



Service Priorities and Programmes
Electronic Presentations

Convention ID: 705

Submitting author: Ms Ka Po CHUNG

Post title: Advanced Practice Nurse, TWGHs Wong Tai Sin Hospital, KWC

Care of the Carer: Staff support to nurses in Palliative Care

Chung KP, Leung CC, Tang FK

*BMCPC Palliative Care Centre, Department of Rehabilitation & Extended Care,
TWGHs Wong Tai Sin Hospital*

Keywords:

Staff support

Care of carer

Palliative Care

Introduction

Nurses working in palliative care setting are constantly facing death and experiencing loss in their daily work. In the fast-paced working environment, they may not have enough time to reflect on their own experience and grief. They tend to feel alone in their grieving process and feel uncomfortable to share their emotions with others. Persistently working under stress may lead to compassionate fatigue and even burnout from which we do want to prevent. Therefore, a CQI program was conducted in 2013-2014 in our Palliative Care Unit in order to render support to nurses.

Objectives

1. To render promptly support to palliative care nurses and facilitate ventilation of their feelings. 2. To create a caring working environment.

Methodology

Monthly Sharing Sessions for nurses in our Palliative Care Unit have been organized since 4/2013. It has been providing a good opportunity for nurses to recognize their own grief and make sense to their personal feelings. The content of sharing sessions include case debriefing, experience sharing, teaching and education, building rapport, "Relax Hour" and peer support etc. After a certain periods, the effectiveness of addressing the needs of nursing staff through the Sharing Sessions was evaluated by a questionnaire.

Result

From 4/2013 to 2/2014, there were 9 sessions with totally 63 attendants. Collecting feedback from nursing staff after each sharing session was started from 1/2014. Up till now, evaluation questionnaires from 10 nurses were received. Positive feedback to the sharing session was significantly identified. Some goals of supporting them and reducing their stress were achieved in the aspects of allowing ventilation of their feelings and self-reflection, active listening from other, "Relax Hour" including games, relaxing exercises, and even disserts. This CQI program showed that specialty sharing session in Palliative Care can serve as an effective method to render support to nurses. Regular Sharing Sessions can allow nurses to have the opportunity to

discuss personal, work-related experiences and feelings with colleagues in a supportive and non-judgmental environment. At the same time, it provides an opportunity for nurses to recognize their own grief and personal feelings, to understand those of others and enhance peer support. Most importantly, we found that "Care of the Carer" is crucial for retaining staff and promoting job satisfaction in a stressful working environment.