



**Service Priorities and Programmes**  
**Electronic Presentations**

**Convention ID:** 794

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**Launching of Caring Forum to increase Caring Culture in NTEC**

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**Keywords:**

NTEC Caring Forum

Caring Culture

**Introduction**

LEUNG MH(1), WONG YL(1), CHAN SP(1), LAM D(2), NG S(3), LEUNG YF(4), LAM J(5), CHAN YH(6), LI YN(7), WONG P(8), HO B(1) (1) CND, NTEC (2) CND, AHNH (3) SURG, NDH (4) GOPC, NTEC (5) ONCO, PWH (6) DU, SCH (7) O&T, NDH (8) PC, SH Introduction Caring is the central core in the discipline of nursing and it takes place every time in a nurse-to-patient contact. The nurse enters the world of the patient in order to come to know the patient as a caring person. At the same time, caring makes a difference to the patient's sense of well-being. Therefore, we can find that the humanistic nature of nursing is deeply embedded and reflected in the caring stories told by our colleagues of different disciplines. Since caring of patient and staff is always our cluster's prime concern and focus. In 2005, the caring stories were presented in the 1st NTEC Caring Forum with the aim of cultivating nurses with caring attitude and compassionate hearts. These caring stories were also published and shared to all nurses every year. Eventually, the Forum and publication of Caring Booklet have become the annual event in the Cluster.

**Objectives**

(1) To share the knowledge and skills of care through caring experience in narrative approach. (2) To foster caring culture in the health care setting. (3) To highlight the elements of caring for self, caring for others in the workplace.

**Methodology**

Every year, Central Nursing Division invites colleagues of different disciplines to submit their personal or team stories related to caring of patients or staff. Then some of the caring stories are selected and presented by authors in different creative ways, such as story-telling, drama or even speech in the forum. Finally, the selected caring stories will be published in a Caring Booklet for further distribution.

**Result**

Results Since 2005, there were around 300 caring stories collected and 9 NTEC Caring Forums held in the past 9 years with around 1600 attendees. Lots of positive feedback was received, for example, the participants found the Forums very touching.

A total of 8 Caring booklets with 116 caring stories were published. Among the caring stories, 3 were filmed and shown in TV as "Angels' Hearts". In addition, the program was highly appreciated by our staff and ultimately received the NTEC Bright Achievement Award. Conclusion Through the sharing of caring experience in Forum and Booklets, caring culture has been deeply embedded in the Cluster.