



Service Priorities and Programmes Electronic Presentations

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Staff Competence Enhancement Program on Admission Arrangement of Psychiatric Patients in NTWC

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Introduction

Psychiatric admissions are necessary for clients whose mental illness deteriorates to an acute phase. The gateway to psychiatric admission is usually AED, medical, surgical wards of general hospital and psychiatric OPD. There are thousands of phone enquiries about admission arrangement from various health institutions to Castle Peak Hospital (CPH) from time to time. The admission arrangement needs staff to match designated ward and case doctor (admission rota) with patients' legal status, sex, age and their psychiatric admission history upon instant enquiries. The job duty relied on the 4 admission wards (E201, E202, E301 and E302) of CPH to take turn to reply admission enquiries in New Territory West Cluster (NTWC). Our ward was responsible for the admission arrangement from June to December 2016. Our nursing staff especially the new-comers expressed the job duty was complicated and felt difficult due to lack of adequate experience and knowledge. After addressing their needs, a staff competence enhancement program on admission arrangement of psychiatric patients in NTWC was planned and introduced.

Objectives

1. Identify pitfalls and obstacles over the allocation of patient in admission ward.
2. Share the effective strategies against various pitfalls.
3. Gain support among participants and supervisors.
4. Enhance staff self-efficacy on handling admission arrangement.

Methodology

1. Interactive group sharing. The experienced ward clerk was invited to be speaker of the program.
2. Create sustainable teaching materials by video-taping and lecture notes.

Result

1. Two identical briefing sessions were held on 17/5/2016 & 23/5/2016 with 12 attendances included 2 APNP, 4 RNP, 5 ENP, 1 EAIIIA, equal to 60% of nursing staff.

2. All participants showed positive feedback towards the enhancement program from staff satisfaction survey. 33% of participants strongly agreed while 67% of them agreed the program were useful to meet the operational needs; 33% of participants strongly agreed while 67% of them agreed the program provided thorough information for the arrangement of admission; 33% of participants strongly agreed while 67% of them agreed the program enhanced staff self-efficacy on handling admission rota; 83% of participants strongly agreed while 17% of them agreed the program was necessary.

3. The enhancement program is recommended to be a sustainable project. All participants had feedback that they welcomed similar program to be conducted before our next turn to arrange admission rota.