Haven of Hope Hospital: Enhancement Programme on Quality Care integrated with Life Education Workshop for Health Care Assistants (HCAs)

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Overview

- Objectives
- Methodology
- Implementation
- Outcome
Objectives

- To enhance Attitude, Skill & Knowledge
- To provide training on Communication Skill & Conflict Management
- To promote team building & Hospital’s mission & core values
- To ensure standardization & optimize the productivity of quality care
- To look into personal ‘Life Journey’ & Sense of well-being
Methodology

- Oct/2012: Proposal & Planning
- Nov-Dec/2012: Course Design
- Jan-Apr/2013: Implementation
- Apr/2013: Evaluation

Action Plan - Time Frame

Pre-programme Survey
Methodology

Pre-programme Survey

Distributed: **109**  Returned: **104 (95%)**

![Pie chart showing stress levels]

- Severe: 24%
- Moderate: 42%
- Mild: 23%
- No Stress: 11%

*89% with stress*
Methodology

Pre-programme Survey

Distributed: **109**  Returned: **104 (95%)**

Experience

- < 2 Yrs: 45%
- 2-10 Yrs: 30%
- > 10 Yrs: 25%
Methodology

Oct/2012
Propose & Planning

Nov-Dec/2012
Course design

Jan-Apr/2013
Implementation

Apr/2013
Evaluation

One & half day
(Four identical classes)
Implementation

Course content

- Skill & Knowledge:
  - e.g. - Normal Aging Process
  - Basic Nursing Care
  - Occupational Safety & Health Guideline
  - Infection Control
Implementation

Course content

- **Attitude**:
  - e.g. - Mission & Core values
  - Communication Skill
  - Mutual respect

- **Life Education**:
  - e.g. - Meditation
  - Self Reflection
  - ‘Life Curve’ drawing
Outcome

Quiz

All Passed

Marks

50-69 : 4 (4%)
70-89 : 13 (14%)
90-100 : 80 (82%)
Outcome

Questionnaire

Distributed: **97**  Returned: **97(100%)**

**Confidence**

- **Strongly agree**
- **Agree**
- **Disagree (0%)**

*100% Agree*
Outcome

Questionnaire

Distributed: 97  Returned: 97(100%)

Understanding on HCA’s role

- Strongly Agree
- Agree
- Disagree

* 99% Agree
Outcome

Questionnaire

Distributed: 97  Returned: 97(100%)

Feeling Respected

- Strongly Agree
- Agree
- Disagree

* 99% Agree
Outcome

Continuous Assessment Record for HCAs
Clinical Supervision
References


陳筱宛 譯 (2009), <<活出工作的意義>>, 台灣

馬學駿 (2011), <<生命行者:生命教育教材套>>, 香港: 無國界社工
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With Love, We Serve and Care
Thank you