



Service Priorities and Programmes
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Triple-S Project : Decrease the Turnover of Care-Related Supporting Staff at Bedside

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Introduction

Care-related support staff is the working partner of nursing staff in assisting patients' activities of daily living and assisting nurses in enhancing quality and safety services. As they play one of important role in local health care system, their turnover is a vital issue influencing the effective levels of patient care. Supporting program - the Triple-S Project was implemented through their recruitment, orientation and clinical work trying to decrease the turnover. There was a remarkable positive effect.

Objectives

To supplement the orientation program conducted by ward staff for newly recruited care-related supporting staff; To support the staff on daily work in clinical area by providing more job-related information, interaction & sharing opportunities; To decrease the turnover rate.

Methodology

1. Video was produced to illustrate daily work of care related supporting staff. It included bedside care and even repulsive work such as last office. Short interview to several care related staff to let them express the meaningfulness of work. The video was played before candidates attending selection interview to let them realize the job nature and their importance on patients suffering from illness. 2. Orientation book was issued for all new coming staff. Contents included the introduction of the hospital, essentials guideline, human resources issues, safety manual handling, communication skills and some practical tips on daily work. 3. Project officer from nursing services division provided regular ward visit. Souvenir and orientation book was presented to them on the first visit. 4. Staff was encouraged to contact project officer directly as any time they needed. Staff expressed their concern on patients care skills, handling work stress, communication with colleagues and other adaptation of working environment issues. Project officer played a role as coaching and liaison

persons for the staff. Hospital and department management team reviewed the progress and provided necessary support meanwhile.

Result

After the introduction of the Triple-S Project in mid-2012, the resignation rate had been decreased by 14.67% comparing with same period of different year (number of staff report duty in June 2011 – January 2012: 88, turnover rate 42.05%; in June 2012 –January 2013: 84 number of staff report duty, turnover rate 27.38 %). Result showed that the supporting program has a positive effect on the retention of health care related supporting staff and the program will be continued.