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The role of Nurse-led Emergency Response Team (NLERT) service in enhancing staff engagement
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Introduction
The phenomenon of increasing number of newly graduated nurses and chances of allocating critically ill, such as emergency post-operative and post ICU caring cases, to general wards undoubtedly induced potential and actual risks. On top of heavy-loaded working environment, all those did cause great impacts to both the staff and patients. Therefore, a formal research was conducted identifying the staff training needs previously and as a result new clinical support system was suggested in enhancing the emergency critical care. The NLERT, an unprecedented team formed by APNs and running with new nursing model such as critical care skills, was thus emerged in KWH at 2013.

Objectives
Aligning with organizational goals, NLERT contributes to establish a positive practice environment so that staff can work happily and effectively in order to enhance their engagement. In the field of critical care support, NLERT isn't just offering staff fishes but also teaching how to catch fishes by themselves. Therefore, NLERT's key objectives are (1) to establish a new system to support emergency service; (2) to enhance critical care knowledge and skills to general ward nurses; (3) to promote professional development and staff engagement.

Methodology
Various services regarding critical care are implemented, those included (1) clinical emergency support system consists of 'Proactive ward rounds' to offer early detection and interventions by the use of MEWS score (i.e. $\geq$ 3) and the 'Ward-call response system' in clinical emergencies during after office hours and night shifts; (2) In-hospital critical care training on five core topics: Ventilator, BiPAP, Critical Transportation, ABG & ECG interpretation to anticipate the identified training needs; (3) Induction simulation critical care training workshops; (4) Newsletter publications to share updated critical care knowledge.

Result

From 25th Feb 2013 to 8th Nov, 2013, 2002 cases under the clinical support system were served that covered approximately 50% of hospital departments including surgical, neurosurgical, O&G and Private & mixed wards. For in-hospital training, totally 40 training workshops were organized to 290 participants. Besides, the critical care simulation training workshops were organized for 132 new comers from KWH and WTSH, it was a 100% coverage. Also, two volumes of Newsletter were published and distributed to KWH and WTSH. In addition, a formal staff satisfaction survey for KWH nurses at different ranks was conducted, 76% (n=88) showed their high level of satisfaction. NLERT is an effective and innovative nursing model to provide a safe practice environment and full support to carry out critical care management. In the coming Major Redevelopment Project (MRP) in KWH, NLERT may play a crucial role in providing critical care support to the entire hospital. So, all NLERT members need to update and upgrade the critical care knowledge and skills continuously so as to meet these challenges.