



Service Priorities and Programmes
Electronic Presentations

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Enhancing the supporting staff escort function in PSID wards

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Introduction

Intellectual Disability(ID) patients have disproportionately more health problems. There were over 320 escort duties in two PSID wards in 2017. Patients' frequent follow up and attending general hospital need scheduled or ad hoc staff escort posed great impact on CPH, Psychiatric Service for Intellectual Disability (PSID) wards manpower arrangement. The SOTID staff function were enhanced for escort function that release ward pressure of workload.

Objectives

- To enhance the escort function of Special Outreach Team for Intellectual Disability(SOTID) supporting staff for PSID wards
- To resolve the stressful manpower situation in ward during escort duties
- To reshuffle the SOTID supporting staff services
- To enhance patients' quality of care

Methodology

The enhancing SOTID supporting staff escort function in PSID wards had been launched since 1/10/2017. Two SOTID supporting staff were trained to enrich their skill and knowledge on escort duties. They were deployed to take up two PSID ward escort duties. A staff survey was conducted by the end of Jan. 2018 to collect staff feedback on the improvement program.

Result

From October 2017 to Jan 2018, there were 36 SOTID supporting staff escort cases in total 118 of escort duty had completed in the enhancement program in two PSID wards. Of these, the ward staff had completed the project evaluation form. Five-likes scale was applied and higher scores indicated greater satisfaction towards the programme. 56 respondents completed the evaluation form and 27 staffs from ward D201 with 29 staffs from D202. The overall mean score was 3.7 (SD=0.597). Nursing staff in D201 felt the flexibility of manpower was increased (mean= 4.03) and nursing staff in D202 felt the ward manpower relieved (mean=3.93). Staff also agreed the workloads on escort duties reduced (mean=3.82). The overall

satisfaction mean of D201 was 3.89 and D202 was 3.5. Overall, staff are satisfactory with enhancing the supporting staff escort function in PSID wards. The Reliability tested and high Internal consistency found in Cronbach's Alpha($\alpha=0.916$). By introducing the enhancing the supporting staff escort function in PSID wards, staff workloads on escort duties released. Patients' quality of care enhanced. Ward nurses found the redistribution of human resource was effective in relieving workload in ward.