Service Priorities and Programmes

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A Person-centered Care Training Program for Nurses

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Introduction

There is a paradigm shift of global mental healthcare towards a person-centered approach which emphasizes a collaborative partnership with people receiving mental health services and their full participation. As a way to transform current service provision into person-centered way of working, the Nursing Taskforce on Person-centered Care of Castle Peak Hospital has implemented a 2-phase service transformation project. Phase 1 is to involve patients and carers as co-producers in the development of a person-centered care pathway for in-patients. Phase 2 comprises a series of workshops aiming at persuading a service culture change in nursing colleagues. Before the implementation of the person-centered care pathway, staff education on the concept, elements and importance of person-centered care are the areas needed to be firstly enhanced. The training program highlights the shifting of focuses of care from the illness to the person; from professional-led to a broader emphasis on partnership; as well as to empathy and respect for patient's needs and rights.

Objectives

1. To facilitate frontline nurses to turn person-centered care into an operational reality
2. To promote cultural change and the transition to person-centered care in the clinical setting

Methodology

A self-report pre-post design was used. The Recovery Knowledge Inventory (RKI) was used as outcome measures to evaluate the effectiveness of the training program in promoting knowledge and positive attitude on recovery. Subjects were nurses who had attended the Person-centered care training program which was conducted on a monthly basis and comprised 2 parts. Part 1 was a Web-based self-learning program while Part 2 was a one-day training workshop directed to foster greater application of person-centered concepts to practices within clinical setting. Live experiences of

patients were incorporated in the training so as to create a shift in thinking of factors that contributed to recovery.

Result

From May to December 2012, there was a total of 201 nurses having attended the person-centered care training program. Of these, 133 nurses completed the RKI. Higher scores indicated greater knowledge. The mean RKI pre-training score was 59.32 (SD = 6.03) and that for post-training score was 65.45. (SD = 8.83). Near 80% nurses reported having greater levels of recovery orientation after training. Indeed, there was significant improvement when comparing pre-and post-scores in total RKI scores (mean differ = 6.14, 95% CI = 4.93 to 7.34, $p<0.001$, paired t-test). Staff education contributes towards a significant step in achieving transformation to person-centered care delivery model; this training program is effective in ensuring nurses to have adequate person-centered orientation.