



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

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**Capacity Building Of Newly Qualified Nurse Working At A Female Acute  
Psychiatric Setting**

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Challenging situations

Quality and safety

Risks mitigation

Staff engagement

Capacity building

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**Introduction**

It is demanding for nurses to work at acute psychiatric setting. Nurses are exposed to many high risk patients and situations. However, many experienced nurses are absorbed to work at community setting. Author is facing a situation of quick capacity building of newly qualified nurses graduated from universities now.

**Objectives**

To ensure all nurses are trained on all quality and safety in patient care To build up nurse competence in managing crisis To build up successors with leadership in managing acute psychiatric setting

**Methodology**

Key indicators or high risks of acute psychiatric setting are identified With supervisor's support, author set up focus groups Well organized department and ward-based on-site coaching are provided to target staffs within timeline

**Result**

Mid-point feedbacks and debriefings are provided to those staffs by their group supervisors or author Newly qualified staffs are human with individuality, all staffs are equipped with positive feedbacks All high risk errors were monitored with zero result Some staffs were promoted to higher rank and selected to work at other challenging settings after training at this unit