



## **Service Priorities and Programmes**

### **Electronic Presentations**

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#### **Structured Approach to delivering quality nursing service in the Colorectal and HBP Centre in Hong kong**

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#### **Introduction**

The New Extension Block of the Prince of Wales Hospital was established in service two years ago. The Department of Surgery had restructured the specialties, so the specialty nurses were divided to different core groups to meet the service needs. The HBP and Colorectal Specialties were combined into one unit care. The ward nature got a great change of mixed gender type.

#### **Objectives**

All patients entering to the ward were required to understand the ward environment and the mixed gender combination. The core specialty nurses ought to lead the nursing team to deliver the quality service. All the newcomers were supervised by their preceptors in terms of guidelines, policy and ward practice. The healthcare workers were guided to provide supportive care to patients. All the material resources were easily accessible to ensure the quality working environment.

#### **Methodology**

The orientation admission video was formulated by the core group nurses as actors and actress. The video lasted for eight minutes with the brief introduction of the ward nature, admission procedure and the infection control guidelines. The study achieved 90% of patients were familiar to ward environment and operations after the program (Wilcoxon Signed Ranks Test for pre and post questions,  $p < 0.001$ ). The Surgical Enhancement program of ten lectures were conducted in 2011/12 and 2012/13. The aim was to share the HBP and Colorectal specialty knowledge to the nursing team. The staff evaluation was very useful and applicable to the service. The preceptorship program to newcomers was modified yearly in curriculum and content. Pre and Post questionnaires were received reflecting the effectiveness of the program. The enhancement seminar of supportive staff was also organized to deliver the updated knowledge of ward procedures. The soft quick reference manuals of the equipment were uploaded to ensure the safe use of equipment.

#### **Result**

As the programs were continued and updated yearly, the quality service was maintained to a very high standard. Patients appreciated nurses of the excellent competency on care of wound and stoma and HBP patients. Doctors were very confident in working with the nursing team. In 2012, HBP and Colorectal Team received five Hospital bright achievement awards in launching the programs. The nursing team was growing up to be strong, mature and positive in caring patient. The structured ward management is supportive in achieving the quality service.