



Service Priorities and Programmes
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Intra-hospital multidisciplinary task force coordination in MHO training of patient transfer in between of private car and wheelchair in Pok Oi Hospital with Staff Satisfaction Survey study

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Introduction

Staff is valuable asset of an organization. Health care professionals prone to have a risk of being injured while moving patients manually (Stenger, et al. 2007). These injuries are costly to hospitals in both direct and indirect costs and intangible costs such as staff morale. There is also an increasing trend to assist patients move in or out among vehicle and wheelchair. Thus a multidisciplinary task force has been set up by Department of Physiotherapy and Department of Accident & Emergency (A&E) with aims to enhance safety among staff and patients. Furthermore, a cooperation training program of safety manually handling and selected equipment have been designed for nursing staff and supporting healthcare workers. A Staff Satisfaction Survey was also conducted to evaluate the effectiveness and identify the further direction of the program.

Objectives

1) To prevent staff being injuries during patient transfer 2) To familiar with selecting assistant equipment for manually patient handling 3) To enhance job satisfaction during patient transfer

Methodology

A task force with cooperation with Department of Physiotherapy has been set up to identify potential risk area related to patient transfer among vehicle and wheelchair. Literature search and experts were consulted for workshop designed and equipment selection. The workshop included theory and skill of manual handling and "Little Golden Bell" muscle training exercise. Minnesota Satisfaction Questionnaire (MSQ) was employed to evaluate the staff satisfaction.

Result

There were total 20 staff (included nursing and supporting staff) to attend the training

program. Most staff (70%) experienced 4 times per month for this kind of patient transfer. On average, staff described their satisfaction rate only 48.3% before the training program. Staff expressed strong satisfaction (79.2%) with the training program they attended. They appreciated the opportunity to learn and develop new skills during the program, especially the "Little Golden Bell" exercise. It is unavoidable to manual handling patient transfer in or out from vehicle in our daily service. Lack of formal training is risk and frustration to our staff. Patient safety is their most concern. This structural training and practice will enhance their job satisfaction and quality safety care.