



## Service Priorities and Programmes Electronic Presentations

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### **Committed and Happy Staff - Promotion of Team Nurse Assignment in An Acute Surgical Ward**

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#### **Introduction**

Shortage of the nursing manpower is a common encounter problem in the Hong Kong health care system. Duties assignment was one of the factors that effected the job satisfaction among the nursing professions and retention of nurses in ward. Studies have been shown nurses' job satisfaction could be maximized by effective ward management. A program of committed and happy staffs was implemented for promoting staffs' job satisfaction and teamwork. Other factors such as the continuity of patient care and ward management were also evaluated.

#### **Objectives**

1. To enhance staffs' job satisfaction 2. To promote team work 3. To facilitate the continuity of patient care 4. To facilitate ward management

#### **Methodology**

The program was implemented in an acute surgical ward. The study was started from January to December 2015. Twelve senior nursing staff were invited to prepare the team nurse assignment in advance for a month. Every senior staff were asked to provide comments to the ward manager after preparing the assignment. A quantitative questionnaire was given to all involved staff to evaluate the effectiveness of the program in January 2016.

#### **Result**

A total of 25 questionnaires received with completed answers. Over 96% of the staff satisfied as they were well prepared for the group of patient care at least two weeks in advance. Junior staff felt more competent as they were assigned to work with a senior staff next to them. The shift duty in-charge could have more involvement in clinical duties rather than preparing the assignment. Around 76% of the staffs agreed the program delineated their role and responsibilities clearly. All of the staff agreed that it was good to update the assignment once staff duties were changed in a clear record.

96% of the staffs expressed the program promoted the continuity of patient care and patient safety can be ensured. All of them agreed they were gaining valuable experience by this program. Staff gender-mixed/skills-mixed ratio was checked and rearrangement was made promptly with liaison to the ward manager and advanced practice nurses. In conclusion, a committed and happy staff program on team nurse assignment was successfully completed in an acute surgical ward. Further study can be implemented in other rehabilitation and sub-acute ward setting.