



Service Priorities and Programmes
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Launch a Staff Caring Program: Mentorship Scheme for Care Related Supporting Staff

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Introduction

Hong Kong West Cluster experienced a high turnover of the basic ranks of care related supporting staff (CRSS). Unable to adapt to the work nature and working environment were the main causes for new recruits to resign. A staff caring program - mentorship scheme (伴星計劃) for new recruits of CRSS working in wards has been implemented since 4Q 2011 with satisfactory result.

Objectives

To provide support to newly recruited CRSS, assist them to adapt to the job requirement and ward environment as well as support them for stronger teamwork.

Methodology

The following parts were implemented. (a) Nomination of mentors Department heads were responsible to nominate suitable CRSS to take up the role as mentor. Nominees should have at least two years of working experience, good performance, positive working attitude and good interpersonal skills as well as willing to share their own experiences. (b) Support and training to mentors Nominated mentors were provided with training on how to assist new recruits and how to share their own experiences. Examples include overcoming fear for performing the last office for deceased patient, handling angry patient, self care of our sore feet due to work. A hotline was maintained to answer enquiries and support the mentors in carrying out his/her role. (c) Assigning mentors to new recruits After the new recruit commenced duty, department head would introduce the new recruit to a mentor on the first 2 days of his/her arrival. The mentor would support the new recruit for 3 months. (d) Experience Sharing Mentors were gathered quarterly to share experience. (e) Recognition Every mentor has received a tailor-made badge. Other recognitions include presenting Certificate of Appreciation annually to mentors and acknowledge their contribution in their Staff Development Review.

Result

120 mentors are trained and appointed to support new recruits in wards. They have

provided support to over 100 new recruits. Although the statistical correlation between the mentorship scheme and turnover has yet to be established, mentors, new recruits and supervisors all agreed that the mentorship scheme actually helps new recruits adapt to the job requirement and ward environment as well as support them for stronger teamwork.