



Unit Name: Otolaryngology, Otology/Head and Neck and Ear, Nose and Throat (ENT) Clinic

Unit Location: Third Floor, Dickson Building, VG site

Program: Otolaryngology, Otology/Head and Neck Oncology Clinic

Nova Scotia Health Authority Ambulatory Service Profile

The purpose of this Profile is to provide Nurses with an overview of each service area.

<u>General Information</u>	
Service	Otolaryngology with specialties in Otology and Head and Neck Oncology
Site	QEII Site, Victoria General Building
Brief description of the Unit	The Otolaryngology Clinic is a referral center for the Atlantic provinces. We provide initial clinic consultation and minor procedures both for adult and some pediatric patients with ear, nose, and throat disorders. Patients are referred or under urgent care for airway issues (submandibular abscess, newly inserted tracheotomy, new cancers that obstruct the airways), bleeds (tonsillectomy, epistaxis) and newly diagnosis of cancer (needle and surgical biopsies, endoscopies, assist with future cancer treatment plans), and post op follow up (ear pain and dizziness).
Unit Orientation	1 week general and interdisciplinary hospital orientation for new hires. 5 preceptor shifts in the clinic on each program (oncology, pediatrics and laryngological) with an experienced staff member (depending on level of experience). 1 day IT

Number of Beds	ENT clinic consists of 14 ambulatory rooms (12 examining and 2 procedure rooms)
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Patient Care

Patient Population	<p>The clinic staff provides a variety of services such as consultation, technical diagnosis, surgical procedures and medical management of conditions and/or diseases associated with the head and neck. These conditions and/or diseases occur in the head, neck, skull base, ear, nose, and throat regions with attention to hearing, vertigo, voice management, swallowing and epistaxis.</p> <p>The services available are:</p> <p>The Voice and Swallowing Center Vertigo clinic Oncology Clinic Cochlear Implant Clinic Head and Neck Oncology Program Otology/Neurology Program Rhinology Program Video Endoscopic evaluation of Eustachian Tube (VEET clinic)</p>
Average Patient Age Range	Primarily serves a young adult to elderly patient population and on occasion children.
Nursing Model of Care	<p>Primary Nursing: <input type="checkbox"/> Team Nursing: <input type="checkbox"/> Other: <input type="checkbox"/> Total Patient Care: <input type="checkbox"/> Modified Total Patient Care: <input checked="" type="checkbox"/></p> <p>Other:</p>

Systems

Medication System	<p>Traditional: <input type="checkbox"/> Unit Dosage: <input type="checkbox"/> Other: <input checked="" type="checkbox"/></p> <p>Other:</p>
Scheduling	<p>Manager: <input type="checkbox"/> Self: <input checked="" type="checkbox"/></p>

Average Number of Staff per Shift	Days: RN <u>2</u> LPN <u>0</u> CTA <u>0</u> Evenings: RN <u>0</u> LPN <u>0</u> CTA <u>0</u> Nights: RN <u>0</u> LPN <u>0</u> CTA <u>0</u>
Service Hours	Monday to Friday from 0800 to 1700. Overtime maybe required.
Length of Shift	8hr: <u>X</u> 12 hr: <u> </u> Other: <u> </u> Other

<u>Staff</u>	
Staff Mix	RN: <u>100</u> % LPN: <u>0</u> % CTA: <u>0</u> %
Physician Coverage	On Call: <u>X</u> On Site: <u>X</u> N/A: <u> </u> Other: <u> </u>
Multidisciplinary Team Members	<p>An interdisciplinary team works with patients and families to help meet their physical, psychosocial and spiritual needs.</p> <p>The team includes Otolaryngologist, Otorhinolaryngologist, ENT Surgeons, Head and Neck Surgeons, Medical and Radiation Oncologist, Health Service Manager, Registered Nurses, Clinical Nurse Educator, unit aide, clerical staff, Dietician, SPD technician, Speech Language Pathologist, medical residents, medical students, Prosthodontists, Audiologist, Psychologist, Case Manager and Social Worker.</p>

<u>Required Skills, Qualifications & Experience</u>
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RN

Registered Nurses provide professional nursing services, deliver health education programs and provide consultative nursing services to promote, maintain and restore patient health.

• Responsibilities

Consultation
Assist with diagnostic procedure (needle biopsy, endoscopy)
Assist with minor procedures (nasal packing, Botox injections)
Medical management (hearing, swallowing, sinus, voice, dizzy)
Unit Efficiency: Staffing and charge duties
Knowledge of resources available
Participation in multidisciplinary rounds
Pre and post operative care of a surgical patient
Follow up treatments with medical patients (saliva gland disorders, balance problems, septal deviation, cancer (oral, pharyngeal, neck and skin) and sinus
Pain management
Patient Advocate
Medication Administration
Knowledge of different level of care (inpatient, outpatient and Emergency patients)

• Skills Required

AED/BLS-C certification is required.
Certification in the following competencies: Peripheral IV therapy, Blood specimen, Blood cultures, Blood/Blood Products, Blood Transfusion, Influenza Immunization, IV medications.
Previous clinical experience
Physical Assessments
IV therapy (Initiation, maintains and discontinuation)
Comfortable with ENT emergencies (tracheotomy, airway obstructions, emergency bleeding, sudden hearing loss)
Medication administration (orally and intravenously)
Labeling of specimens and collection protocols
Unit Efficiency: Staffing and charge duties

Additional Responsibilities

Previous Otolaryngology and Head and Neck Surgery are an asset.
Must have excellent interpersonal, communication and organizational skills. Commitment to team work. Excellent time management. Must work alone well in a fast paced environment and have the ability to process large volumes of patients effectively and efficiently while maintaining patient

	<p>centered care. Must have the ability to stand for long periods of time and be able to assist with heavy transfers and lifts.</p> <p>Willing to participate in volunteer programs.</p>
<ul style="list-style-type: none"> • Additional License/Certification/Education required 	<p>Previous otolaryngology work experiences an asset.</p> <p>Professional maturity and ability to work with patients and families experiencing complex life situations (such as cancer, tracheotomies, facial disfiguration)</p>

Completed by: Debbie Wentzell **Date:** June 22, 2015