



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Enhancing the Family Centered Care Attitude By A Volunteer Program-A Mobile Nursing Museum**

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**Introduction**

Patient care is complex and involves many issues, ranging from nursing procedures to communication with patients. Nurses need to manage a wide range of caring tasks at the same time, including vital signs monitoring, medicine administration, wound dressing etc. Under such busy schedules, communication with patients and their families may not be the first priority to some staff. This may be due to the lack of effective communication skills and knowledge. It is particularly difficult to implement nursing care in the paediatric wards as both children and their families are anxious about hospitalization. Good interactive skill with children is also crucial in facilitating nursing care. These issues pose a big challenge for paediatric nurses who are new to the field.

**Objectives**

- (1) To enhance the communication skills of newly joined nursing staff
- (2) To engage our nursing staff in paediatric care
- (3) To enlighten our professional team in different clinical areas

**Methodology**

A qualitative method was employed to measure the outcomes. Outcome measures were categorized as: (1) interviewing the volunteer after the program, and (2) observing their communication skills.

**Result**

Result:

A health education workshop named Mobile Nursing Museum was established since January 2016. This workshop includes the introduction of hospitalization process and the practice of personal hygiene. The volunteer team expanded from 2 nurses initially, to 16 paediatric nurses and 2 paediatricians. 7 workshops have been held so far with the attendance of 580 preschool children.

Conclusion:

The establishment of the volunteer team enhanced the team spirit among nurses.

They enjoyed the workshop, which also improved their teaching strategy in health promotion. Moreover, their communication skills became more effective. They showed understanding in the cognitive development in the different children age groups. All of them wished to participate in this volunteer team in the future and were proud of their profession.