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### **The model of empowering knowledge and skills for nurses**

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**Background & Aims:** Insufficient nursing manpower, high nursing turnover rate, and an increase in influx of new graduate nurses with little experiences at the hospital affect lack of confidence in caring for pediatric patients and their parents' expectation. The Project increases awareness to develop a nursing practice to promote a high quality, effective nursing care and to emphasize on knowledge and effective nursing skills in order to increase the confidence in professional caring for the patients in accordance with the hospital's vision to become the Center of Excellence in Pediatric Care.

**Methods:** Create model of the professional role in each level of nurses for development of professional nursing practice responsibilities. Nurses will be encouraged to develop critical thinking through three effective questions and use of simulations training in the workplace. Promoting patients' satisfaction and ability of nurse to inspire trust and confidence can be measured by randomly asking the patients and parents on a monthly basis. Furthermore, an annual questionnaire to evaluate staff's confidence in their nursing care capacity will also be completed reflected through staff engagement score and the turnover rate.

**Results:** The percentage of patients and parents' satisfaction, trust and confidence in nursing care, staff engagement and the turnover rate of the nurses as be shown results in the table.

**Conclusions:** According to the patient's feedback, the care and treatment provided was met with great satisfaction. The nurses are confident in working professionally. Simulations scenario with multidisciplinary team and effective questions can encourage critical thinking to optimize benefits for patients and families.

### **Biography**

Monawatr Luamnarin has completed her Bachelor of Science in Nursing from Mahidol University and Master degree of MBA from Mahanakorn University of Technology. She is the Director of Nursing at Samitivej Children's Hospital. She has 30 years of nursing experience and 15 years leadership experience in nursing professional development and nursing organization management. She has a subcommittee of pediatric nursing association of thailand. She has published papers in reputed journals, Hospital Accreditation National Forum and European Academy of Paediatric Societies 2018.

### **Notes:**