Service Priorities and Programmes

Electronic Presentations

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Pilot on providing Care and Support to Newly recruited Supporting Staff (Patient Care through the "Cluster Based Induction Program"

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Introduction

The turnover rate of PCAIIIA remains high. The exit survey indicated that the reasons of resignation mainly were the new PCAIIIA had difficulties to adapt to the heavy workload, and the support was not adequate for them to cope with the working environment and participating in their working team. In view of these, NTE Cluster has piloted a "Cluster Based Induction Program" to provide care and support to the newly recruited PCAIIIA from Nov, 2012.

Objectives

(1) To equip the new PCAIIIA with most common patient care skills before assigning to clinical areas. (2) To empower them through acknowledging that the patient care mission is meaningful and essential to the caring team. (3) To build mutual support among the same batch of newly recruited PCAIIIA. (4) To facilitate coping with working environments and procedures through pairing up with working partners.

Methodology

A 1-month's program was implemented in NTEC for all new PCAIIIA as attending 1-day Orientation in North District Hospital before reporting duty to their assigned hospitals. Then, ward supervisor would assign one Nurse Preceptor and one Work Partner (peer group) to new PCAIIIA. Besides, Work Partner would co-work together with new PCAIIIA as least one week at the beginning. Program coordinator and hospital coordinators would provide caring support through closely communication by using Whapsapp, SMS or phone contact. A Satisfactory Survey was used for evaluating the caring support from cluster & newly staff's competence. Outcome measure was used turn-over rate of newly recruited PCAIIIA one month afterward.

Result

Up to early of February, total 71 new PCAIIIA were recruited with total 14 males and 57 females. 65 (91.5%) new PCAIIIA were contacted successfully for interim satisfaction survey conduction. This 65 new PCAIIIA were invited to rate their overall satisfaction on caring support from cluster of the program with a rating from 1 to 6. An average score of 5.5 was obtained. On useful of 1-day Orientation in order to enhance their patient care skills, an average score was 5.6. This Orientation enfolded them into an existing working environment and making them knowledgeable and better-prepared. Average score 5.1 was received on reducing working stress which co-work with Work Partner on the first week. However, average scores 4.2 was obtained only for competency enhancement on working in clinical of newly PCAIIIA after attended the program.