



Service Priorities and Programmes
Electronic Presentations

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Patient Hygiene and Comfort Team (PHACT) in Tseung Kwan O Hospital

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Introduction

Maintaining patients' personal hygiene and comfort is an integral part of the nursing responsibility in hospital. Yet, the workload associating with exceedingly high occupancy have sometimes displaced the above basic needs to lower priority in comparison with other clinical interventions in most acute settings. To provide sustainable quality service in patients' personal hygiene and comfort, a "Patient Hygiene & Comfort Team" (PHACT) was set up in Tseung Kwan O Hospital in February 2013. With unfailing support from the hospital management and ward managers, PHACT has achieved in promoting patient's hygiene and comfort as evidenced by the positive feedback and appreciation received from patients', families' and nurses. PHACT has eventually been granted a "Spot Ward" in October 2013.

Objectives

1.To improve patient's hygiene and skin care of bed bound patients in the acute clinical settings. 2.To provide timely attention to patients' hydration and elimination needs.3.To provide regular attention to patients on physical restraint.

Methodology

A project team on PHACT comprising of ward managers, and nurses from Nursing Services Division (NSD) was set up in 2013; whereby PHACT type and schedule of services were formulated. Two full time and two part time Patient Care Assistants were recruited. A comprehensive training programme and on-site coaching will be provided to all new team workers. The team is responsible for assisting patients in bed-baths / showers, shampooing, position turning, and bed-making. Regular patrols are conducted in each pilot wards to provide timely attention to patient's needs. Ward assignment is carried out according to scheduled rosters, whereby PHACT have to work in 1/2 day sessions in 10 in-patient wards of various specialties (medicine, surgery, and orthopedics). An informative requisition form is used for ward nurses to communicate with PHACT on details of patients' condition and services requested. Performance of PHACT workers is monitored by ward and NSD Nurses. Upon annual

evaluation, comments were collected from ward staff and PHACT workers.

Result

Services provided in episodes(February 2013 to Jan 2014) 1. Bed Baths - 1904 2. Showers - 546 3. Shampoos - 108 4. Feeding Rounds - 787 5. Safety & Elimination Rounds - 1049 Feedback from Patients: No complaints on PHACT have been received. On the contrary, 50 appreciations from patients and families have been received. Common remarks are "PHACT members were very caring and attentive to their patients". Feedback from PHACT Workers: PHACT workers appreciate the trainings to enhance their quality of service and confidence to work in different specialties. They enjoy serving the patients in need. The team has built up very good team spirit and bonding relationship amongst members. Feedback from Internal Clients: All staff interviewed were satisfied with PHACT service and agreed that the team had performed their duties very well. However, majority commented that coverage of PHACT services should be extended, e.g to provide daily service to each participating ward.