



Service Priorities and Programmes
Electronic Presentations

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Innovation of 3-tier Level Staff Training Program in Specialty Unit

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Introduction

As the advancement of healthcare service, there are some emerging technologies for the treatment of diseases. Providing up-to-date information to nursing staff will definitely enrich knowledge of nursing staff and improve the quality of care. Over the past decade, there was no specific training program for ward staff in different levels. All staff, no matter ward-in-charge or junior staff has received the same specialty training program. Their development and talent were ignored, this was not only waste resources, but also hidden their development. It is time to redesign a specific and tailor-made training program to equip our staff in different level, to promote safe and efficient nursing practices in clinical areas.

Objectives

(1) to promote staff development and explore talent; (2) to promote better knowledge and professional skills; (3) to enhance communication and safety culture and (4) to safeguard good practices and enhance patient safety.

Methodology

The In-service surgical enhancement program, case study presentation and eight weeks preceptorship program were introduced to ward staff at three levels since 2011. The In-service surgical enhancement program mainly focused on specialty training. The target was ward core staff. The speakers were doctors, specialty nurses and APNs who share their specialty knowledge and experiences. The Case study presentation was a specialty training program for mid-level ward staff, they were around three to five years' experiences and not yet received specialty training. They were encouraged to present the case for sharing, it was not only can motivate them to learn, but also can help them to build up confidence and explore their talent. The eight weeks preceptorship program was provided to fresh graduates or nurses within rotation program. The training program was lectures and audits. Preceptors were assigned and nurses were expected to get familiar to new environment and ensure them to adherence to hospital protocols and guidelines.

Result

The attendance of the In-service Surgical Enhancement Program was 300

participants from 2011 to 2012. The case study presentation reached 100 participants in 2013. Nurses joined the preceptorship program from 2011 to 2013 was 20 participants. Overall evaluation achieved average 90% satisfaction of the course program and content. They felt more confidence in the delivery quality care and self-development. A structural specialty training program for ward staff in different level was effective in providing staff with aims and focuses on job expectation, cultivates the desired culture, improves communication and safeguard good practices. Their development and talent were successfully explored, and the resources were fully utilized.