

## *Development and implementation of the feasibility of Nurse-sensitive outcome indicators set for assessing the variation in the quality of care in ambulatory chemotherapy units in the Kingdom of Saudi Arabia*

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### *Abstract*

**Background:** The quality of patient care is a universal concern among healthcare managers, policymakers and consumers. In order to benchmark and improve patient outcomes and demonstrate the impact of high-quality care provided by ambulatory chemotherapy services (ACSs), it is important to develop patient-reported nurse-sensitive indicators, specific to chemotherapy-related symptoms and experiences of supportive care. This study builds on previous work by Armes 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 (NSOIs) and associated tools in the Kingdom of Saudi Arabia (KSA). It also aims to establish whether variability exists in Nurse-sensitive Outcomes (NSOs) amongst ambulatory chemotherapy units in the KSA.

**Methods:** A feasibility study employed a descriptive, cross-sectional survey with two preparation stages. In Stage I, instrument items were developed. In Stage II, the feasibility of delivering the protocol was evaluated and the questionnaire piloted.

**Results:** The pilot testing of the recruitment, research tools, and data collection process was useful in providing the groundwork. The cross-sectional survey confirmed that survey processes were efficient. Significant differences were observed in the distribution of the severity of symptoms between ACSs in six out of seven studied symptoms.



### *Biography:*

Dena has completed her PhD from the University of Southampton, UK. She is the Head of Nursing School and Assistant Professor at Fakeeh College for Medical Sciences. Dena has been an oncology nurse specialist since October 2002. She is a nurse with clinical and research interests.

Working in the ambulatory chemotherapy setting, inspired her research interests in the impact of the nursing workforce on both patient and staff outcomes.

The central themes underpinning Dena's research interests include: understanding the experiences of patients undergoing chemotherapy and developing nurse interventions that would respond to the issues and problems that patient and their family have to face as part of their day-to-day lives; and development of patient-reported outcome and experience measures. Also, the assessment of the quality of nursing care for patients with cancer sustainable initiatives.

### *Speaker Publications:*

- Armes J, Wagland R, Finnegan-John J, Richardson A, Corner J and Griffiths P (2014) Development and Testing of the Patient-Reported Chemotherapy Indicators of Symptoms and Experience: Patient-Reported Outcome and Process Indicators Sensitive to the Quality of Nursing Care in Ambulatory Chemotherapy Settings. *Cancer nursing* 37(3): E52-E60

2. ePoster presentation, presented at Oncology Nursing Society 43rd Annual Congress at Washington DC-US, 16-20 May 2018. The topic entitled: Assessing variation in quality of care in ambulatory chemotherapy units: a feasibility study to develop and implement nurse-sensitive outcome indicators in the Kingdom of Saudi Arabia <https://ons.confex.com/ons/2018/meetinga,>.

3. ePoster presentation, under the Late Breaking Research category. Presented at Oncology Nursing Society 42nd Annual Congress at Denver-US, 4-7 May 2017. The topic entitled: Assessing variation in quality of care in ambulatory chemotherapy units: a feasibility study to develop and implement nurse-sensitive outcome indicators in the Kingdom of Saudi Arabia <https://epostersonline.com/ons2017/node/>.

4. Shortlisted Poster Presented at the Patient Safety Congress at Manchester-UK, 5 & 6 July 2016. The topic entitled: Using nurse sensitive outcome indicators to assess variations in the quality of care provided by ambulatory chemotherapy services in the Kingdom of Saudi Arabia: A descriptive cross-sectional study.

5. Presented at the 7th Saudi Students Conference-UK at Edinburgh, the UK, 1 & 2 February 2014. The topic entitled: Using nurse sensitive outcome indicators to assess variations in the quality of care provided by ambulatory chemotherapy services in the Kingdom of Saudi Arabia: A descriptive cross-sectional study.

[27<sup>th</sup> Cancer Nursing & Nurse Practitioners Conference | Webinar | August 24-25, 2020.](#)

#### **Abstract Citation:**

*Dena M. Attallah*, Development and implementation of the feasibility of Nurse-sensitive outcome indicators set for assessing the variation in the quality of care in ambulatory chemotherapy units in the Kingdom of Saudi Arabia Cancer Nursing 2020, 27<sup>th</sup> Cancer Nursing & Nurse Practitioners Conference | Webinar | August 24-25, 2020

<https://cancernursing.nursingconference.com/speaker/2020/dena-m-attallah-fakeeh-college-for-medical-sciences-jeddah-23323-ksa>