



Service Priorities and Programmes Electronic Presentations

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Submitting author: Ms W S TANG

Post title: Advanced Practice Nurse, North Lantau Hospital, KWC

WEAO: Welcome - Executive Assistant Orientation Program

TANG WS(1)

(1)Central Nursing Division, North Lantau Hospital

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Introduction

New working environment is a stress for a new comer and they always feel helpless and disorientated. An orientation program for new comers has significant positive effect on their job satisfaction. New comer orientation program not only provided an interactive atmosphere, also facilitating the workplace socialization by reducing the uncertainty about aspects of the job that aid in a successful acclimation for them. NLTH is a new hospital in HA family and most of clerical staff in CND are newly join to HA with green experience in nursing administrative work. An orientation program for new comer is essential. To show the commitment of management level on staff engagement, "Welcome – EA Orientation Program" for new EA staff in NLTH CND is designed.

Objectives

To facilitate newly recruited/promoted EA staff easily integrating into department via orientation program. To develop powerpoint training materials to provide support to staff for settling comfortably into job and enhance the understanding of the job duties.

Methodology

Used the four phases (Plan-Do-Check-Act cycle) for WEAO Program Plan: Firstly, Taskforce on "Welcome – EA Orientation Program" is formed by all clerical staff in CND and an APN. Secondly, 5 Days Orientation Program is designed which included Environment Orientation, Introduction on Daily Routine Work, Useful skill on daily operation e.g. Website, Ordering in JOS, Training & Meeting. One-on-one tutorial is adopted and following by hands-on practice. Thirdly, training materials were developed in powerpoint format which uploaded on internal website for staff easy reference subsequent. Do & Check: A pilot project was implemented to a new clerical staff. 5-Days Orientation program is revised according to the feedback from new clerical staff.

Result

Act: A 30 days Structured Orientation Program is re-designed. There's divided into 4 phases: i. Day 1-4: 3.5 days orientation program on basic theory and skill input for enhance the understanding of the working unit. ii. Day 5-30: Resources person was assigned to new comer for facilitate enquiry and easily integrating into the working

unit. iii. Day 15: Mid-stage review will be conducted to new comer for enhance the understanding of the job duties. iv. Day 30: Review and Evaluation with new comer by supervisor. The captioned program was implemented and positive feedback is received. The new clerical staff was familiar with daily operations to maintain NLTH CND functions smoothly. Staff could be organized training session/event and maintained website individually. In conclusion, The "Welcome - EA Orientation Program" is essential to new comer.