



Service Priorities and Programmes
Electronic Presentations

Convention ID: 105

Submitting author: Mrs Fat Chuen MA

Post title: Senior Physiotherapist, Tuen Mun Hospital, NTWC

Improvement of Safety Training Systems to Ensure Work Safety & Health Staffs in the NTWC Physiotherapy Department

*Ma FCB(1), Poon YHP(1), HO OLL (1), Mak MYM(1), Law YTE(2), Tang THP(3)
(1) Physiotherapy Department, Tuen Mun Hospital, (2) Physiotherapy Department, Pok Oi Hospital, (3) Physiotherapy Department, Castle Peak Hospital and Siu Lam Hospital*

Keywords:

Occupational Safety and Health

OSH

Training System

Safety Officer

Introduction

Occupational Safety and Health (OSH) are the top priority learning subjects for every HA staff. The current training system composed by a diversity of curriculum structure, learning process and outcome. However, the training is time consuming with doubtful effectiveness in achieving the learning objectives. This project commenced in 2012 and targeted to improve the effectiveness, efficiency and sustainability in terms of the structure, process and outcome of the OSH training system.

Objectives

(1) Streamline the organization structure to assure implementation of work safety and health; (2) Enhance training process efficiency to equip personnel with knowledge with less time. (3) Evaluate the outcome of training by continuous appraisals and feedbacks.

Methodology

The organization structure of safety management was firstly streamlined into two tiers. (I) Safety Officers and (II) Training Facilitators with designated responsibilities and accountability. The training process was enhanced for its efficiency by revamping into Web-based training for all refresher trainings. The outcomes of training were evaluated by (I) implementing post-test, (II) automated training record maintenance and refresher alert computer system.

Result

The streamlining of the organization structure, provided solid foundation for easier, faster and all rounded policy execution from top down by the Safety Officers through the Training Facilitators and vice versa. In the year of 2012, there were 144 staffs working in the NTWC PT department and each staff has to consume 4.3 hours to accomplish all the refresher training activities. However, after the setting up of Web-based training platform, the time spent on OSH training was significantly

reduced by 45%, which was equivalent to an annual saving of 276 hours of manpower. From the interviews, most trainees including professionals and supporting staff appreciated with the new training system. The trainees also felt extremely convenient and easy to refresh the expired training anywhere with network accessible and anytime with 10 minutes spared. Besides, the post-test in place could evaluate their level of understanding and thus facilitate better compliance to the policy. The training record was maintained in systematic and automatic way with 'Just-in-time' reminder to the trainees, thus the compliance to the requirement of OSH ordinance with regular training could be guaranteed. The monthly automatic alert system will prompt the staff with expired training for the refreshment. The amount of staffs with expired training was controlled to less than 5%. Conclusions This project improved the effectiveness, efficiency and sustainability in terms of the structure, process and outcome of the OSH system in the NTWC Physiotherapy Department.