



Service Priorities and Programmes Electronic Presentations

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Submitting author: Ms Yuen Ting Phoebe KO

Post title: Advanced Practice Nurse, Tung Wah Eastern Hospital

Empower The Transition from Frontline Nurses to Novice Shift In-charge in a Regional Rehabilitation Hospital

KO YTP(1), YANG SFA(1), KWOK LPN(1),

(1)Nursing Services Division, Tung Wah Eastern Hospital

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Introduction

Since 2014, an induction program "GREEN" was introduced for new graduates to facilitate their smooth transition and integration into work duties. After "Green", junior nurses gained clinical experience and increased nursing competency from different clinical situations. They were expected to take up senior roles such as shift in-charge (I.C.) in future. Further development was necessary for keeping up with professional standards and ensuring safe practice. An innovative program "Enhancement Program for New Shift I.C." and comprehensive backup had been tailored made recently. The program, including advanced practice and general management, was launched to nurses with more than 2 years of clinical experience so as to facilitate them to take up the shift I.C. roles smoothly and competently.

Objectives

Identify and develop the required core competencies and professional standards for providing quality and safe patient care.

Maintain a good nursing workforce and manage work stress.

Methodology

Interactive Workshops on Clinical Management Skills

The training composed 2 parts: Classroom Enhancement Workshops for New Shift I.C. were provided. Starting with a foundation of roles and expectations of I.C., workshops focused mainly on general management principles. Experienced Advance Practice Nurses actively participated in coaching and sharing their experience in handling different situations. Monthly seminars on various topics such as advanced clinical knowledge, management skills and staff deployment were also provided. In-depth knowledge skill training was given to enhance safe and effective clinical management, to equip the novice I.C. leading the team more competent, and to take

up I.C. role effectively. Training materials were uploaded onto the NSD website for reference.

On-site Mentoring of Novice Shift In-charge

A retired ward manager serving as a preceptor worked with them on various shift and provided opportunities to allow novice I.C. to handle different situations. Emergency preparedness management and information link on NSD website for quick reference were introduced to continue backup of I.C. and ensure clinical management safety. Preceptor not only coached the I.C., provided psychosocial support, but also performed a role model to demonstrate her ability to solve conflicts, improve communication and ensure a collaborative work place.

Participation in Nursing Care Management Round (NCRM)

Nurse supervisors accompanied with I.C. reviewed patient's care management on a weekly basis in different wards. Supportive advice and encouragement were given to I.C. directly to ensure effective, quality and safe patient services. Besides, management, leadership, and conflict resolution skills were enhanced.

Result

Based on self-evaluation and feedback from peers and supervisors, Novice Shift I.C. had gained competency and confidence at work. They are now more capable in making prompt clinical decisions, mastering good communication, resolving conflict and building team synergy.