



Service Priorities and Programmes
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Submitting author: Mr Ka Ho NG

Post title: Occupational Therapist II, KH, KCC

Training to supporting staff in delivery of recovery-oriented service to patients with mental illness

NG KH(1), POON F(1), LO WYA(1)

(1)Occupational Therapy Department, Kowloon Hospital

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Introduction

New mode of recovery-oriented Occupational Therapy (OT) programs has been carried out in Kowloon Hospital since 2014. The programs shift to cater the personal needs of patients, focus on hope and strength so as to enhance them to resume their life roles in the community, despite their illnesses. Various training programs had been offered to occupational therapists in recent years. However, there was no systematic training available to the supporting staff, OT Assistants and PCAIs, who had an extensive patient contact, engaging 24 patients a day on average and making up 47% of total workforce in OT psychiatric unit of Kowloon Hospital. To optimize the process of person-in-recovery, attitudes and expectations from the support of health care workers are inevitably essential. Therefore, a new training program was designed to equip them with the new knowledge, skills and experiences of recovery care.

Objectives

The training program aimed: (1) To advance supporting staff's attitude, skills and knowledge in recovery for patients with mental illness; (2) To enhance their confidence and readiness in applying learnt knowledge and skills at work.

Methodology

The training program was built on Mike Slade's model of staff training in Recovery. It consisted of four 3-hour sessions covering 5 modules. There were small group tutorials and coaching, modeling, role-play, open discussion and evaluation. OT Assistants and PCAII working in the OT psychiatric units were recruited into the training program. The baseline knowledge on recovery was measured by Recovery Knowledge Inventory (RKI-Chinese) at the beginning of the training. Outcome of the program was measured by 1) a multiple-choice questionnaire to evaluate the skills and knowledge acquired; and 2) a self-designed questionnaire on subjective knowledge gain and level of confidence to deliver related recovery-oriented programs at work.

Result

14 participants (10 OTA + 4 PCAII) attended the training program in 2016/17. Scores

of RKI at baseline was low. All participants gained full marks on the multiple choice questionnaire and gained an average of 1.5 in a Likert Scale (from 1 the least to 5 the most gain) on subjective knowledge gain upon the training. However, they scored an average of 5.15/10 on the level of readiness and confidence in leading recovery-oriented groups. Participants also reflected that they became more aware of the recovery process and the individual needs of patients after the training. There is a need for continuous and systematic training for the supporting staff to enhance their attitude, their knowledge and skills on recovery so as to assist therapists in delivering a better service to the patients.