



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Enhancement For Health Care Assistants In The Geriatric Ward Through Intensive Care Education: Technique For Elderly Caring Assistant (ICE-TEA) Program.**

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**Introduction**

Elderly is one of the vulnerable groups in our society. Their caring is required for special techniques to meet their needs in geriatric units. It becomes a big challenge to Health care assistants (HCAs) if their on-job training is not sufficient in this area. Some incidents of working injury were occurred because of ineffective communication and inappropriate manual handling resulting in low morale and job satisfaction. In view of this, an advanced and specialized training program, so-called Intensive Care Education: Technique For Elderly Caring Assistant (ICE-TEA) Program, was piloted in two of the geriatric wards in United Christian Hospital.

**Objectives**

(1)To provide specialty training for HCAs working in Geriatric wards, hence to promote personal development and increase job satisfaction. (2)To enhance relevant knowledge and strengthen caring techniques of HCAs so as to maintain occupational safety and reduce conflicts with patients and their relatives. (3)Maintain high quality care to geriatric patients, so as to promote patient's satisfaction.

**Methodology**

ICE-TEA program composes of 8 workshops on different topics specialized in caring the elderly, a one-week coaching and a written assessment. Monthly training workshops with 90-minute each were provided to the HCAs from January to October 2013 by experienced nurses in geriatric ward. The up-to-date workshops will be provided every year for knowledge refreshment. Contents of the workshops including simple geriatric diseases observation, communication and physical handling skills with elderly, fall and pressure sore preventions, nutritional and emotional care to elderly and infection control were designed by geriatric doctors and specialist-trained nurses. A self-reported questionnaire was distributed to the trainees before and after each workshop.

## **Result**

Results Total 13 HCAs working in geriatric ward attended the ICE-TEA program with 100% attendance rate. 95% of the trainees commented the program was useful for working in the specialty. The program not only enhanced their knowledge in caring the elderly by providing most updated trainings, but also refreshed their hand-on skills. Moreover, 90% of the trainees claimed to have better communication with patients, thus reduced unnecessary conflicts and increased job satisfaction. In overall, all trainees showed positive feedbacks towards the program. They wished for continual training and would like to recommend ICE-TEA program to their fellows. Conclusion ICE-TEA Program is successful in promoting a win-win situation. It provided an opportunity for staff to receive specialty training. After implementation, HCAs can obtain knowledge in different core fields of caring for the elderly. On the other hand, this program also helped to maintain a high quality and patient-centered care to the elderly. It is hoped that the ICE-TEA program will be promoted to implement in other geriatric wards in the future.