



Service Priorities and Programmes Electronic Presentations

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The Effectiveness of Demand-driven Training for Care-related Supporting Staff in a Regional Hospital

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Introduction

Identification of the training needs of care-related supporting staff is crucial with limited resources. Demand-driving training model was adopted to design tailor-made training programs in response to training needs from the care-related supporting staff and clinical driven. The model demonstrated effectively to enhance their knowledge, skill and affection to quality of care with positive feedback.

Objectives

To evaluate the effectiveness of demand-driven training for care-related supporting staff.

Methodology

1. To perform Training Needs Assessment (TNA), in order to identify the training needs and develop training plan through varies channels:

- Varies channels were used including survey (Questionnaires), regular care-related supporting staff meetings, and clinical demands, such as recent incidents related to care-related supporting staff.

2. To design annual training plan according to TNA:

- Finally, 6 topics were identified, including patient-health care worker communication, dysphagia patient handling, pressure ulcer/fall prevention, emergency response and infection control.

- Annual training plan were designed with consultation from clinical departments to ensure gaining their consensus and involvement.

3. To implement the training plan:

- Different clinical specialists, such as experienced nurses, infection control team and speech therapists were invited to be speakers of different topics.

- Small class size (around 20 candidates) training sessions were conducted to ensure adequate target participants could be released to attend the training.

- Interactive and creative activities including role playing, return demonstration, video show, small group discussion and games with prize were adopted to raise the participants' interests.
- The programme was promoted by group photos uploading onto Nursing Services Division Webpage.
- Pretest and posttest with 20 true or false questions and programme evaluation form were used.

Result

- 24 classes' three-hour Enhancement programs for Care-related Supporting Staff had been organized from Jun 2015 – Dec 2016, with 513 attendances. Mean score of programme evaluations was 5/6.
- 8 classes' two and a half-hour Better Patient Services had be