



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

**Convention ID:** 848

**Submitting author:** Ms Chow Yuk Lan

**Post title:** Advanced Practice Nurse, Tuen Mun Hospital,

**Applying the Concept of Kanter's Empowerment theory in Action – More committed Nurses to empower patients for Better Patients' Outcome**

*Chow Y L (1), Ng W Y (1), Wong K C (1), Ho Y Y (1), Chan K F (1)*

*(1)Department of M&G, Tuen Mun Hospital*

**Keywords:**

Staff empowerment

Job satisfaction

Committed Staff

**Introduction**

M&G, is notorious busy with daily occupancy rate exceeding 105% mostly throughout the year. Staffs are exhausted with poor morale, low job satisfaction and high turnover rate. Nursing management is seeking ways to overcome the perceived powerlessness of their staffs.

**Objectives**

As a guideline to create high-quality nursing practice of working environments that ensure positive outcomes for both nurses and patients. To advocate a safe, equitable and satisfying work environment to nurse - that supports professional nursing practice and optimal patient care. Delegate nurses to gain opportunities from different aspect include autonomy, growth, a sense of challenge and the chance to learn and development.

**Methodology**

A pilot Day duty pattern set up in Jan, 2012, total 16 nursing staffs participated to perform Designated Nursing role for Stroke (ASU) patient to perform Educational Program. Total 916 in-patients are recruited with Satisfaction survey and Post Stroke care Knowledge enhancement survey done. Total 22 nurses were given the questionnaires to assess the impact on working environment after applying the concept of Kanter' s theory in action.

**Result**

Total 15 questionnaires from participated nurses: 100% of staffs with Formal Power enhancement 40% of staffs with Informal Power enhancement 73.3% of staffs have empowered to seek more opportunities. 80% of staffs have direct and indirect increase effects on job commitment and job satisfaction. Total 488 surveys from patients: 78% of participants believed that their Post Stroke care knowledge was improved after participating the education talks in 4 aspects: (Fall& Pressure ulcer prevention, Mobilization exercise and Swallowing management)

11% and 89% of patients were very satisfied or satisfied with the performance of designated nurse' role including their education talks respectively Total 59 appreciation letters received from ASU patients and their relatives. Conclusion: Kanter's theory suggests that empowering working conditions increase feelings of psychological empowerment in nurses and increased autonomy in the work setting, resulting in greater use of patient empowerment strategies by nurses. The results support management has value for planning structural changes in nursing settings to create more effective health care work environment.