



**Service Priorities and Programmes**  
**Electronic Presentations**

**Convention ID:** 330

**Submitting author:** Ms YUEN FUNG TO

**Post title:** Nurse Specialist, Kwai Chung Hospital, KWC

**Patient Empowerment Program in Kwai Chung Hospital**  
**TO YF**

*Central Nursing Division, Kwai CHung Hospital*

**Keywords:**

Patient Empowerment

Recovery Model

Mental Illness

Action Learning Cycle

**Introduction**

Following international initiatives, the mental health system in Hong Kong has been undergoing empowerment movement toward community-focus, personalized and dignified care model. In this concept of shared care, the application of empowerment is reinforced. A new post "Peer Consultant" who is an ex-patient is recruited by Kwai Chung Hospital as a part-time staff. Through this reconstruction of personal identity and delegated authority into organizational structure, the peer consultant is gaining powerful determinants like transformational new role as a patient advocate and representing patient view in hospital management meeting in addition to transferring ability in decision-making. To this end a new perspective of nursing practice is required in response to a culture shift to patient empowerment.

**Objectives**

1. To introduce cultural awareness of patient empowerment program 2. To identify the empowerment potentials of a peer-consultant(s) 3. To provide educational programs for social changes be put in clinical areas 4. To identify factors that serve to or short-circuit the empowerment process of peer-consultant and other participants 5. To translate individual empowerment into collective identity in mental health nursing through clinical networks

**Methodology**

The patient empowerment program is based on a 4-Stage Action Learning Cycle (Plan-Action-Observe-Reflect) lasting for 24 months from 4Q/2012 to 3Q/2014. Cultural awareness of patient empowerment was introduced to staff through seminars and a written article. Six Empowerment Attributes, the Antecedents and Consequences of Patient Empowerment developed from concept analysis were promulgated through the seminars and disseminated to all clinical units. An empowerment-focused training program on peer-consultant was adopted at the same time. Monthly evaluation session was made to the peer-consultants. Besides, another patient empowerment group will be formed in 1Q2013. Potential participants are peer-consultants, members of Patient Re-motivating group (心匯聚) and their carers.

Participants are encouraged to share out empowering and disempowering experiences and their reflective capacities of participants are fostered. A series of education programs on 6 empowerment attributes are used and to help participants develop their empowerment awareness and agenda.

### **Result**

The results are generated throughout the 4-stage Action Learning Cycle. Individual empowerment awareness & agenda of peer-consultant are formulated. Stories generated from participants' experiences are shared as collective resources. Contradiction of viewpoints is identified. Participants' strengths and capacity, personal sharing and reflexivity as well as observation records are generated. Learning points and mutual support networks are identified.