



## Service Priorities and Programmes Electronic Presentations

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### **Service Review on Tuen Mun Hospital Sunshine Angels Summer Volunteer Scheme 2012 to 2013 ( 屯門醫院陽光天使暑期義工服務計劃)**

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empathetic understanding on direct patient service

health care related field

#### **Introduction**

Tuen Mun Hospital Community Services Centre initiates a pilot life-education-based Student Summer Volunteers Project “ 不一樣的暑假天：學生暑期義工服務計劃 ” in Summer 2012 and 2013. Student volunteers can be enriched with realistic exposure to patients from childhood to end-of-life in hospital setting. 101 student volunteers were recruited and were entitled as sunshine angel volunteers. The program provides opportunity for students who have shown interest in further their study in healthcare related field to directly deal with patient in both acute and rehabilitation hospital setting. The mentorship scheme had also been established on July 2013 so that graduate sunshine angel volunteer rendered coaching and peer support for sunshine angels of 2013 ( badge 2).

#### **Objectives**

1. To facilitate the collaboration and partnership between secondary schools and universities and TMH
2. To enlarge the scope and pool of volunteers
3. To render voluntary services to department for conducting planned direct patient care project
4. To enhance understanding on the duty and working environment of health care and allied health professions in TMH
5. To render direct patient volunteer services to TMH service recipients for realistic understanding on health care related professions in hospital setting
6. To equip with the concept of “ Empathetic Understanding on Direct Patient Service ” for potential health care related professionals

#### **Methodology**

1. To liaise with various TMH departments on collaboration of the pilot volunteer scheme 2. To recruit and conduct volunteer training for student volunteers from graduates of DSE, AL, local senior form students ( F.4 to F.5), university students and oversee students 3. To conduct various direct patient volunteer services with 13 TMH departments (clinical, administration, finance and allied health departments) using narrative therapy approach 4. To establish mentorship scheme for graduate volunteers of 2012 and 2013 (badge 1) Volunteers rendered ward visits, patient program, conducting survey (face-to-face / telephone interview) and data analysis presentation to departments, writing stories for chronic illness patients, organ donation programs (646 organ donation cards collected), special milk supplement project, and VCD production. Overall evaluation result of the program reviewed that they were very satisfied with the program from 9.5.12 to 16.8.13.

### **Result**

101 Sunshine Angels (陽光天使) rendered 11971 services hours and 9074 patient attendance after undergoing intensive training sessions. Mentorships scheme was introduced to engaging 21 graduate volunteers as mentors (196 attendance and 1110 service hours) to provide coaching and peer support to new volunteers on 2013. The aim of deepening their understanding on the duty of the health care professions in hospital settings was achieved. The program which emphasize on direct patient service with no supporting / clerical duty provide a golden opportunity for the youngsters in understanding the hospital setting and the duty of various health care professionals. It ultimately deepened their understanding towards themselves and meaning of life (an increase in rating of 26.9%). 15 out of 25 DSE volunteers engaged study on health care professions. The program also creates a love, tender and caring energetic environment in the hospital. 100% registered volunteers keep on providing services in TMH.