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Competency enhancement among frontline nursing staff through series of Clinical Competency Enhancing Program 2016

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Introduction

Professional nursing services were important to enhance safety and quality among our patient-centered care. To enhance frontline staff including all registered nurses and enrolled nurses over understandings of new trends in psychiatric development as well as strengthening over executing new guidelines in department, a series of Clinical Competency Enhancing Program (CCEP) which complied of nine different topics have been implemented by experienced speakers from 1/2015 to 12/2015. To evaluate the effectiveness of the program, a pre- and post-test of Competency Inventory for Registered Nurse (CIRN) as measurement tool has been adopted.

Objectives

1. To investigate the competency level among frontline staff 2. To compare the difference of competency level between staff who have attended CCEP or not 3. To suggest for the future direction and foci of CCEP

Methodology

CIRN which was developed by a group of Chinese scholars according to the framework of the Chinese nursing competency, included seven dimensions of competency, namely clinical care, leadership, interpersonal relation, legal/ethical practice, professional development, teaching-coaching as well as critical thinking & research aptitude. The overall Cronbach's alpha is 0.908 and that for the seven dimensions ranged from 0.718 to 0.903. All frontline staffs are invited to fill in CIRN before the start and the end of CCEP. They are also invited to attend CCEP according to the time schedule. SPSS 22.0 has been adopted for the data analysis.

Result

A total of 97 attendants have attended for the course. Among 96 frontline staff, 71 of them have completed and returned full set of CIRN. The response rate is 74%. The overall competency level is middle competency and the total score raised from 154.48 to 157.21 (an increase of 1.77%). 30 of them have indicated that they have attended CCEP while 41 of them have not. There are statistically significant improvement in

total competency level as well as all dimensions except legal/ethics practices among attendants and non-attendants (p-value ranged from 0.001 to 0.019). It can be concluded that CCEP can improve competency among frontline staff. Moreover, interview has been conducted among non-attendants about the difficulties to attend CCEP and reasons including not-attractive topics, fixed time schedule of program and busy ward environment were noted. These could be addressed in the future CCEP including more tailor-made topics, more flexible time schedule as well as more means of lesson delivery.