Service Priorities and Programmes
Electronic Presentations

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Submitting author: Ms C P WU
Post title: Department Operations Manager, Tseung Kwan O Hospital, KEC

I CARE Programme
Tam Eliza(1), Wu CP(2), Ching Jan(2), Tang PY(4), Leung Eva(2), Kwan Sally(4), Cheng KF(5), Luk WK(3), Chung LC(4), Chow Nancy(4), Yeung Hannah(6)
(1)NSD, (2) Department of Surgery, (3) Department of Pathology, (4) Department of Medicine, (5) AED, (6) HRD TKOH/KEC

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Introduction
A healthy workplace is “one in which workers and managers collaborate to use a continual improvement process to protect and promote the health, safety and well-being of all workers and the sustainability of the workplace…” (WHO, 2014). Appropriate support, guidance and recognition of contribution of patient care assistant (PCA) are helpful to promote healthy workplace, job competency and staff retention.

Objectives
A project workgroup under “SHINE” (“Sustaining Heritage & Inspiring Nurses to Excel”) programme for APNs was formed. The concepts of healthy workplace and skills of authentic leadership were applied. key objectives were: 1. To provide support to PCA in developing their job skills and achieving competency. 2. To enhance PCA’s emotional and interpersonal competency. 3. To equip junior APNs in quality improvement for healthy workplace.

Methodology
A structured programme ” I Care Programme” was designed for newly recruited PCA. A) 2 Day’s Orientation & Training Programme To enhance the competency of newly recruited PCA in daily practice, a well-structured programme was launched to alleviate their stress: 1. A brief hospital introduction on facilities, culture and staff wellness events. 2. Refreshment of knowledge and skills demonstration & practice. 3. OSH/MHO training & skills practice. B) A tailor-made Customer Service Workshop including role play and discussion to enhance their communication skills C) On-going guidance & support visits paid by APNs to PCAs to provide individual support (1-2 visits per PCA) D) “Happy Gathering of the Supporting Staff” Recognition Programme for appreciating their contributions in TKOH. Appreciation certificate
together with a slogan “愛心關懷齊護理，病人安舒全賴你” printed on dining utensil set was presented to all PCAs.

**Result**

51 PCAs have completed the Programme. >90% of participants agreed and satisfied that orientation programme was comprehensive enough and practical. Both APNs and PCAs appreciated guidance sessions. APNs participated actively in planning and implementation stages, showed proactive attitude in CQI, promoted trustful and positive working environment for PCAs. All agreed that they had reviewed practice to ensure OSH for PCA and to improve patient safety. The participating wards welcomed the programme. They found that the PCAs had more confidence in clinical and social skills, together with enhanced effectiveness and productivity. >98% participants agreed that 2 customer workshops enhanced their interpersonal, emotional and job skills. PCAs got appropriate recognition and appreciation of their efforts through APN visit & Recognition Programme (>250 supporting staff and 40 nurse supervisors participated). They enjoyed and felt connected to their work and motivated to do their job better.