

# **Clinical Enhancement for Quality Improvement Program**

Ms. CHENG Lai-ping, APN  
Department of Medicine & Rehabilitation  
Tung Wah Eastern Hospital  
Hong Kong East Cluster

# Clinical Enhancement for Quality Improvement Program

## **Introduction**

- ✦ Care-related Supporting Staff (SS) is One of the Major Parties in Clinical Multidisciplinary Team
- ✦ Their Knowledge Deficit and Improper Technique would affect Outcomes of all Performance Indicators

## **Objectives**

- ✦ Facilitate all Ward Link Nurses (WLN) in Updating all SS' s Clinical Knowledge & Skills
- ✦ Improve SS' s Clinical Practices
- ✦ Enhance a 'NO Blame' Learning Atmosphere
- ✦ Promote Mutual Communication between WLN & SS
- ✦ Build Up the Betterment of Team Spirit

# Clinical Enhancement for Quality Improvement Program

## Methods

### ✧Target:

✧ All SS & WLN of the Department (11 June - 10 Sept 2012)

### ✧Program:

✧ Set up Standardized Education Information & Easy-handling Assessment Tools on Issues of OSH, Fall & Sore care

✧ Conduct Clinical Enhancement Education & Post Enhancement Assessment to all SS by their WLN at Ward Base

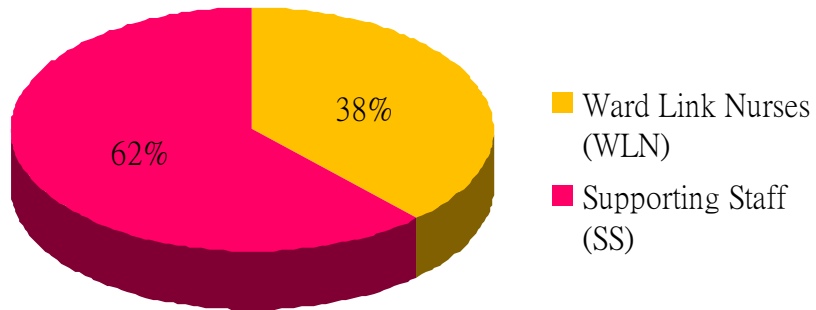
✧ Complete Respective Questionnaires by all Involved WLN & SS after the Program

✧ Invite Ward APN/NO for Supervision and Meet

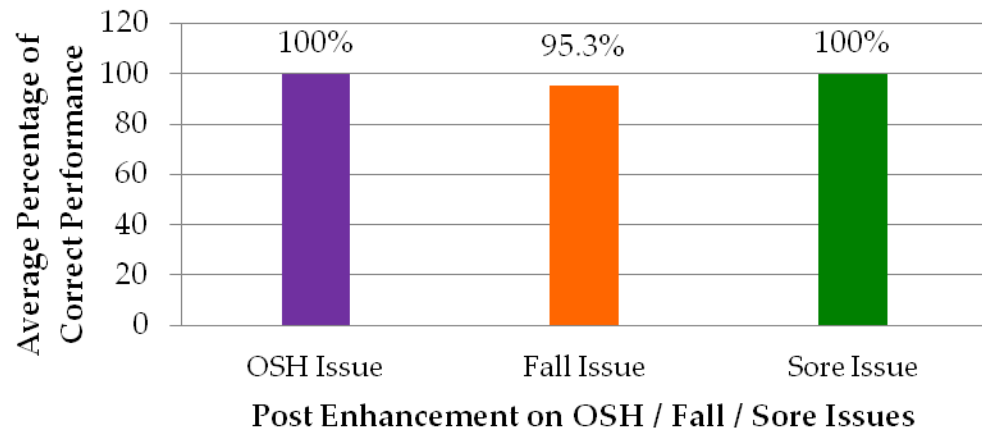
regularly for progress, support and collaboration

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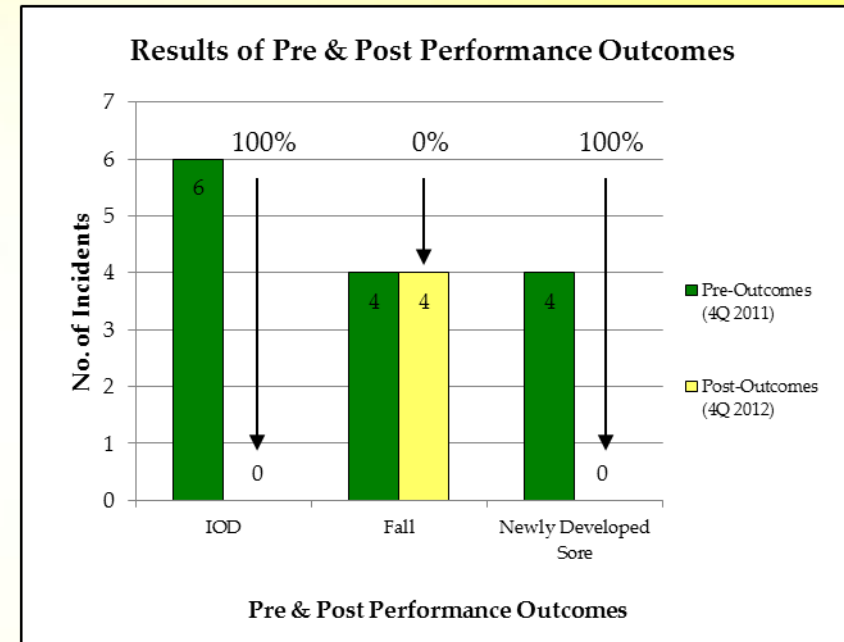
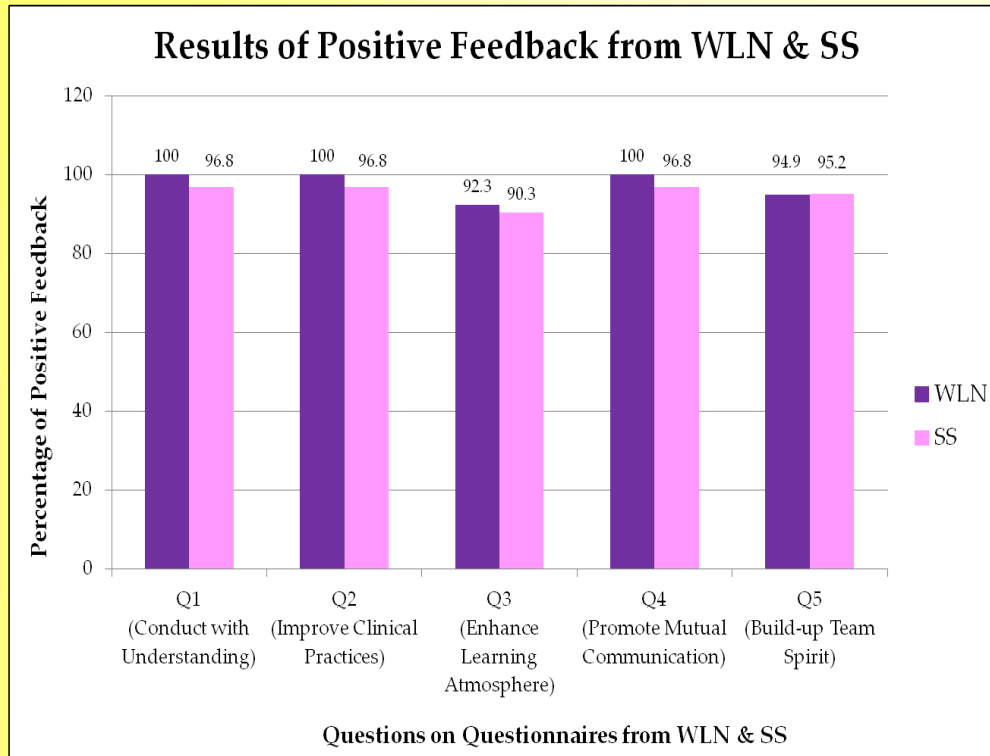
**Staff Involved in the Program**



**Results of Post Enhancement from SS**



# Clinical Enhancement for Quality Improvement Program



**Total Improvement Rate:**  
↑ 71.4% (14 → 4)

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## Conclusion

- ✦ The Program facilitated all APNs/NO & WLN involved in Enhancing SS' s Clinical Knowledge & Skills and Improving their Clinical Practices with Satisfactory Outcomes

Continuous Clinical Enhancement



Continuous Quality Improvement