Enhancement of Rapport and Cohesion of Newly Recruited Nurse through Restructuring Nurse Companion Program (NCP) of Bradbury Hospice, Cheshire Home, Shatin and Shatin Hospital

Tsang PL(1), Kwok ML(1), Wan PY(1), Yeung TP(1), Man SY(1), Law KP(2), Hui MY(3), Ng TH(4)
(1)Central Nursing Division, Shatin Hospital, (2)Palliative Care Unit, Shatin Hospital, (3)Surgical Unit, Shatin Hospital, (4)Medical Unit, Shatin Hospital

Keywords:
Rapport
Cohesion
Newly Recruited Nurse
Nurse Companion Program
Bradbury Hospice, Cheshire Home, Shatin
Shatin Hospital

Introduction
Nurse Companion Program (NCP) is a cluster-based program in NTEC since 2010. It aims to smoothen the transition of newly graduated nurses from school to workplace. The program was in voluntary basis. Nurses with 3 to 4 years clinical experience are recruited as mentors and provide psychosocial support to the newly graduated nurses (mentees) in their hospital through all means of communication. A senior NCP Mentors was delegated to be the Mentor Coordinator.

Regarding to restructuring of hospital management system among Bradbury Hospice, Cheshire Home, Shatin and Shatin Hospital (BBH, SCH and SH), NCP 2017/18 among BBH, SCH and SH also restructured. NCP activities and gatherings are integrated. Echo to the “Vision Mission and Values” of Hospital Authority, through promoting intensive communication of BBH, SCH and SH NCP members, the happiness of staff and people-centred Care are promoted, not only to our clients, also to our NCP mentors and mentees. To conclude, NCP of BBH, SCH and SH was restricted to achieve a win-win situation to our mentors and mentees.

Objectives
1. To enhance rapport and group cohesion among NCP mentors and mentees through intensive communication with NCP members from different hospitals.
2. To promote peer support among NCP mentors and mentees through broadening of their social network.
3. To broader vision among NCP mentors and mentees through sharing of NCP members from different specialties and hospitals.
4. To promote personal development of NCP members through organizing NCP Team Building activities.
**Methodology**  
(Process of the Program)  
1. A NCP mentor coordinator is delegated to coordinate NCP among BBH, SCH and SH  
2. All BBH, SCH and SH NCP activities are integrated, members and mentees and invited to involve in planning NCP activities.  
3. NCP mentor coordinator liaise with ward supervisors to seek support for duty arrangement to facilitate NCP members to attend NCP activities.  
4. Introducing elements of team building, organizing ability, stress management into NCP activities.  

**Result**  
Evaluation of NCP gatherings done, mentors and mentees showed positive attitude towards the collaborative arrangement. Majority of participants reported that they felt the gathering was attractive and helpful in rapport establishment. They also feedbacked the integrated NCP gatherings were supportive and informative, also able to expand their peer social network and exposure.