



## Service Priorities and Programmes Electronic Presentations

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**Hearing your heart (細心聆聽, 更知你心)**

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### **Keywords:**

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### **Introduction**

Counseling support is an important issue for Geriatric Rehabilitation & Palliative client, however, under the lack of confidence of counseling & communication skill in junior staff (0-3 year nursing experience) and high workload of clinical situation; the counseling support seems more difficult to Rehabilitation & Palliative client. In this regards, an innovative project of “Hearing your Heart (細心聆聽, 更知你心)” has been launched in a Rehabilitation & Palliative care ward on May of 2017.

### **Objectives**

The objectives of this project are: 1) Enhance staff knowledge and confidence on counseling and communication skills 2) Enhance staff & patient’s care center phenomena 3) Provide psychosocial, physical, spiritual support to the client via the counseling

### **Methodology**

The I2E2 (i.e. Inspiration, Infrastructure, Education and Evidence) strategies are adopted for facilitating the implementation of the project: a) Started from May of 2017, each A-P shift has designated Advanced Practice Nurse (APN) or senior Register Nurse (RN) as counseling ambassador to provide psychosocial, physical, spiritual support to the client. Besides, they shared and demonstrated the counseling and communication skill to junior staff who to support and build up confidence to them. The junior staff work independently and will consult the APN & senior RN when necessary. b) Target person: terminal ill patient & caregiver, live alone, lack of social support Geriatric, role changed after disease etc. c) Counseling duration: 30-45 minutes (face to face).

### **Result**

With the collaboration from ward management team and ward nursing staff, the

project was successfully rolled out in 2Q2017. The concept of “Hearing your Heart (細心聆聽,更知你心)” was supported by all staff. The result of the project as follow: a) From May to July, total 23 cases, 675 minutes has provided counseling session, total 9 nurses (2-APNs, 4 senior RNs, 3 junior RNs) as counseling ambassador . b) Positive feedbacks are collected from the nurses and client. c) Reminded all colleagues that counseling support is an important issue for Rehabilitation & Palliative client. Nursing staff has a knowledgeable and good attitude in counseling technique which enhances and improves patient’ s quality of care. The indirect coaching can support the junior staff to build up their confidence and knowledge in nursing care. The project of “Hearing Your Heart (細心聆聽,更知你心)” will keep update and provide to the new transfer in nursing colleagues to maintain and build up our objective.