Enhancement of Peer Volunteer Service: Training Protocol for Peer Volunteers in PYNEH

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Introduction
The effectiveness of Peer Volunteer Service (PVS) on the rehabilitation of patients has been well recognized in Hospital Authority. For ensure quality patient service, the quality of PVS should have to be enhanced, thus the important of establishing a standardized enhancement training protocols for PVS is highly recognized. As coordination of volunteer service is one of the chief responsibilities of PRC, PYNEH Community & Patient Resource Department initiated “「心同行」朋輩義工培訓計劃” in PYNEH since 2014 Nov. A survey was held in November 2014 to collect the feedbacks from the management and frontline staffs of clinical teams on the effectiveness and management of the existing PVS. Based on the feedbacks collected, a series of training was designed and will be provided to the peer volunteers in 2015-2017.

Objectives
• To review the existing effectiveness and management of PVS • To setup a training protocol for the enhancement of peer volunteers • To build capacities of the peer volunteers from different patient associations

Methodology
Survey (2014.11) • Feedback collection from management and frontline staffs. Project Design (2014.12) • Training protocol set up with 7 topics (resilience, communication, service skills, missions building, quality service delivery, positive thinking, and risk management) Implementation and Consolidation (2015 – 2017) • Project launching with the badge award scheme • Training workshops • Training manual
**Result**

Through this project, quality of PVS is expected to be enhanced on the seven aspects - resilience, communication, service skills, missions building, quality service delivery, positive thinking, risk management. The survey created an interactive and dynamic environment to encourage the clinical staffs to provide feedbacks on peer volunteer service, which further benefited the enhancement of peer volunteers. The result and experience of the 3-year pilot training project will be remarkably significant for setting up a standardized training model for the enhancement of peer volunteers in PYNEH.