Build a safe emergency nursing workforce in Hong Kong emergency departments
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Introduction
The overarching aim of assuring emergency nursing (EN) competency research is to improve the safety and quality of care for patients and enhance EN competency in emergency department (ED) throughout the world. Ensuring EN competency is important for delivering quality patient cares. ED of New Territories West Cluster attempted to achieve excellence to ensure high hospital standards and quality patient cares through a stringent process of organization-wide survey. Three set of Competency-based Assessment Tools for EN were developed with 154 competency statements under 22 domains for novice, competent & expert levels of EN workforce in the ED of NTWC in 2011. It’s a great challenge for nurse leader to assure all nurses to equip all competencies.

Objectives
To identify an effective training strategy to ensure a safe EN workforce in a cluster ED.

Methodology
In view of the effective deliveries of the 154 competency statements, the 80/20 Rule has been purposed to start the strategy. The rule means that in anything a few (20 percent) are vital and many (80 percent) are trivial. In Pareto's case it meant 20 percent of the people owned 80 percent of the wealth. According to this value of the Pareto Principle, nurse leader should pay most attention to focus on the 20 percent in order to expect to maximise 80 percent of our EN competency statement results. Identify and focus on those 20 percent specific EN competency statements were suggested to assess EN standards in levels in order to strengthen nurses’ abilities and to implement priority patient safety interventions.

Result
Twenty percent of the 154 EN competency statements were sorted into 15 (novice), 13 (competent) & 3 (expert) levels with the measurement of nursing perceptions on
levels of importance and categorised as priority areas (PA) for nurses leader to
develop the training strategy. In order to establish a recognizable and understandable
credential usage process across all spectrums of nursing, the following order of
credentials are recommended for different level of nurses:- For novice group, some
eamples of PA such as Point of Care Testing issues, resuscitation equipment and
procedure, wound management and essential clinical investigations management can
be illustrated for setting training strategy. Those PA are expected to go through
introducing joint departmental orientation programs for the new comers and
tailor-make intra-department training lectures to enhance their skills. Furthermore, all
the novice nurses will be reassessed by designated senior nurses to ensure their
standards are met the credentials requirements. These results provide detailed
information specific to meet the EN Credentials requirements regulated the ED in a
SMART approach. For competent level, it would be benefit to inspire their leadership
by a systematic and well organized deputizing charge nurse program to help them to
cope with daily difficulty practice and facilitate them to expert level. In addition, some
competent nurses presented a certain degree of hesitation on handling workplace
violence, monitoring departmental policy and complaint management cases. It also
found that a certain degree of tolerance on sub-optimal standard on novice group in
assisting resuscitation and handling disturbed patient cases. It is also suggested
delegating them in deputizing advanced practice nurse (APN) to enhance their skills
and knowledge in daily difficulty practice and facilitate them to APN level. For expert
level, since there are only 16 statements identified in the study, it is realistic to focus
all statements then develop strategy to further enhance management and leadership
skills for senior workforce. It is a great challenge for nurse leader to assure EN
competencies in the ED. An on-going training and development strategy is crucial with
an effective tool can ensure quality standard to patients.