Service Priorities and Programmes

Electronic Presentations

Convention ID: 1212
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Optimization on the procedures for Verification of Practising Certificate of the new graduated nurses.

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Keywords:
Lean Management
Transformation Leadership
Health Work Place

Introduction

Healthy workplace is defined as workers and managers collaborate to use a continual improvement process to protect and promote the health, safety and well-being of workers and the sustainability of the workplace (Burton, 2010). Based on this concept, a mini project, in my school, is implemented to reengineer on the workflow to verify the nursing practicing certificates of all new graduates so as to demonstrate the collegial spirit in the hospital among various departments in Queen Elizabeth Hospital and reduce waste or unnecessary works.

Objectives

- To improve the effectiveness and increase the efficiencies of the verification process of nursing practicing certificate of new graduated nurses. - To build up the collegiality spirit among various departments in the hospital.

Methodology

The project team followed on the Deming Cycle PDCA (planning, do, check & act) and based on the concepts lean management and transformational leadership. In the past, there were near 50 new recruited nursing graduates yearly in Queen Elizabeth Hospital who need to perform the procedure of verification of nursing practice certificates from nursing school once it is available from nursing council of Hong Kong. However, the procedure is carried out by individual ward manager of various clinical departments and then sent the certified copy to human resource department for recording. Thus, it may create a lot of repetitive works in the hospital. As such, it is considered as “waste” in terms of lean thinking. Then, a team of staff, in nursing school, is obliged to take up endeavor to change the condition. Since last year, all nursing practice certificates of graduates in QEH was verified by School of General Nursing. The true copies were collected by the graduates from school and certified

true copies were send to ward management by school to prevent those repetitive works.

Result

Feedbacks of the project were collected by self-reporting questionnaires to 10 nursing graduates and telephone interviews with 2 DOMs by using the same set of questionnaires. Both of them showed supports to the project and agreed that it could develop collegiality between school and clinical departments. Also, they believed that the project could save time and reduce repetitive works. In general, the feedbacks were encouraging and positive. They all agreed that the objectives of the projects were achieved. Thus, the results were substantiated the project to continue to implement next year.