



Service Priorities and Programmes Electronic Presentations

Convention ID: 236

Submitting author: Miss Hiu Lam CHENG

Post title: Ward Manager, Queen Mary Hospital, HKWC

The Effectiveness of providing an Admission Instruction To Parents at Paediatric Isolation Ward

Cheng HLR(1), Lee SL(1)(2), Leung YKD(1), Lee WM (1), Wan YMC (1)

(1) K7N Paediatric Adolescent Medicine, Queen Mary Hospital, (2) Paediatric Adolescent Medicine, DKCH

Keywords:

ways of giving instruction

Admission ward

Isolation ward

Introduction

The pediatric admission ward encountered a wide range of admission cases daily. Nurses will provide admission information to each parents and it is crucial for the parents to have clear concept as to prevent cross infection. However, the existing practice of providing information to relative is not unique. Individual staff has her own pattern of presentation resulting different perception from case to case.

Objectives

It was the nurse responsibility to enhance nurse patient understanding in the admission process. The provision of appropriate and standardized information played an important role to facilitate parent's easy understanding. This can ensure smooth work flow, safe hospitalization and reduce conflict, which in turn saving nursing time.

Methodology

A work process was designed to review and reorganize the existing information before distributing to parents. A list of admission information based on the existing information leaflet was collected (Refer Appendix I). They were categorized into five items; namely, 1. Basic ward information and admission rule, 2. Visiting information, 3. Dietetics, 4. Infection control practice in K7N and 5. Safety concept. Thirty nurses in the general pediatric ward were invited to prioritize the information in chronological order as when they used to tell parents. Lastly, a revised list (Refer Appendix II) based on the majority of staff 'voting' was formed. All staffs in the isolation ward were requested to give information according to the new formed list. This was to ensure that all information were given timely and systematically.

Result

The staff compliance was 100% and the time consumed on the new information list was around 5 minutes whereas the old presentation method needed 10 minutes. An effective way of providing essential information to relative of newly admitted clients achieved within three month time.