



Service Priorities and Programmes Electronic Presentations

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Submitting author: Ms C K PANG

Post title: Registered Nurse, United Christian Hospital, KEC

Promoting holistic care in Haematology unit

Pang CK(1), Wong MS(2), Wong YH(3), Leung CL(4)

Medicine and Geriatric department, United Christian hospital

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communication skills

close relationship between nurse and relatives

Introduction

Haematology patients usually suffer from the symptoms of haematology disease and complications of treatment. They always need to stay in hospital for long period to receive treatment and blood cell count recovery. Through the patient journey, patient and relatives would have different behavioral and emotional response once being diagnosed. As a nurse, it is important to provide not only nursing care related to physical problems, such as medication administration and wound dressing. We also need to concern on the aspects of social, psychological and spiritual care of both patient and relatives. Act as companion with good communication skills can help to relieve anxiety and stress for patients and relatives during hospitalization. Therefore, a work team is developed for promoting holistic care in Haematology unit.

Objectives

To promote holistic care to patients and relatives in Haematology unit.

Methodology

Form a workgroup in Haematology unit

1. Establish a workgroup including 4 nurses in the unit.
2. Set the objectives, training plan and workflow of the program.
3. Provide training to the nursing staff, such as communication skill and counseling skills.
4. Collect feedback from staff and plan follow up actions.

Staff engagement

1. Introduce the objectives of the programme to staff
2. Provide training on the knowledge of holistic care culture, communication and counseling skills
3. Provide at least 5-minutes communication to each patient and their family members on each duty shift. The content can include clinical update on condition, counseling, prayer support, caring issues on daily activities or family problems. Minimize anxiety by clarifying uncertainty and give support and resource on what they need.
4. Refer chaplains for spiritual support when needed.
5. Visit patient during bone marrow transplant period and give psychological support.

Result

The program is established in 2014 in our Haematology unit. 10 patients and their family are recruited in the programme since 2014-2015. They are interviewed after

joined the programme for 3 months. Positive comment and feedback are collected from patients, relatives and staff. Most of the patients and their relatives expressed that they feel supportive and less stress during hospitalization. As well as close relationship developed between nurses and patient and their family. Thus, the programme is effectively help the patient and relatives to face the disease and treatment progress.