



Service Priorities and Programmes
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Enhance the rehabilitation process by building the mutual & trustful relationship and an interactive communication platform among patients / carers and healthcare professionals

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Introduction

The hospital stay of orthopaedics patients and spinal cord injury patients are comparatively long due to their specific rehabilitation process and care. Health care professionals spend a lot of time to interactive with patients & carers. It is no doubt that many things in ward & hospital such as facilities, ward routines and environment are strange for them upon admission. It is important to build the mutual & trustful relationship with patients and their carers in order to helping them to adopt the strange hospital arrangement and cope with their illness. Well communication is a very essential element in their rehabilitation process. To improve the communication among patients / carers and healthcare staff can also avoid misunderstanding or conflicts and finally lead to a win-win situation. A communication improvement package can allay their fear and facilitate their journey of rehabilitation.

Objectives

1. To facilitate patients and carers to adapt the ward & hospital environment & understand about the rehabilitation process with an education and orientation handbook. 2. To establish a trustful relationship among patients / carers and nursing staff by cubicle nurses introduction. 3. To provide information about daily activities in rehabilitation process with a timetable display board. 4. To encourage interaction among patients, carers and healthcare professionals by expressing appreciation / blessing on the appreciation / blessing board. 5. To provide psychological support to patients & carers at the relaxing corner in ward to decrease their stress during the rehabilitation process.

Methodology

1.Establish an orientation and educational handbook for patients / carers to introduce the journey of rehabilitation. 2.Create an integrated rehabilitation timetable board to notice patients / carers if any change of the schedule during rehabilitation process. 3.Prepare an appreciation / blessing board for patients / carers expressing

appreciation / blessing to health care staff and providing feedbacks. Through the appreciation, the staff are engaged and encouraged. 4. Locate a relaxing corner in day room with meaningful words, relaxing music, encouraging materials and message book of rehabilitation to provide psychological support for patients / carers. 5. Introduce cubicle nursing staff to patients / carers with posting a gentle notice outside the cubicle to create a trustful relationship. 6. Develop some gentle notices such as indicating "doctor round" or "napkin round" in progress for communication with carers.

Result

The feedbacks of 6 clients were collected. Overall average score of client's satisfaction are from 8 out of 10 points. Valuable comments for clinical improvement were collected.