

Symposiums

S12.2**Going an Extra Mile for Staff****14:30 Room 221**

Cultivating a Caring Culture through Staff Engagement

Leung C

Department Operations Manager, Department of Medicine, Queen Elizabeth Hospital, Hong Kong

A professional volunteer group, the Nightingale Club, was established in November 2004 by nurses retiring from Queen Elizabeth Hospital (QEH). They would like to carry forward the “Nightingale spirit” by using their professional expertise, providing services to the public and aiming at building a healthy community. Nowadays, apart from retired nurses, members also include nurses and student nurses working in the Kowloon Central Cluster.

The members are well aware that provision of primary healthcare that focuses on health promotion and illness prevention plays an important role in improving individual well-being. It is hoped that through health education activities and collaboration with community stakeholders, health concept and knowledge could be delivered more comprehensively to the targeted group of older people, carers and general public in the district, thus empowering them to live a healthy life.

Apart from being a platform to recruit nurse volunteers and cultivate a caring culture within the hospital, the Club becomes a strong helping team in the Hospital through providing services and assisting in hospital activities by members during their free time. It creates an environment and opportunities for members to share and learn from each other based on their different life and working experiences, thus enabling them to tackle challenges from different angles. It is an excellent informal channel for skill transfer.

Since a few years ago, apart from providing services to local community, the team has also extended its services to Mainland China. It is hoped that the programme can continue to serve as a platform for staff engagement and skill transfer.