



Service Priorities and Programmes Electronic Presentations

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Submitting author: Ms Wing Shan Sandy LEUNG

Post title: Advanced Practice Nurse, Pamela Youde Nethersole Eastern Hospital

Reducing the Attrition Rate of Care-related Supporting Staff (PCAIIIA IPS& IPS Trainee) with the Implementation of the New Patient Care Assistant Orientation Booklet in Pamela Youde Nethersole Eastern Hospital

Leung WSS(1), Wan T(2), Lui SF(2), Chan SKL(1)

(1)Nursing Services Division, (2)Department of Psychiatry, Pamela Youde Nethersole Eastern Hospital

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Introduction

In the face of increasing turnover rate of In-patient Service Care-related Supporting Staff, PYNEH looks forward to take the challenge in stride by implementing a new Patient Care Assistant (PCA) Orientation Booklet for the newly recruited In-patient Service Care-related Supporting Staff, i.e. PCAIIIA(IPS) & PCA IIIA(IPS Trainee), in order to provide a well-structured orientation program and formulate a coaching process with a systematic schedule so as to improve the retention rate of staff.

Objectives

1. To evaluate its effectiveness on staff retention rate within the 1st week after working
2. To evaluate the newly recruited supporting staffs'™ confidence level in clinical work.

Methodology

The PCA Orientation Booklet was implemented in PYNEH from 1 January 2016 to 31 December 2016. 100 newly recruited PCAIIIA (IPS) & PCAIIIA (IPS Trainee) were involved in the program. "D" duty (9am " 5pm) was assigned to the newly recruited PCAIIAs on their 1st & 2nd days for orientation; they were orientated by the respective WM or designated person. They have to complete the handbook within 8 weeks after reporting duty.

Pre & Post-program questionnaire were distributed and collected by Nursing Services Division (NSD) on the 1st week and after 8th week of the program for evaluation, the response rate was 63/100 (63%).

Result

RESULTS:

The Post-program survey showed that the confidence level of providing basic care for patient and understanding patients'™ needs were raised from 4.9 to 5.1 and 4.7 to 5.0 respectively. Besides, handling of emergency situation, which was the most challenging categories for them in the survey, was raised from 3.7 to 4.2. And the confidence level to work independently was raised from 4.1 to 4.7. (Figure 1)

Overall, the number of resignation rate of PCAIIIA (IPS) & (IPS Trainee) within the 1st week of work improved from 8/55 (14.5%) to 5/63 (7.9%) in Year 2015 & Year 2016 respectively (decreased 6.6%)(Figure 2). Moreover, the newly recruited PCAIIIA (IPS) & (IPS Trainee) generally agreed that the content of the PCA Orientation Booklet can facilitate them to work smoothly in clinical areas with the scoring more than 5.0.

CONCLUSIONS:

The implementation of PCA Orientation Booklet not only can increase the confidence level of the newly recruited PCAIIIA (IPS) & (IPS Trainee) in their clinical work but also reduce the attrition rate within the 1st week of work. Moreover, training on handling of emergency situation for supporting staff can be further enhanced in further support program for the Care-related Supporting Staff in PYNEH.