

27th World Nursing Education Conference

November 12-14, 2018 | Berlin, Germany

Effectiveness of integrated care program on NPGY's clinical performance-example from the medical center in North Taiwan

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Integrated care emerges as the most crucial trend in healthcare. Patient-centered care has now made therapy to center stage in discussions of quality. However, insufficient knowledge on medical care and lack of communication techniques lead to poor quality care. A survey by the hospital among NPGY (Nurse of post-graduated year) in June, 2013 discovered individual learning performance on capability of clinical care and effective communication between providers and patients dropped to 78.4% and 78.6% from 80.7% and 80.1% in 2012 respectively. In order to enhance clinical care capability, the hospital introduces integrated care training programs, including shared-care and objective structured clinical examination (OSCE) applied to cross-functional teams. They are expected to reinforce skills for nurses of post-graduated year, as well as offer professional approaches for healthcare providers more knowledge in other associated categories and then enhance overall medical quality. NPGY individual core performance assessment result indicates that capability of clinical care and effective communication between providers and patients arrive at 84.5% and 83.8% in 2016, higher than 78.4% and 78.6% in 2013. In terms of medical care, clinical care quality in the aspects of fall prevention comes to 99.3%, better than 94.0% in 2013. The hospital, implements integrated care program, including shared care models and OSCE evaluation in order to enhance patient-centered medical care. On the one hand, OSCE evaluation is applied to increase NPGY clinical care capability; on the other hand, it also helps strengthen nursing workforce, especially in the circumstances of high rate of nurse turnover in the recent decade.

Biography

Hsin-nan Hsieh has completed her Master's degree at National Taipei University of Nursing and Health Sciences. She is an Education Nurse at Shin Kong Wu Ho-Su Memorial Hospital. Her major is critical nursing care development and nursing education planned, include clinical ladder systems for nurses program, teacher education program and new personnel training course and so on.

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