



Service Priorities and Programmes Electronic Presentations

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Breakthrough of Implementation of Primary Nursing – Obstacle Identification and Planning in Pamela Youde Nethersole Eastern Hospital

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Introduction

Primary Nursing (PN) is a delivery system for nursing proved beneficial to patient care, patient satisfaction and staff satisfaction. In Pamela Youde Nethersole Eastern Hospital (PYNEH), in the past ten years, the implementation of PN was challenged. The progresses and ways of implementation are different among departments. In this paper, the difficulties of implementing PN were identified and a plan of implementation was proposed.

Objectives

1. To promote implementation of PN to improve quality of nursing care to meet international standards
2. To identify difficulties and propose a plan of implementing PN

Methodology

1. The way of collection of opinion from different departments was agreed within PYNEH Working Group on PN Practice on 12Oct2016. 2. Representatives from different departments were responsible to collect opinions from their departments about difficulties and suggestions of implementing PN in the period of 14Oct2016 to 14Nov2016. 3. The process of opinion collection was anonymous through interview. 4. Result was reported via official electronic mail. 5. The opinions collected were investigated for difficulty identification and planning. 6. A report was generated and would be reported to Working Group on 21Feb2017 as reference of direction for implementing PN.

Result

1. All opinions were collected from 10 departments with 41 difficulties and 32 suggestions. They were classified into 7 groups respectively according to characteristics. For the groups of difficulties of "Inadequate Understanding on PN" and "Inadequate Competency", the percentages among all difficulties were 17% and 10% (Total: 27%) respectively. "Difficult Job Allocation" was 27%. "Inadequate Manpower and Heavy Workload" was 27%. For suggestions, "Provision of Training" was 22% and "Increase of Manpower and Reduction of Workload" was 22%. For "Enhancement of Communication and Guidance", "Better Supervision" and "Better Job Allocation",

the proportions were 15%, 13% and 13% respectively (Total: 41%).

2. Ground rules of planning were keeping focus to the majorities of opinions and restriction of increasing workload to frontlines.

3. According to the opinions, plan consisted of provision of training and formation of framework of PN.

4. Training should be provided to both frontlines and supervisors with content covering the role, importance, and responsibility of primary nurse.

5. For Framework of PN, related policy and culture would be established. Formal workflows or even guidelines would be constructed for better communication between frontlines and supervisors. Moreover, tools facilitating PN would be made for assignment of primary nurse in different departments, such as rota.