

Cultivating a Caring Seed



「荃仁」齊關顧

We Care our Patients....&
Staff as Well

**Caring Culture Program
in Yan Chai Hospital**

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Objectives

- Reinforce Nursing is a humanistic, sensitive and caring profession
- Encourage person-centered care practice with our patients
- Ensure good communication with our patients & families
- Assure to provide quality nursing care at workplace



Caring Culture in YCH

Caring of Patient/ Caregiver

- Patient feedback survey & interview
- Review patient complaint & feedback
- Ward visits
- Color tray system
- Condolence card
- Patient caring activities

Staff Training

- Refresher Training Program for CRSW
- Advanced Care Planning Workshop
- Best Practice in Dementia Care
- Comfort Care Workshop
- One-day ENABLER Training
- Life & Death Education
- Communication skills workshop

Person-centered Care

Caring Environment

- Flexible visiting hours
- Add hanging hooks & trays in patient toilet
- Re-engineer ward routine
- Caring Culture Highlights
 - reinforce hand hygiene before meal & after toileting
 - greeting patient with name
 - discharge reminder
 - ensure patient's warmth when leaving the ward

Staff Engagement

- Enhancement Workshop on Caring Culture in YCH
- 7 pilot wards with SWOT analysis
- Work plan meeting with pilot wards
- Cheer Up Round
- Clinical support to pilot wards
- Caring Culture webpage
- Staff caring activities
- Volunteer recruitment & chat room establishment

Staff Engagement



Team
Enhancement
Workshop



仁濟醫院「關懷文化」

職員義工招募計劃

誠意邀請您加入我們的團隊，成為「仁濟關懷文化特工」，與我們一起創作及制定關懷文化活動，協力推動本院的優質護理服務

現希望招募一班有愛心、主動、願意分享、擁有以下「關懷文化」6C特質的同事：

Care 關愛從心

Compassion 痛惜病患

Courage 勇於挑戰

Commitment 敢於承擔

Competence 專業稱職

Communication 樂於溝通

Staff
Volunteer
Recruitment

Total: 12 → 25
HCE, SNO, NC, WM,
APN/NO, PT/OT

有意者請聯絡中央護理部Rit

Progress
Meeting with
Ward Staff

職場加油站
Cheer Up Round

日日做到無停手
現在同你加加油

Caring Culture
Webpage
Establishment

Caring Culture Corner

CARING CULTURE HIGHLIGHTS
Caring Essays
TEAM ENHANCEMENT WORKSHOP
CHEER UP ROUND
PATIENT ACTIVITIES
YEAR ACTIVITIES
VOLUNTEER
Caring Culture Building by Morning Ward Round

What's New

3/23/2017



Caring Culture Highlights

關懷文化 亮點推廣

**** 行動不便 及 臥床病人 ****
於飯前 及 使用便盤後

施行手部清潔

關懷文化 亮點推廣



關懷文化 另一亮點推介

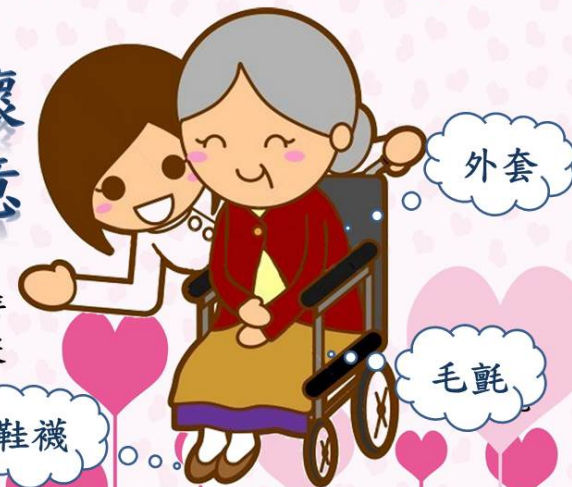
一聲稱呼 一分關顧
帶來無窮的暖意

你好，XXX (稱呼病人)！我係....

關懷文化 亮點推廣

多點關懷
多分暖意

離開病房外出時
記緊要保持溫暖



Patient & Staff Caring Activities

新年快樂！



新春剪髮大行動

中國人習慣過年前剪髮，讓一年的開始就精神氣爽、討個好彩頭。我們亦邀請了蘇陳偉香長者日間醫院的老友記，親身作為康復者對住院病人的祝福，令活動更添意義。活動中共1與病人及其家屬更有講有笑、樂也融融。



賀
新
春

五福臨門

送猴迎雞，今日是年卅晚，仁濟醫院蘇陳偉香長者日間醫院，特別為老友記預備了一份心意手工生果盤，內裡包含5種時令水果，寓意「五福臨門」、十全十美。現場各人都相當受落這份味美又健康的祝福，醫護人員/治療師亦與各位老友記共同感受濃厚的節日氣氛！



猜
燈
謎
慶
元
宵

農曆正月十五日是元宵節，每逢到此節日，很多地方都會舉行綵燈晚會慶祝，賞花燈、猜燈謎亦成為很多人的慶祝節目。蘇陳偉香長者日間醫院今天亦舉辦了一個別開新面的「猜廣東俗語」燈謎遊戲，與各位老友記預祝元宵佳節，看圖會意、估中有獎，大家都投入，盡興而歸！



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