



Service Priorities and Programmes Electronic Presentations

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Better patient communication training program for nurses with 5 years or more post registration experience

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Introduction

In view of patient satisfaction survey in 2008-2012, HA received average more than 2000 complaints per year. Around 20% of the complaints were related to staff attitude. Over 70% of the complaints could be prevented by better communication. HA provided better patient communication training program for junior nurses since 2013. In fact, senior registered nurses have the roles of supervisor and educator for junior nurses. The captioned training could fulfill the training needs for senior registered nurses.

Objectives

To equip senior nursing staff with effective and practical communication skills. To foster a positive and proactive culture in patient communication. To enhance the relationship between junior nurses, senior nurses and patients. To increase nurse's job satisfaction. To improve team work Collaboration & trust building.

Methodology

The half-day training workshop was implemented on 27 Jan 2016. The target participants are over 5 years clinical experience registered nurses. The class size is 24 which is suitable to provide better interactive environment for discussion. The content includes 7 domains: common communication pitfall in junior staff, coaching skills, effective service steps, communication toolset, experience sharing, video sharing and role play.

Result

20 senior registered nurses participated in the captioned training workshop. Program evaluation was implemented and the result of the training program was satisfactory. The mean score of handling skills on communication issue by senior nurse was 5.25 (Max score =6). The mean score of coaching skills to junior nurses was 5.30 (Max score =6). The mean score of the program as a whole was 5.25 (Max. score =6). The feedbacks from the participants were positive. The communication and coaching skills were useful for their clinical practices. This training program is expected to continue in coming year.