



Service Priorities and Programmes Electronic Presentations

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Staff Caring Program: Mentorship Scheme for Care Related Supporting Staff 2.0

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Introduction

Apart from declining working population and competitive labour market in the Hong Kong Island, some of the key reasons for the high resignation rate and turnover of Care Related Supporting Staff (CRSS) in the HKWC in recent decade were the difficult job nature and inadequate team spirit in the workplace. To address the problem, Human Resources Service Centre (HRSC) in HKWC has launched a Staff Caring Program – Mentorship Scheme (伴星計劃) for newly recruited CRSS in 4Q 2011 to enhance their job knowledge and skills, cultivate their sense of belonging and build up team spirit in the ward. With positive result in the past, the Scheme was further enhanced and rolled out in 3Q 2015 with the collaboration of HR and Central Nursing Department (CND).

Objectives

To equip newly recruited CRSS with positive attitude and practical communication skills, encourage bonding and teamwork between staff in the workplace, and reduce resignation of newly recruited CRSS.

Methodology

Newly recruited CRSS would be given training to enhance their communication skills with different stakeholders and understanding on their professional roles. Workshops were organized to provide multifaceted training comprising discussion on real scenarios, communication tips with supervisors, peers and patients, and the importance of positive image and attitude. Facilitators from HR and CND would meet the new recruits to empathically understand their concerns which would be consolidated and conveyed to relevant parties. Followed up remedial actions, practical advice and assistance would be offered accordingly.

Result

Since implementing the enhanced Mentorship Scheme, 88 new CRSS recruits have

been trained. Based on the evaluation of participating CRSS and mentors, the Scheme had improved the morale of both mentors and mentees by promoting open communication and nurturing a harmonious ambience in line with the HA core value as a “people-first” organisation; strengthened the sense of belonging of new recruits; fostered new recruits in landing on the job and cultivated better team spirit in the ward. The Scheme has proven effective as evidenced by a 45% reduction of CRSS resignation in 4Q when compared to 3Q in 2015. With a coherent workforce in the ward, we have a strong assurance that HKWC could go the extra mile in providing better healthcare service to the community.