



Service Priorities and Programmes Electronic Presentations

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Upholding Person-Centred Care: Three Years' Staff Engagement Experience in Shatin Hospital and Bradbury Hospice and Shatin Cheshire Home

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Introduction

Healthcare professions working in the Hospital Authority were familiar with "Person-centred care approach" and is challenging to senior management of translate it into practice. The initiative of building person-centred care culture started from staff engagement (Person-centred Care Made Simple, Health Foundation, UK, 2014). Series of workshops commenced from 2015 to 2017, with facilitating reflective learning mode, to engage staff.

Objectives

To arouse participants' awareness of four focuses of reflective learning in person-centred care - compassion and respect, coordinated, personalised care, empowering people to live independently, aimed - from appreciating to applying to daily practice.

Methodology

Pre-observational study of nurse-patient interactions was conducted in 2015, adopted personal distraction framework (Kitwood & Brafford, 1997). Participants of first workshop involving the senior management. Upholding the momentum onward, the workshop developed into one-day reflective and experiential workshops for nurses and PCA. Participants were involved in simulating patient activities to facilitate discussion, experiential and reflective sharing, feedback from participants of the workshops was analysed.

Result

30% of nurses attended 2015's workshops, feedbacks categorised-approaching patients, delivering care, empowering patient, good staff attitude with a supportive work environment. Thus, "Small Change with Big Difference" idea generated-to encourage staff self-introducing by name, profession when meeting new patient and greeting patients' preferred name. Total participants of workshops in 2016 & 2017 covered 41% nurses & 84%PCAs, demonstrated active participation in discussion and

simulation activities.

In 2017, aiming to booster the culture of person-centred care practice in BBH/SCH/SH, we integrate PCC activities to follow up HA patient satisfaction survey. Management level conducted six hospitals surprise rounds, appreciated forty-five staff with person-centred care at work scene, for their professional appearance & knowledge, communication skill and caring attitude. Patient's preferred name showed up at bed side with special card. Post-Person-centred Care Assessment Survey was conducted, one year after the first serial of workshop, to review staff's attitude. Person-centred care is not simply "nice to have" slogan, but should be essential in nursing care.