



Service Priorities and Programmes Electronic Presentations

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Enhanced Support and Workload Management for Dietitians in Shatin Hospital

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Introduction

Insufficient manpower has often been a risk factor obstructing quality patient care. Dietitians' workload has been increasing due to increased new referrals and increased demand of quality improvement on patient care. In order to reduce stress and to promote better work hygiene for Dietitians while improving quality of patient care, we investigated and identified routine, low-skill tasks normally taken up by dietitian. And these tasks were then assigned to Patient Care Assistant II.

Objectives

1. To improve the quality of nutrition care by reducing the dietitian's work time for low skill task. 2. To review the daily work routines of dietitians and identify low-skill tasks which could be assisted by Patient Care Assistant II 3. To review the roles and duties of PCAIIs .Delete PCAII's unnecessary routine works and to incorporate "support to dietitian" tasks

Methodology

1) Studied the job duties of Dietitian and PCA II 2) The following routine low-skill tasks were identified for PCA II: • Retrieving patient information in CMS and clinical records • Collecting relevant information for dietitians to preform nutritional assessment including nutritional risk screening, food records, weights and other anthropometry measures for both new referrals and follow-up cases • Assisting dietitians on obtaining patients' diet history • Checking personal and cultural food preferences of patients • Managing patients' meal orders via DCMS • Scheduling appointment with patients' relatives for diet counselling. • Assisting with data collection for CQI program, as required 3) PCAIIs responsibilities and work routines were revised to include above tasks.

Result

Evaluation of revised practice: SH dietitians found that their job routines have been more efficient with the assistant of PCAII. 25 % reduction in work time was observed. Such saving allowed dietitians to improve the quality of nutrition therapy, including assessment, monitoring, diet counselling, and pre-discharge nutrition care planning.