

OP10

Q-STEP – A Structured Staff Training in Quality & Safety Division

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Introduction: Quality and Safety (Q&S) in Healthcare Services is getting more important over the past decades. To supplement the few structured training programmes that equip healthcare professionals with Q&S knowledge, since December 2013, the Q&S Division in NTWC, HA has developed the Quality Staff Training and Engagement Programme (Q-STEP), to provide structured training and up-to-date Q&S knowledge for all levels of staff in Q&S Division, with objectives to enhance staff competency and engagement, and to cultivate a continuous learning culture.

Method: Q-STEP had three components, namely "Professional Training", "Journal Club", and "Lunch Sharing". All staff including managers, executive officers and executive assistants of the Division was invited to participate.

-The monthly "Professional Training" would cover the knowledge essential to the core services in Q&S. Lectures were conducted by Service Director, Senior Managers and Statistical Officers.

-The "Journal Club" meeting is also held during lunch time by inviting Executive Officers to present journal paper related to contemporary knowledge of quality improvement, patient safety and risk management. Feedback from supervisors and other staff would be given after the presentation.

-The bi-weekly "Lunch Sharing" aimed to polish staff's presentation skills through feedback and evaluation by senior staff. Sharing topics could range from books to personal experiences.

Quarterly awards were made available to the best presenter and the most active participants.

Findings: Up to Jun 2017, 47 sessions of "Journal Club", 55 sessions of "Professional Training" and 120 sessions of "Topic Sharing" have been conducted. An internal survey with 73% response rate showed that majority of Q&S staff agreed that the Q-STEP had enhanced their knowledge, skills, work efficiency and effectiveness, and sense of belongings.

Conclusion: To conclude, Q-STEP cultivated a good learning culture among staff, which would enhance the quality support to the Cluster and improve quality services and safety for the patients.