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Effectiveness of “Cross-ward Visiting Program” on Enhancing Communication and Mutual Understanding among Clinical Departments in Queen Elizabeth Hospital

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Introduction

Effective communication among clinical departments facilitates continuity of patient care; strengthens inter-departmental cooperation, and enriches affiliated partnership. In view of this, Cross-ward Visiting Program was developed to facilitate mutual understanding on service scope and daily operations between service-chain related departments. Ward visit will be arranged which provides a platform for sharing of good practice, advice collection, and discussion on inter-departmental cooperation. Besides, post-visit sharing session was arranged after each visit for reviewing suggestions and existing cooperation process with the visiting department for service and communication improvements.

Objectives

To evaluate the effectiveness of the program on enhancing communication and mutual understanding among clinical departments.

Methodology

Thirteen visits were organized from March 2016 to March 2017, in which 111 nursing and supporting staffs of 15 clinical departments participated. A structured post evaluation questionnaire was formulated to evaluate the program on voluntary basis. The questionnaire consisted of three sections. Section One included demographic information of respondent. Section Two with six items which focused on fulfillment of the objectives. Section Three for collecting narrative comments. Four-point Likert scale was used (1=strongly disagree; 2=disagree; 3=agree; 4=strongly agree) in the questionnaire.

Result

The response rate was 100%. Positive feedback on the program was noted as all participants indicated either “agree” or “strongly agree” with all items in Section Two. Over half of the participants strongly agreed that the visit was useful (55.86%) and informative (62.16%). Participants also strongly agreed that the program enhanced understanding on the service of visited department (70.27%) and communication between two departments (52.25%). Furthermore, 67.57% participants demonstrated

strongly agreement on recommending the program to colleagues. Received narrative comments mainly included inspiration and suggestions to the visited department. Moreover, participants showed desire on visits to other departments and inter-hospital visit in future. The evaluation indicates that most of the participants agreed that the program enhanced communication between the visiting departments, understanding of the service provided, and knowledge in nursing care. Participants also expressed that the program facilitates the sharing of practices between departments, collect feedback and suggestions.