Liaison Nurse
- Evaluation
- Challenges

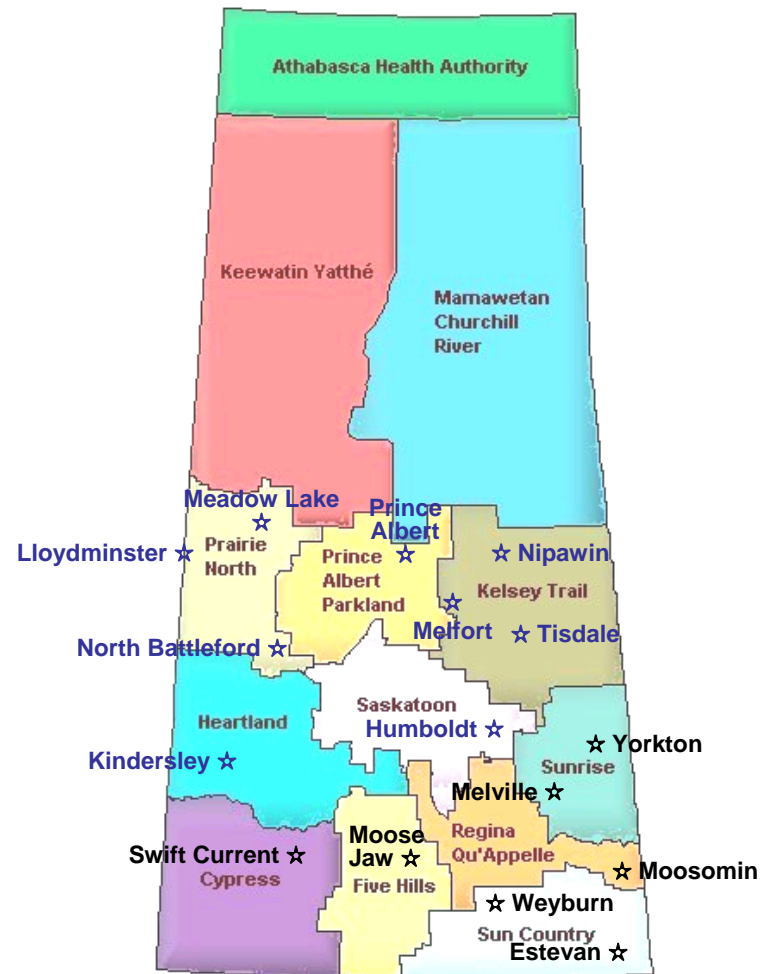
Introduction

Community

Oncology

Program of

Saskatchewan



Introduction

- Goal of COPS is to provide cancer patients with care, treatment and support in or near their home communities.

History

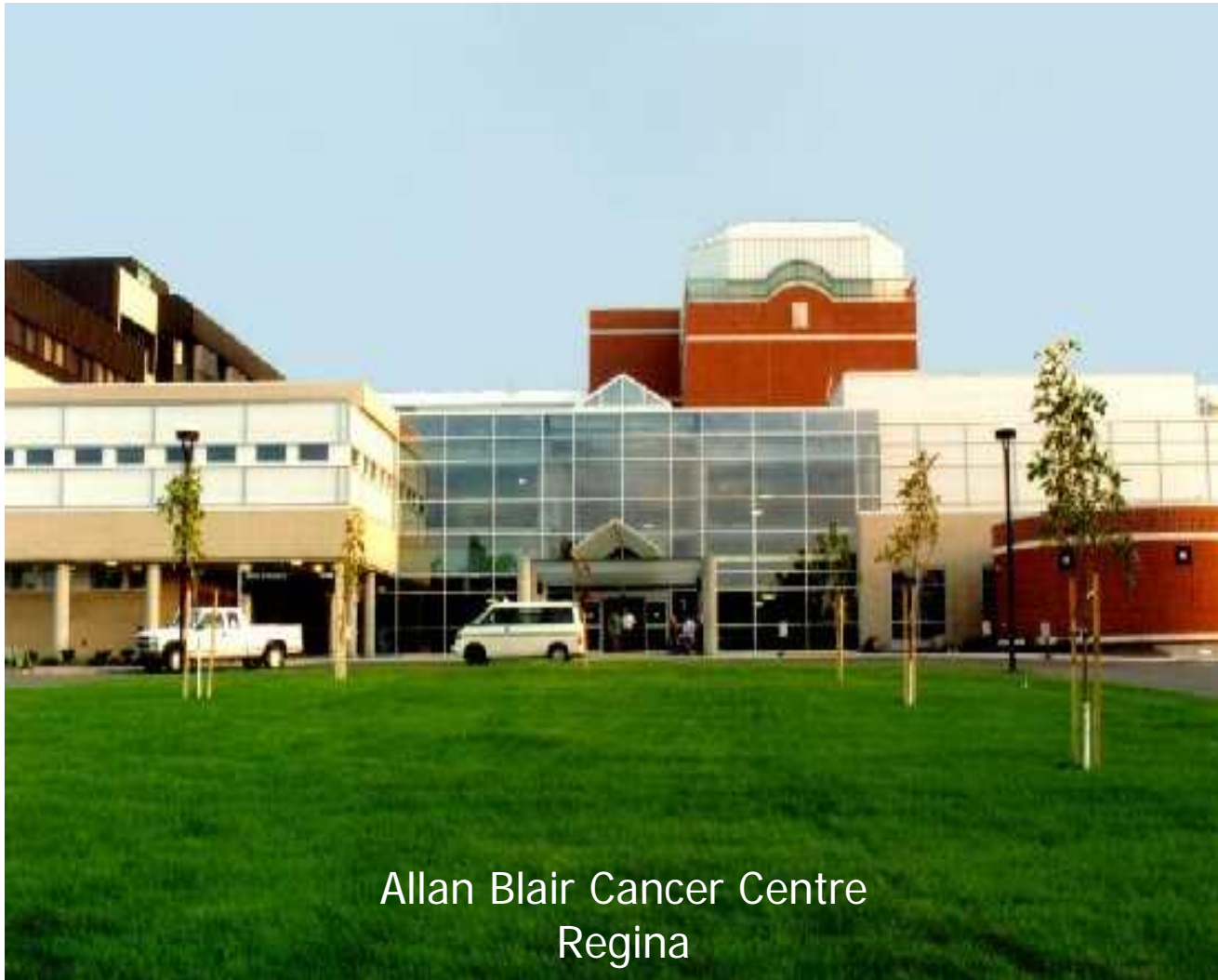
- Prior to 1995
 - non-compliance with OH & S standards
 - Lack of training and on-going education
 - Lack of a formalized communication system
 - Duplication of services and maximize resources

History



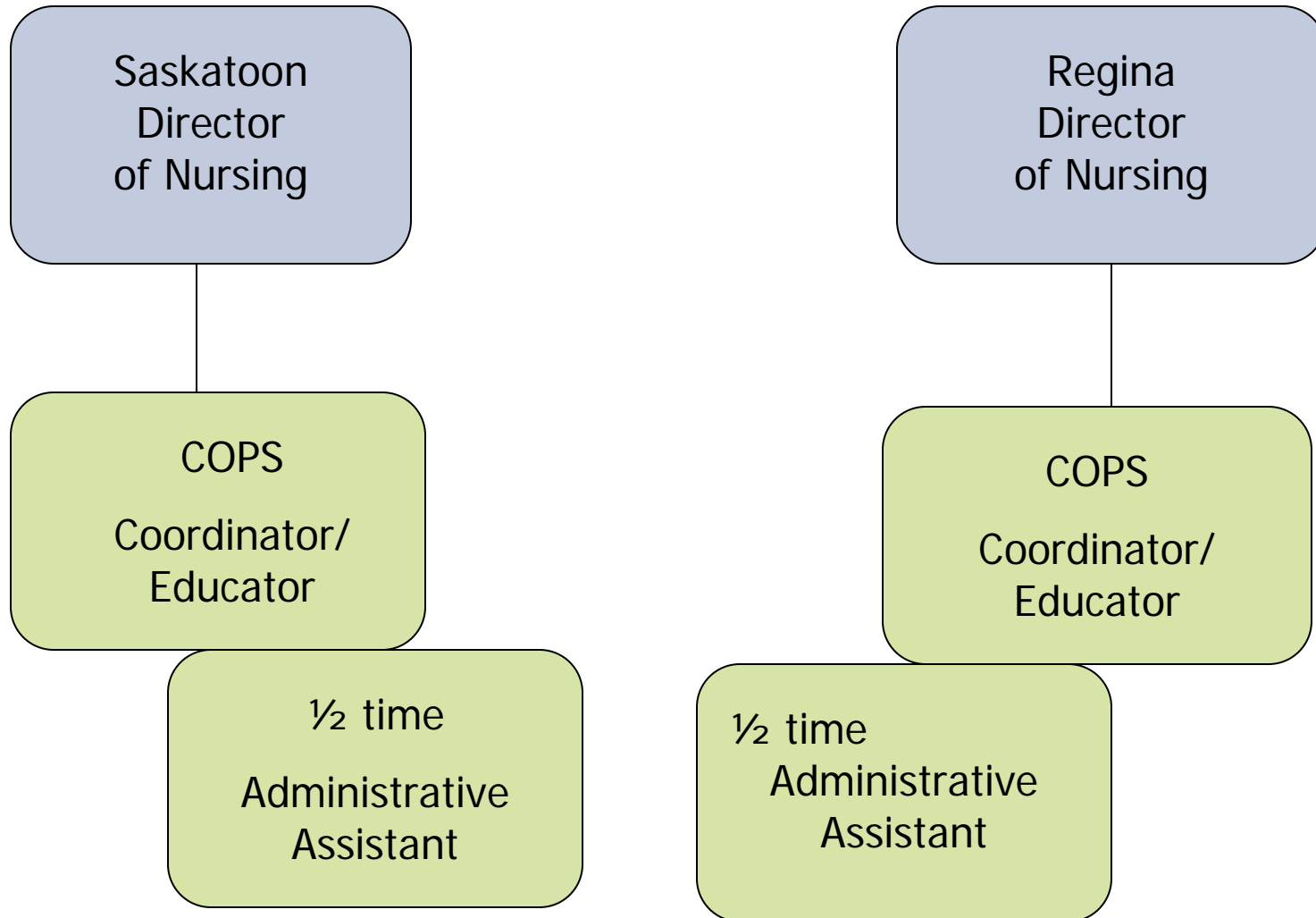
Saskatoon Cancer Centre
Saskatoon

History

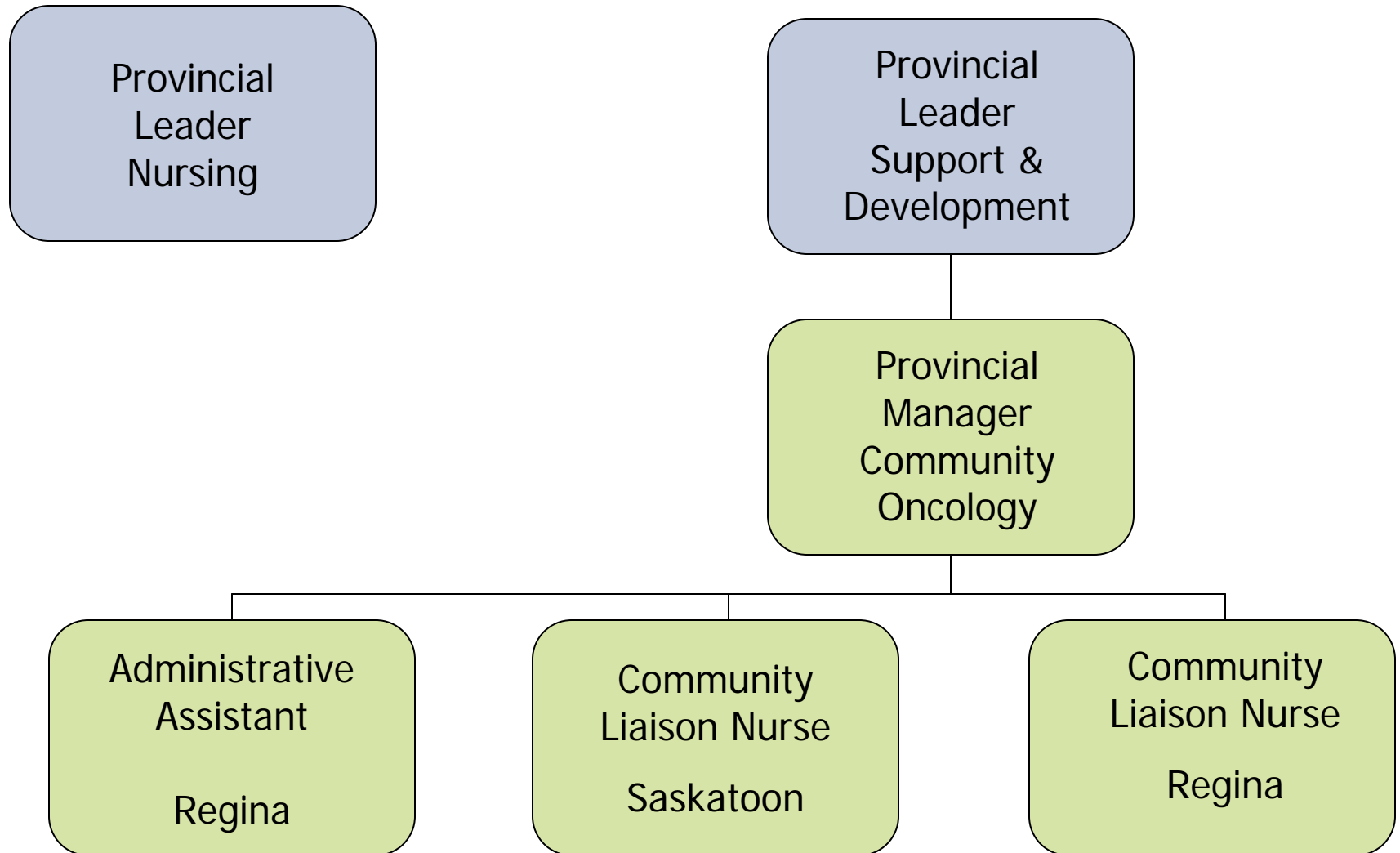


Allan Blair Cancer Centre
Regina

History



Reorganization



Reorganization

Copyright © 2007 Creators Syndicate, Inc.



"There is a rumor going around that change is coming. I want you to make sure that it doesn't get into this building."

Community Liaison Nurse

- Role
 - Communication
 - Sask Cancer Agency staff
 - Community Oncology staff
 - Ministry of Health
 - Coordinate chemotherapy delivery
 - Liaise between tertiary staff & community staff

Community Liaison Nurse

- Role
 - Problem solving
 - Low blood counts
 - Rearranging treatment dates
 - Exceptions: Arranging treatment to be given out-of-province or out-of-country
 - Exceptions: Arranging treatment to be given in nursing home
 - Recommendations to rearrange staffing

Community Liaison Nurse

- Role
 - Site visits
 - Saskatoon CLN – 9 sites
 - Regina CLN – 7 sites
 - 2 sites receive referral both centres

Community Liaison Nurse

- Role
 - Education
 - Community Oncology Education Program
 - Annual Symposium
 - Quarterly teleconference
 - Informally via telephone or email

Community Liaison Nurse

- Funding
 - Matrix reporting
 - Shared cost 65% Support & Development; 35% Nursing
 - Relief covered by Nursing

Evaluation

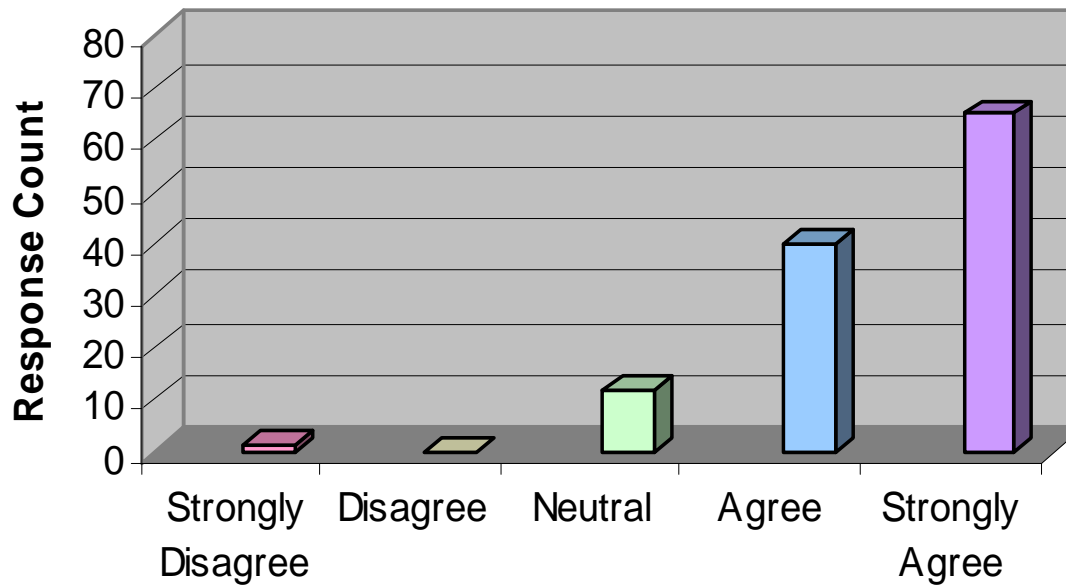
- Informal, preliminary evaluation
- Electronic survey
- SCA staff
- Benefits cited:
 - reducing workload
 - increased referrals
 - improved patient satisfaction

Evaluation

- Formal, summative evaluation
- Web based survey
- SCA and community staff
 - demographics
 - results
 - benefits

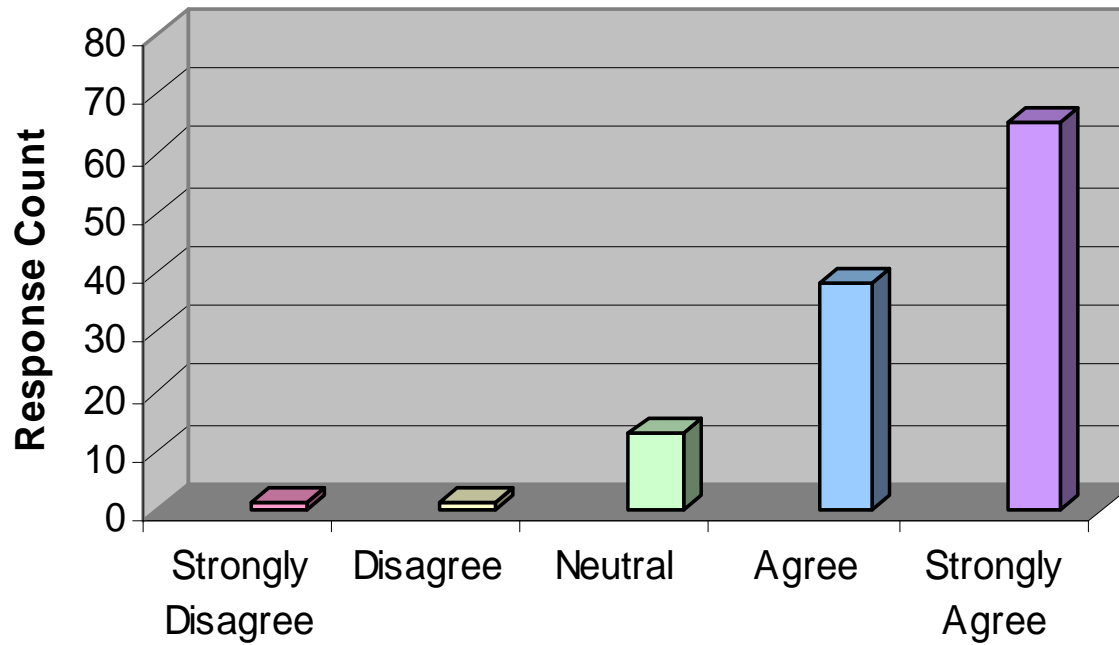
Evaluation

Community Liaison Nurses facilitate increased communication between the Cancer Agency and Community Oncology Centres



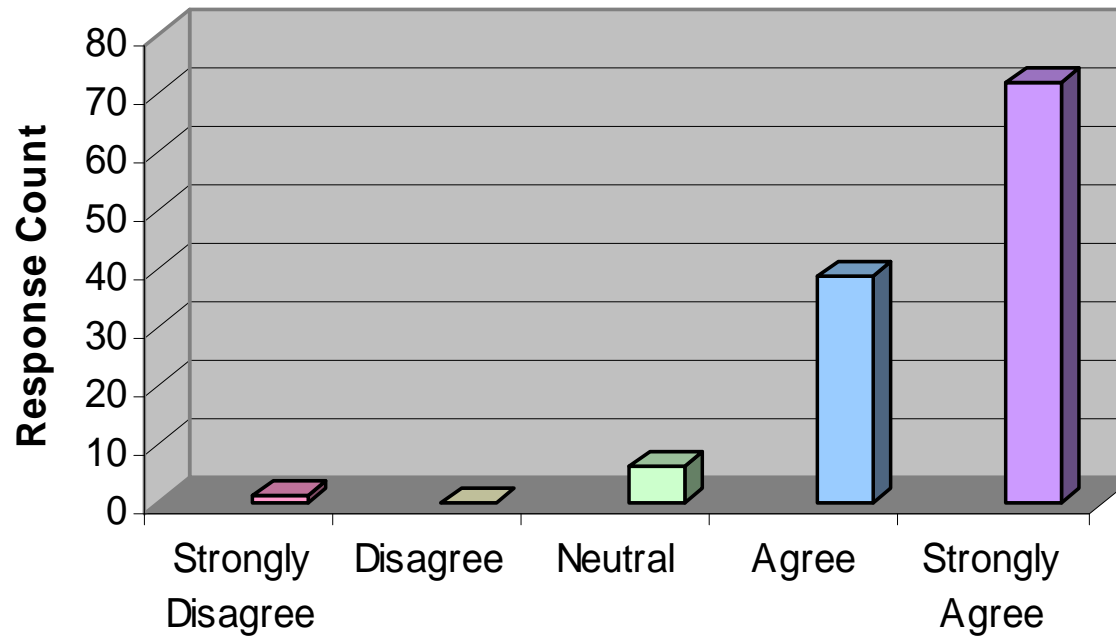
Evaluation

Community Liaison Nurses' position has enhanced the Community Oncology Program



Evaluation

Community Liaison Nurses are valuable team members of the Community Oncology Program



Evaluation

- Major Benefits:
 - Improved communications
 - Improved timeliness of treatment delivery
 - Continuity of care
 - Valued resource
 - Value to patients

Evaluation

- Major benefits:

“much more competent, professional and confident in the service we provide our clients when effective communication takes place between teams”

Evaluation

- Improvements:
 - Ensuring coverage
 - Varied communication enhancements
 - Provincial procedures
 - Education

Evaluation

- Improvements:

“Availability of casual staff to fill in when Liaison Nurse is away, need someone there all the time.”

Evaluation

- Comments:

“I have been with the COPS program since the beginning and am very impressed with this change. Thanks.”

Evaluation

- Informal Benefits
 - Relationship with CLN and community staff
 - One number to call
 - Resource at fingertips
 - COPS Centres continue to inform us of benefit of position

Challenges



Questions

©Cartoonbank.com



*“I still don’t have all the answers, but I’m
beginning to ask the right questions.”*

© 2003 The New Yorker Collection from cartoonbank.com. All Rights Reserved.