Nurses we care: standardization of stoma care and stoma education to promote staff satisfaction and enhance staffs' competence

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Introduction
The surgical formation of stoma is a common treatment following colorectal surgery and stoma formation is a well known cause of delayed patients’ discharge. The implementations of the stoma education program do have significant reduction in the frequency of post-operative complications, the length of hospital stay and the frequency of readmission. Nurses play a central role in ensuring this education begins as soon as possible after stoma creation. However, many patients complaint of confusion in receiving stoma care education from different nursing staffs, that made most of the nurses feel frustrated and feel unhappy in carrying out stoma care. They are less confident and less initiative to provide stoma education to patients, thus in turn delayed patients’ stoma training and delay discharge from hospital.

Objectives
(1) To eliminate the variance and different practice of stoma care and stoma education among nursing staffs; (2) to promote nurses’ job satisfaction; (3) to provide standardize stoma care and stoma education to patient.

Methodology
A tailor made standardization program was introduced to all nursing staffs in 2014. This program included a 30-minutes demonstration video, an identical classroom training workshop and a return demonstration audit. The 30-minutes demonstration video included three main categories: (1) stoma assessment; (2) emptying of ostomy pouch and (3) changing of ostomy pouch. This structural training program for nurses can standardize their care, enhance their knowledge and teaching skills, and can promote their confident and happiness in providing stoma care and stoma education to patients. A self-rated questionnaire was taken pre and post program.
Result
More than 95% of nurses feel more comfort and happy to perform stoma care and over 99% of them showed more confident and more initiative to provide stoma education to patients after the program (Wilcoxon Signed Ranks Test for pre and post questions, p<0.001). All nurses totally agreed the demonstration video was practical for use in the real setting and the lecture content was easy to understand. They showed a very positive response to this program for enhancing their knowledge and skills. They also agreed the standardized skill is beneficial to patient recovery.