



**UCSF** Helen Diller Family  
Comprehensive  
Cancer Center

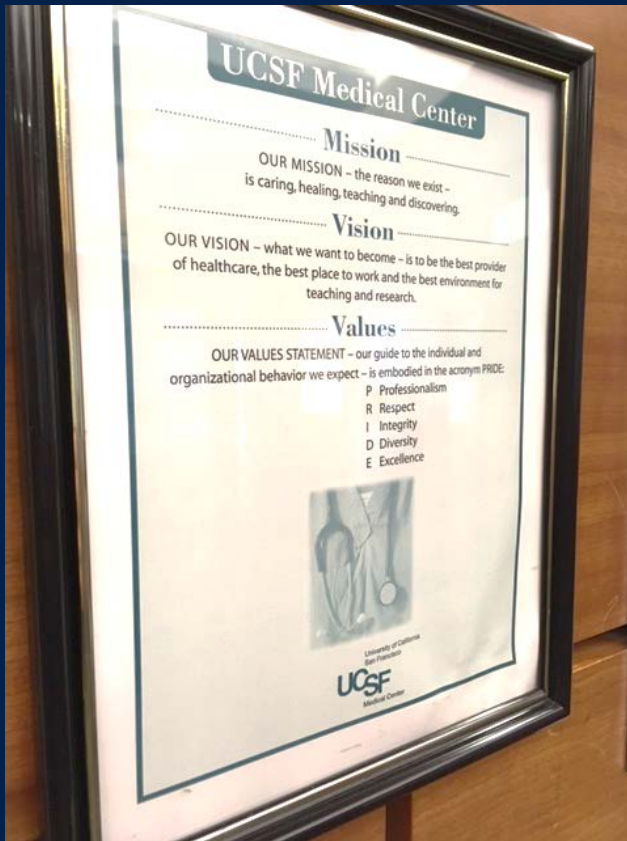
# The Adult Infusion Centers at Mission Bay and Mount Zion *Our Magnet Journey*

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# Adult Infusion Center Mission Statement



To provide the *best care* to our patients and families, while maintaining efficiency and helping patients avoid hospitalization.

To provide the *best healing* to our patients by providing holistic and patient-centered care; as well as by educating our nurses and maintaining clinically relevant competencies.

To provide the *best teaching* to our patients and families by empowering them to take care of themselves.

To continue to work on the *best discoveries* by participating in research and practicing evidenced-based practice in our everyday provision of care.

# The Adult Infusion Center—Our Magnet Journey

## What does synergy mean to us?



Through effective collaboration with each other, physicians, nurse practitioners, medical assistants, social workers, and pharmacy we are able to provide exceptional holistic care to our patients and families. The nurses at the Adult Infusion Centers work closely with the Osher Center for Integrative Medicine, Food For Life, the Cancer Resource Center, and the Cashmere Foundation to help address the many varying needs of our patients and families.

# The Adult Infusion Center—Our Magnet Journey

## The Adult Infusion Center Organizational Overview

- We are a nurse-run infusion center providing excellent care to patients and families.
- We have combined total of over 65 treatment chairs and beds at our infusion centers.
- We see over 150 patient visits daily between 2 campuses, 4 centers



- Our Population:
  - 80% medical oncology
    - Thoracic, Breast, GI, GU, GYN, Melanoma, Head & Neck
  - 20% non-oncology
    - Crohn's disease, Multiple Sclerosis, Dermatology, Rheumatology, Headache Clinic, Women's Health, General Medicine

# The Adult Infusion Center—Our Magnet Journey

## The Adult Infusion Center Staff

- We are a very dedicated unit consisting of over 85 RNs and APPs.
- All RNs are required to obtain and maintain current ONS (Oncologic Nursing Society) Chemotherapy and Biotherapy Provider certification.
- 16 RNs are OCN (Oncology Certified Nurse) certified nurses.



### Awards:

Our charge nurse received the UCSF Excellence in Ambulatory Nursing Award 2009  
The Adult Infusion Center Team was awarded the UCSF PRIDE award in 2011  
Our Assistant Nurse Manager received the UCSF Excellence in Leadership Award 2012  
Our Medical Assistant Supervisor was nominated for the UCSF PRIDE award in 2016  
Our Nurse Manager was nominated for the UCSF PRIDE award in 2017



# The Adult Infusion Center—Our Magnet Journey

## Recent Practice Development

- Cross Training to Early Phase Clinical Trials Unit
  - Many Adult Infusion Center RNs are trained in Early Phase patient care. Clinical competency is achieved through reading, didactic presentations, and hands on training. Every Early Phase RN completes online modules from the Collaborative Institutional Training Initiative. This training is specific to nurses that conduct FDA-regulated research with investigational drugs in our Phase I setting at Mount Zion. Our Infusion RNs that are trained to Early Phase patient care work closely with Phase I pharmacists, clinical research coordinators and investigators in order to provide excellent patient care.
  
- Specialized Competencies
  - Over 20 RNs are trained to perform BCG and chemotherapy bladder instillations. We maintain several competencies specific to bladder instillations, and recently worked in collaboration with one of our GU Onc Attending providers to develop standard workflows for instillation via nephrostomy tubes.
  
  - 13 RNs are trained to perform intraperitoneal chemotherapy instillations for our GynOnc patients. Each RN completes hands-on training while partnering with more experienced Infusion RNs.

# The Adult Infusion Center—Our Magnet Journey

## ■ Transformational Leadership

- In 2015, we added Advanced Practice Providers to our Adult Infusion Center team of nurses. Our full-time Infusion Center Nurse Practitioners and Physician Assistants at Mount Zion and Mission Bay work closely with the Infusion RNs, Medical Assistants and Pharmacists to ensure comprehensive care for all of our oncology patients. Our APPs are a continuous source of clinical expertise. They act as a liaison between the Infusion Center and all Cancer Center providers to improve the care our patients receive each visit.
- In 2016, several charge nurses participated in Lean Leadership Training with Infusion Center management team. This training allows us to involve all Infusion Center team members in identifying issues and problems and encourages involvement of all staff in continuous process improvement.

- FY 2017 Unit Goal—To improve the Press Ganey score of “recommend practice to others.” Threshold 94%, Target 94.2%, Outstanding 94.4%. *We achieved 95.6%*, surpassing the “Outstanding” ranking. Our FY18 goal is to maintain and exceed this high level of patient satisfaction.



# The Adult Infusion Center—Our Magnet Journey

## Structural Empowerment

- Inter-professional Decision Making—morning and afternoon huddles, daily interaction with nurse practitioners, pharmacy, physicians, social workers in the delivery of excellent care.
- Professional Development Activities—BAONS involvement and attendance at educational events and presentations. Attendance at annual ONS Conference.
- Adult Infusion Center Clinical Quality and Professional Development Unit Council
- UCSF INEX opportunities
- Hospital-wide committees: we have Infusion Center RNs that participate on several committees and councils:
  - Caring for the Caregiver Medication Safety Committee
  - Clinical Practice Council Ambulatory Falls Prevention
- Community involvement
  - Glide Memorial volunteer meal service in 2014
  - Surfrider Foundation Ocean Beach Clean Up 2014/2015
  - Lungevity Walk in 2015





# The Adult Infusion Center—Our Magnet Journey

## Exemplary Professional Practice

Nurses are involved with inter-professional collaborative practice to support care coordination and continuity of care.



- We have a culture of safety, quality monitoring and continuous improvement
  - Annual Skills Validation: Every year we offer a 3-hour skills review to focus on new practice guidelines, refresh skills, review emergency equipment, etc. We also maintain our nursing competencies (for example: blood administration, and catheter care)
  - We have unit-based guidelines for fall prevention, developed by our Quality & Safety Unit Council
  - We assess for pain and continue to advocate and care for patients with unrelieved pain. We work closely with our Infusion APPs and providers to make sure our patients' pain needs are met in a timely manner.

# The Adult Infusion Center—Our Magnet Journey

## New Knowledge, Innovations & Improvements- Patient Focused

- 2015: Infusion Center collaborated with the Osher Center at UCSF to offer foot massage to our patients during their treatment at the Infusion Center. Through a grant from Partners in Care, a licensed and highly skilled massage therapist provides foot massage, including touch points that can improve a sense of well-being and decrease side effects of treatment, such as nausea and anxiety.
- 2016, we rolled out our “Food for Life” program at Mount Zion Infusion. Through the work of an Infusion Center RN and MA, we received funding for this well-received initiative through Give Breast Cancer the Boot, allowing us to provide nutritious snack options for our Infusion Center patients. This program also provides recipes, nutrition information and resources to our patients. Due to a generous grant from an Infusion Center patient and family, we were able to expand this program in 2017 to our Mission Bay location.



# The Adult Infusion Center—Our Magnet Journey

## New Knowledge, Innovations & Improvements- Nursing



2017: RN involvement in planning & design for the new Infusion Centers at the Precision Cancer Medical Building at Mission Bay, planned to open in Spring 2019.

2012: Initiated the Adult Infusion Center Unit Council. The mission of the Clinical Quality & Professional Staff Development UBC is to promote a positive and rewarding work environment, facilitate staff education, improve communication and workflow, and standardize clinical practice in an effort to provide the highest quality of care to our patients and families.

2014/15: RN involvement with our Adult Infusion Center expansion to Mission Bay, adding 17 chairs for medical oncology patients on a new campus.

2015: Beacon- our chemotherapy ordering software went live in APEX and an Infusion nurse sat on the Beacon Governance Committee to represent outpatient nursing as it relates to chemotherapy ordering. Our Infusion RN continues to represent outpatient oncology nursing as new Beacon treatment plans are added, revised, and edited.



# Adult Infusion Center Outcomes

- Patient Outcomes:
  - Patient Satisfaction via Press Ganey Scores and FY17 goals
- Nurse Outcomes:
  - We hope to increase our OCN certification via ONS
  - Continue to maintain excellent BCMA scanning rates
  - Continue to increase the number of Infusion Center RNs that are cross-trained to Early Phase
- Organizational Outcomes:
  - Reduce wait times for patients from check-in to medication administration
  - Evaluate effectiveness of new scheduling system and improvements on patient wait times unit chair capacity
- Consumer Outcomes:
  - Continued involvement in community outreach and educational programs for patients and families.
  - Expand our spa-like options and foot massage to our Mission Bay location

