



Service Priorities and Programmes
Electronic Presentations

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Evaluation of the effectiveness of CIST service promulgation

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Introduction

Previously the Critical Incident Support Team (CIST) service is supervise by CMC CIST team leader and many staffs may not recognize the provision of CIST service

Objectives

Strengthen the Critical Incident Support Team (CIST) service theme-peer support spirit and staff care

Methodology

1. Central Nursing Division (CND) staff help to promulgate the Critical Incident Support Team (CIST) poster to ward staffs. 2. CIST program to distribute staff care fruits during Mother's day and Father's day 3. Hospital wide patient query-staff response statement competition in order to encourage peer support across departments and positive energy culture in workplace.

Result

1. Over 400 staff enjoyed the role play by CIST and positive energy information from clinical psychologist. 2. The percentage of CIST service recognition increased from 76.33% to 83.66% in the period from July 2011 to December 2012.