



Service Priorities and Programmes Electronic Presentations

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Bridging clinical and management: CND Elite Cultivating Program

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Introduction

In New Territories East Cluster (NTEC), apart from nursing administration works, the Central Nursing Divisions (CND) play an important role in leading the nursing profession in the advancement of nursing service through manpower deployment, training and development, quality and safety, and professional development. However, most of the frontline nurses have little understanding on the role and services of CNDs, as well as their collaboration with clinical departments and across hospitals. Thus sometimes it leads to ineffective communication and collaboration. For this reason, starting from October 2011, the Cluster CND formalizes a structured exposure program, CND Elite Cultivating Program, for senior nurses who are working at clinical areas.

Objectives

The aim of the program is to enable frontline nurses to gain better understanding on the services and values of CND, hospital as well as the cluster, so to enhance collaboration between different clinical departments and CND.

Methodology

The program includes observation, shadowing and experiential learning. After orientation and briefing, the “elites” will join the CND staff to participate in the CND works and hospital meetings. In addition, they will be guided to have experiential learning on project management, bed management, improvement programs and presentations. Continuous evaluation will be conducted with regular meetings held between elites and the General Manager (Nursing) and Senior Nursing Officers on their performances.

Result

Up to Feb 2014, thirteen elites, including ward manager, advanced practice nurses, and senior registered nurses have participated in the program. Most of them reflected that the program not only provided them information on services of CND, but also an insight of hospital management. Collaboration between different clinical departments and CND was also enhanced. For example, some reflected that they would work together with their colleagues to support patient flow after the return to clinical areas because of better understanding of patient needs and hospital bed management

policy. Besides, positive feedback was received from managers of departments who found it useful in staff development and enhancement of collaboration. As a result, the exposure program is further extended to all NTEC hospitals. The CND Elite Cultivating Program is proven to be an effective program in bridging the gap between the clinical and management as well as staff development program for senior nurses.