



Service Priorities and Programmes Electronic Presentations

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Knowledge And Skill Empowerment Program For Newly Join Staff In Community Nursing Service

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Introduction

Due to staff rotation and service enhancement, over one fourth of the nursing staff in OLMH community nursing service is new comers in the year end of 2015. Their clinical experience varies from half years to over 25 years.

Newly join staff are facing many challenges which include work alone, uncontrolled environment, and patients referred from different specialties and hospitals. Although all newly joined nurses received the KWC preceptor program for 6 months, differ interpretation of the preceptor program due to variation of clinical experience. Hence, a tailor made empowerment program for those newly join nurses is valuable to continue support and monitor their performance.

Objectives

Evaluate the effectiveness of tailor made Knowledge & Skill Empowerment Program in assisting the newly join community nurses to gain competence in community nursing service. Build up a healthy working environment; and provide on-site support whenever they need.

Methodology

Firstly, a questionnaire was developed to identify the needs and concern of the newly joined staff. They are encouraged to give suggestions and raise out their learning objectives. Tailor made topics were set up for bi-weekly peer sharing. A pressure free atmosphere was created for the nurses to freely share their feeling and experience. One experience registered nurse was invited to participate for experience sharing in each session. In addition, daily case management or new case screening was supervised by APNs. Besides, regular and ad hoc joint visit were conducted for complicated case when necessary.

Result

Reflection from all participants have collected after the program for evaluation. All participants agreed the program is a valuable and worthy learning process to help them to promote the quality of nursing services in community. Besides, the staff also commented the program helps them to become more competent and fully adapt to the new working environment.

All staff agreed that the program motivated them to acquire knowledge and enhanced the understanding towards the topics by self-learning. Moreover, the format of the program was greatly appreciated by the new staff. All participants reflected that the program enrich their knowledge and skills and is practical to their work.