



## Service Priorities and Programmes Electronic Presentations

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### **Service Enhancement Program: Maximizing the role of Eye Care Assistant in PWH Eye Day Centre**

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#### **Introduction**

In the past, major role of Eye Care Assistant ( ECA) in Eye Day Centre is for instruments cleansing and theatre environment preparation. Recently there was service enhancement from Sterile Supply Unit (SSU) - central reprocessing of instruments was carried out at SSU instead of our local centre. As such, the role of ECA could be modified and enhanced especially in relieving the basic nursing duties and improve the quality of patient care in the busy Day Centre.

#### **Objectives**

1. To enhance Eye Day Centre services
2. To maximize the role of ECA

#### **Methodology**

A 8-week structured training program was developed. It includes:

1. Pre- operative care : measure and document vital signs, basic patient care and transferring of patients from Day Ward to OT
2. Peri-operative care : assisting doctors to give local anaesthesia, eye disinfection, positioning of patients, opening of sets and accessories, and operations of equipment.
3. Post-operative care: vital signs measurement, assisting in individual patient care.

#### **Result**

After the program completed with passed in all assessment, the ECA would be assigned in Day Centre to perform the duties. With such assistant, nurse could be focused in nursing care and contact time between nurses and patients was significantly increased by 50 %. Patients' needs could be handled by nurse promptly and appropriately including in relieving patient's psychological stress which is important factor in gaining cooperation from patient during operation. Verbal

questionnaires were conducted regarding patients' satisfactory level to nursing care services. It revealed that 80% patients showed satisfactory. Quality of care provided was increased. Moreover, the ECA assists to observe patients, attends their needs promptly from pre-operative to post-operative phase. All these enhance patients' safety and especially strengthen fall precautions in post-op phrases. Besides, for post-operative patients, regular and close monitoring of vital signs can be done before discharge. It has positive effects to early detect signs of deterioration. Finally such improved quality care services also increase staffs' job satisfaction. In conclusion, without extra resources added, it is a cost-effective program to increase quality of care services and staff job satisfaction. It is fruitful for the patients, for the staffs and also for the department.