



## Service Priorities and Programmes Electronic Presentations

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### **Upholding Person-Centered Care : A Staff Engagement Program**

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### **Introduction**

Person-centered care is one of the core values of the Hospital Authority. The realization of this value into patient services relies on the participation of all levels of staff. To uphold the person-centered care approach in Shatin Hospital and Bradbury Hospice, an initiative was started through the support from the hospital management. The four principles developed by the UK Health Foundation (2014) on the Person-Centered Care Model namely: 1) affording people dignity, compassion and respect; 2) offering coordinated; 3) personalized care; and 4) supporting and enabling people to live an independent, fulfilling life, provides us the foundation. A workgroup was formed in 2014 to develop plans in cultivating person-centered care approach. It was the theme introduced in the hospital strategic workshop 2015. Kitwood and Brafford (1997) noted that unawareness of staff contributed much to care that might be detrimental to the personhood of our service consumers. The Personal Detraction framework used in dementia care, also emphasizes the person-centeredness approach, provides us the tool to better understand the current state of our care practice.

### **Objectives**

1. To cultivate a caring workplace. 2. To engage staff to put person-centered care into practice.

### **Methodology**

An observational study of nurse-patient interactions was performed in February 2015. Unsatisfactory staff behaviors during patient care were identified. These scenarios were reproduced into videos for subsequent staff facilitation workshops. The workshop comprising of person-centered concepts, reflective and experiential learning was developed. It was interactive, two-way communication encouraging staff participation. Upon completion of the workshop, participants completed the evaluation form to make suggestions on how person-centered care can be put into practice at the workplace.

## **Result**

Eighteen wards were visited. The most common personal detraction observed was "Ignoring", that is carrying on conversation or action in the presence of a person without involving that person. Eventually, 11 scenario-based videos were produced. So far, there were nine workshops delivered with 133 (30%) nurse participants from different ranks. Hospital Chief Executive, General Manager of Nursing, nursing line managers and a Consultant had attended the first workshop. 358 comments were received with ideas to put person-centeredness concepts into practice. The next phase of the initiative would be using the suggestions from participants to realize person-centered care at the workplace. The workshop will become the foundation training for all nurses and supporting staff of the two hospitals.