Introduction of KCC and QEH

Kowloon Central Cluster (KCC) provides health care in both inpatient and specialist outpatient services to Hong Kong citizens. The members of KCC are Queen Elizabeth Hospital, Kowloon Hospital, Hong Kong Buddhist Hospital, Hong Kong Eye Hospital, Hong Kong Red Cross Blood Transfusion Service and Rehabaid Centre.

Queen Elizabeth Hospital (QEH) started its service at 1963, where it operates a 24-hour Accident and Emergency service and a full spectrum of specialist services. It is also a referral centre of the major specialities.

As at 6.2009, there are totally 1,735 beds, 1677 nursing staff and total 4,700 staff in QEH.
The Vision, Mission and Value of KCC are:

**Vision**
- In Life we **Share**;
- In Health we **Care**;
- In Excellence we **Fare**;

**Mission**
- We deliver quality health service to our clients
- We partner with the community to provide holistic care
- We train healthcare professionals to pursue excellence
- We promote learning culture, research and innovations

**Value**
- **R**espect
- **E**mpathy
- **S**haring
- **P**rofessionalism
- **E**fficiency
- **C**reativity
- **T**rust

**Scope of Service**
The patients admitted to QEH can either be emergency admission via Accident and Emergency Department or clinical admissions. QEH provides a wide range of services:

**a. Clinical Specialty**
- Accident and Emergency
- Anaesthesiology
- Cardiothoracic Surgery
- Clinical Oncology
- Coronary Care
- Dental
- ENT
- Geriatrics
- Obstetric and Gynecology
- Intensive Care
- Medicine
- Neurosurgery
- Operating Theatre
- Ophthalmology
- Orthopedic and Traumatology
- Paediatrics
- Pathology
- Radiology
- Rehabilitation
- Surgery

**b. Allied Health Service**
- Clinical Psychology
- Dietetics
- Medical Social Service
- Patient Resource Centre
- Occupational Therapy
- Pharmacy
- Podiatry
- Physiotherapy
- Orthotic and Prosthetic
- Speech Therapy

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**Career Progression Model for Nurses**

<table>
<thead>
<tr>
<th>Clinical Stream</th>
<th>Management Stream</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tier</strong></td>
<td><strong>Post Title</strong></td>
</tr>
<tr>
<td>3</td>
<td>SNO/NC</td>
</tr>
<tr>
<td>2</td>
<td>APN</td>
</tr>
<tr>
<td>1</td>
<td>RN/RN (Specialty)</td>
</tr>
</tbody>
</table>

**Remarks:**
- *Psychiatric Stream,
- ^Managerial Responsibility Allowance

**Nursing Staff Development Scheme (NSDS)**
The objective is to facilitate a wide working exposure to various specialties and consolidate clinical competence.

**Generic Level:** An accredited development with structured rotation plan to the main clinical streams in preparing for a nursing generalist. Nurses are required to gain clinical experience in at least 2 different streams with at least 1 year each.

**Advanced Level:** An opportunity to advance professional development in different specialties is offered to nurses with more than 3 years of working experience after registration either in their parent Department or other Department according to Departmental Development Plan and Hospital Services needs. A career-linked development program will be customized.

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**QEH intranet:** [http://qeh.home](http://qeh.home) ➔ Central Nursing Division ➔ Manpower Planning & Resourcing

**Safety and Risk**
There are workshops on nursing standards, documentation and auditing held by the continuing nursing education and Department of Nursing Quality and Risk Management periodically.

a. To understand standard, guidelines and checklists of safe practice
b. Be aware of possible risks and appreciate risk management


**Personal Data Privacy**
Patient data privacy and security is crucial to healthcare workers. The data access principle and ways to protect personal data can be reviewed from the following websites.


HAHO eLearning course: [Protecting Patient Data Privacy and Security](http://hoihcs1/TrainingCourse_eLearning.asp)

**Professional Appearance of Nurses**
All nurses should conform to hospital dress code. According to the infection control policy, wearing of uniform outside hospital compound is not allowed (except CGAT nurses). Maintaining a good professional appearance at all times is reminded. All uniform items should be clean, maintained in good condition and freshly laundered. Uniform are to be worn in full and thoroughly buttoned. Proper shoes and socks are to be worn and staff ID card should be worn on the outermost garment whilst on duty.

For exchange of worn out and change uniform size please contact supplies officers of Warehouse at Tel: **2958 8101** for arrangements.

**Practising Certificate**
It is a legal requirement for all registered nurse and enrolled nurse to possess a valid practising certificate to practice nursing in Hong Kong. In order to fulfill this requirement, nurses are required to apply to issue/renew their practising certificate from Hong Kong Nursing Council accordingly.
Continuing Nursing Education

Continuing nursing education (CNE) is considered as nursing education attained after basic RN or EN training. Conversion degree studies and specialty programmes are also regarded as CNE since they are undertaken after the basic qualification.

Why should there be CNE?

CNE is basically a professional responsibility. Every nurse is personally responsible for upkeeping professional practice. It is also in line with the world trend for professional quality and perhaps re-licensing purpose, apart from its contribution to personal growth and career development.

How is CNE calculated?

The unit of calculation is points. Each point is equivalent to a 1-hour didactic learning. The number of points awarded for each learning event will depend on the nature of learning activities (refer to the Summary of CNE Points & Activities table for reference). All educational activities provided in-hospital will have CNE points predetermined.

Additionally, each RN/EN is expected to have 3 hours update on basic life support (CPR) every 3 years. The baseline is reviewed and revised periodically to reflect general needs and aspirations, yet within realistic limits. Hopefully all nurses can achieve this baseline within the specified time.

How much CNE points should a nurse receive?

There is no limit as to the quantity of CNE points one can receive. However, a baseline to promote the overall quality of nursing is recommended by the Nursing Council of Hong Kong (HKNC). Colleagues should keep a record of all their CNE activities and keep these records for at least 6 years. A CNE cycle starts on 1 November of the first year and ends on 31 October of the third year. During each 3-year CNE cycle, 45 CNE points for RNs and 30 CNE points for ENs are recommended. Actually, QEH had implemented CNE policy since 1996 requiring RNs to attain 15 CNE points and ENs to attain 10 CNE points every year. The purpose is to prepare nurses to manage their CNE point attainment evenly within a CNE cycle to avoid unnecessary stress towards the end of the cycle. Monitoring of compliances will be conducted from time to time.

What courses are recognized as CNE points earning?

To ensure the quality of continuing nursing education, HKNC and CNE provider institutes and organizations accredit educational activities with CNE points determined.

KCC has been accredited as a CNE provider unit institute by HKNC since December 2005. The hospital will take initiative in organizing and coordinating nursing programmes. At present, lots of education opportunities are available within and outside each clinical department.

**Guidelines for selecting CNE**

To obtain the maximum advantage from CNE, each colleague should:

- identify own strengths, weakness and areas for further development
- obtain feedback from peer and/or supervisor
- identify learning activities to meet self improvement and ensure feasibility for accomplishment
- actualize the identified activities
- evaluate the actions taken

Further, eLearning can also be an alternative mode of learning. HAHO and QEH have established many eLearning programs. Colleagues can master their learning at their own time, place and pace. The eLearning centre can be accessed through:

HA Intranet: http://hoihcs1/ians/ePortfolio/index.htm

Who can be a supervisor?

Any nurse, at least of Nursing Officer grade and one rank above the staff concerned, can be the staff's supervisor. These supervisors can therefore be NO, NE, NS, APN, WM, DOM, SM, SNO and so on.

What are the roles of the supervisor?

The supervisor has to:

- determine the relevancy and amount of each educational activity for the purpose of point earning
- facilitate the achievement of CNE

Registered Nurse Competency Building Program

Registered Nurse Competency Building Program (RNCBP) is developed to provide continuous learning platform and clinical training opportunities for our nursing colleagues. The aims are to foster professional development in building a competent nursing workforce on application of knowledge, sharpen clinical skills and facilitate decision-making to deliver safe, effective and high quality patient-centred nursing services.

There are three stages in the RNCBP, which will depend on the clinical experiences and core competencies of registered nurses. The progression approach employed in this program serves as a roadmap in preparing Registered Nurses for their future career development. Various programs are designed in line with the three different stages. Participants can decide their own pace of development with guidance from their seniors to work out a customized competency-building program accordingly.

<table>
<thead>
<tr>
<th>CNE Points</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Each hour of a learning activity</td>
</tr>
<tr>
<td>10</td>
<td>Principal researcher in one completed research project with publication in professional related journal</td>
</tr>
<tr>
<td>2</td>
<td>Co-researcher in one completed research project with publication in professional journal</td>
</tr>
<tr>
<td>5</td>
<td>Author/co-author of an article published in professional journal</td>
</tr>
<tr>
<td>45</td>
<td>Sole author/editor of a published book on nursing/health care related areas</td>
</tr>
<tr>
<td>10</td>
<td>Author/editor of a chapter of a published book on nursing/health care related areas</td>
</tr>
<tr>
<td>2</td>
<td>Joint author/editor of a chapter of a published book on nursing/health care related areas</td>
</tr>
<tr>
<td>1</td>
<td>Any 3-hour clinical practicum/structured visit to hospitals or health care institutions</td>
</tr>
<tr>
<td>5</td>
<td>Each presentation in health care related scientific international/national conference [excluding those lecture/presentation that are part of an educator's job expectation]</td>
</tr>
<tr>
<td>2</td>
<td>Each presentation in health care related scientific local conference</td>
</tr>
<tr>
<td>1</td>
<td>Each poster presentation in health care related scientific conference</td>
</tr>
<tr>
<td>1</td>
<td>Each presentation in approved nursing courses/seminar</td>
</tr>
</tbody>
</table>

Adopted from Manual for Continuing Nursing Education System (NCHK, Mar 2006).

eLearning Centre. The Intranet direct link is:

HA intranet: http://hoihcs1/ians/ePortfolio/index.htm

How to record the CNE achievement?

Colleagues should maintain an updated record of the CNE points earned. They should:

- evaluate the actions taken
- actualize the identified activities
- ensure feasibility for accomplishment
- identify own strengths, weakness and areas for further development

It can help them to organize their experiences and accomplishments into manageable data. Their supervisor will mark a periodic check on the level of achievement.

“Nursing Professional Portfolio” can be downloaded from HA intranet: http://elc

HA Internet: http://www.ha.org.hk/haelc

ePortfolio. The ePortfolio direct link is:

HA intranet: http://hoihcs1/ians/ePortfolio/index.htm

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Registered Nurse Competency Building Program

**TIER 1**
- Clinical Leadership Development Program
- Specialty Nursing Development Program
- Hospital and Skill-based Orientation Program
- Unit/Ward Induction Program
- Core Specialties Modules

**Nursing Staff Development Scheme - Advanced Level**
- Nursing Staff Development Scheme - Generic Level

**Stage 1**
- RNCBP Stage One
  - Hospital & Skill-based Orientation Program
  - Unit/Ward Induction Program
  - Core Specialties Modules
  - Nursing Staff Development Scheme (Generic Level)
  - Participants of this program will acquire knowledge, skills and confidence that positively influences their clinical operation when they are going through the program.

**RNCBP Stage Two**
- Specialty Nursing Development Program
- Nurses will be invited to participate in the Advanced Level of Nursing Staff Development Scheme.

**RNCBP Stage Three**
- This stage is an advanced level clinical nursing competency development program for senior Registered Nurses and newly appointed Advanced Practice Nurses.
- Nurses will be invited to participate in the Clinical Leadership Development Program.
- The aim of the program is to prepare nurses to pursue excellences in health services.

Please visit our website for further information.
QEH Intranet: http://qeh.home ⇒ Central Nursing Division ⇒ Professional Development

**Nursing Standard & Risk Management**

As a nurse, it is our responsibilities to uphold ourselves for nursing practices. For risk management and patient safety, it is our obligation to understand nursing standards and guidelines for safe nursing practice. In connection with this, you are strongly advised to read through the following guidelines and nursing standards for clinical practices.

QEH Intranet: http://qeh.home ⇒ Central Nursing Division ⇒ Nursing Standard & Risk Management
- Prevention & management of pressure sore (eLearning program)
- Prevention of fall (eLearning program)
- Framework for Primary Nursing, COC (N) August 2003

QEH Intranet: http://qeh.home ⇒ Guidelines for new comers
- Patient identification
- Nursing Documentation

There are workshops on nursing standard, documentation and other nursing related seminars which would be jointly organized by CNE and Nursing Standard & Risk Management periodically. Classroom teaching or eLearning programs would be available for selected topics. You are always welcomed to visit the website of Nursing Standard & Risk Management for further information.

We hope that the above information is useful and helpful to equip yourself for quality nursing practice in QEH.

**Services Provided to Staff**

**a. Canteen Facilities**
- Staff Canteen on G/F, Block B
- Nurses Canteen on G/F, Nurses Quarters
- Male Nurses Canteen on G/F, Male Nurses Quarters
- Pacific Café on G/F, Block D

**b. Car Park**
- Permits will be issued to QEH staff on yearly basis, with consideration of operation need, shift duty and etc. Application form can be downloaded from QEH intranet.

**c. Library**
- QEH library is located at 4th floor of Block M. The opening hours of the library are as following:
  - Monday – Friday: 9:00am – 9:00pm
  - Saturday: 9:00am – 1:00pm
  - Sunday and Public Holidays: Closed
- School of General Nursing Library is located at G/F, SGN. The opening hours of the library are as following:
  - Monday – Friday: 8:15am – 5:30pm
- Application for library card can be arranged at the library. Please refer to the rules and regulations of library in guiding the borrowing of books.

**d. Staff Recreation Room**
- Gym, karaoke and audiovisual facilities are available for booking and rental. For application details, please refer to Public Affairs Section of the QEH Homepage.
f. Sports Facilities
- Basketball Field, next to Block M (Free of charge)
- Tennis Court, next to NQ
- Table Tennis, G/F, NQ (Free of charge)
- Gym room, G/F, S Block

g. Hostel Services
- Overnight beds (NQ / MNQ) (Enquiry: 2958 8382)
- Lockers and Changing Room facilities
- Laundry service
- Recreational amenities
  - TV, table tennis, newspapers, books, vendor machines for hot and cold drinks

h. HA Staff Clinic
Staff can seek medical treatment at HA Staff Clinic which is located at 1st floor, Block L, QEH. An interactive voice appointment booking system is designed for staff to make appointment and enquiries. Prior telephone booking is required (Tel: 2332 0203). Please bring along with HA181. The opening hours of the clinic are as following:

- Monday – Friday
  - 8:15am – 1:00pm
  - 2:00pm – 5:00pm
- Saturday
  - 8:15am – 1:00pm
- Sunday and Public Holidays
  - Closed

i. Psychological support
Staff may seek psychological support from Oasis and CIST if they encounter emotional upset.

- Oasis, Centre for Personal Growth & Crisis Intervention.
  Tel: 2711 7440, Internet: http://www.ha.org.hk/oasis
- CIST, Critical Incident Support Team,
  Tel: 7472 9788, KCC Intranet: http://kcc.home/cist/

j. Staff Cyber Corner
Computers with intranet and internet service are available at Staff Cyber Corner. Nurse can visit the Cyber Corner which is situated at the ground floor of Nurse Quarters. The Cyber Corner opens daily throughout the whole year from 7:30 am – 12:00 MN.

k. Wellspring
If staffs feel like to have a quiet place to relax, they can visit the Wellspring which is situated at a room next to C4 Ward. The Wellspring opens 24 hour daily throughout the whole year except from 9:00am to 9:30am (for cleansing purpose).

Useful Information

Website
Intranet: http://qeh.home ⇒ Central Nursing Division ⇒ New Comes

Telephone Numbers
- Hospital Main Exchange 2958 8888
- Central Nursing Division 2958 8318
- General Office 2958 8310
- Manpower Planning & Resourcing 2958 8337
- Professional Development 2958 8319
- Nursing Standard & Risk Management 2958 8311
- Nurses Quarters 2958 8382/2958 8381
- Canteen (NQ/Block B) 2384 9535/2384 2656
- Hang Fai Restaurant 2384 5625
- HA Staff Clinic 2332 0203
- Medical Library 2958 6750
- School of General Nursing Library 2958 8361
- Oasis 2711 7440
- CIST 7472 9788
- AED Resuscitation Emergency Team 2958 6091
- Hospital Security 2958 8944
- Uniform 2958 8101

Request for Resuscitation: Call operator ‘0’ to activate pager ‘111’