



Service Priorities and Programmes
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A ladder to develop emergency nurses in Hong Kong emergency departments

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Introduction

Over two millions attendance seeking emergency hospital services yearly in Hong Kong. With the high turn-over rate of emergency nurses (EN), retention of nurses is crucial to deliver standard of cares to patients. A clear road map for EN development is one of the effective ways to attract quality nursing workforce in the specialty.

Objectives

To set up an effective training and development system in a cluster emergency department(ED).

Methodology

A team of EN leaders in two hospitals in HK had examined effective methods for assuring EN competency through literature review since 2009. Finally, 154 items separated into 22 domains were identified. Meanwhile, a Department Training & Development (T&D) team was also established in the EDs. In 2010, the team had re-engineering for the purpose of incorporating those competency statements into a well-structured T&D system. Finally, a new career ladder was created for ED nurses to develop themselves. In addition, the philosophies of team approach, staff engagement, peer and emotional supports are adapted to the well-structured T&D team.

Result

In 2011, a total of 12 training days were held. Some topics selected were based on staff comment on different domains. A total of 269 EN attended the training days. Drill, ah-hoc debriefings, tutorial sessions, orientation sessions & evaluation sessions, volunteer work, team building, training day camp, & appreciation and award presentation were held. A survey was conducted to review results in the reengineering of the T&D team in 2010. There were 84% EN expressed adequacy on department training days and 86% expressed the training topics were attractive. Comments were also collected on training needs in order for nurse leaders to develop training

strategies to attract more EN to attend future trainings in the EDs. Three sets of Competency-based Assessment Tools allow nurse managers to deliver training and develop training strategies in an effective and clear manner in 2012. It also benefits our EN to assess them in order to motivate them to learn and grasp variety skills and knowledge. Department T&D team can take the tools to assess EN competency level more effectively. A clear ladder for professional development of EN is vital for nursing quality in HK. It benefits to nurses, patients and the specialty. Structured departmental trainings with clear ladder for EN go through the framework can help demonstrate competency in a clear and concise way. In future, collaboration with the HK College of Emergency Nursing to develop clear EN training and development framework is paramount for EN in HK.