



The Effectiveness of Enhancing Skills of Patient Care Assistants through Simulation Training Workshop

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Introduction

The turnover rate among all staff in HA is high, and this trend is also observed in PCA positions within KWC FM&PHC. New comers are deployed across 12 different clinics, each with potentially diverse practices. A training needs analysis was conducted to identify key competencies required for PCAs, highlighting the necessity skills development. A tailored in-service simulation training workshop, integrating both clinical and interpersonal aspects, can enhance consistency across different clinics.

Objective

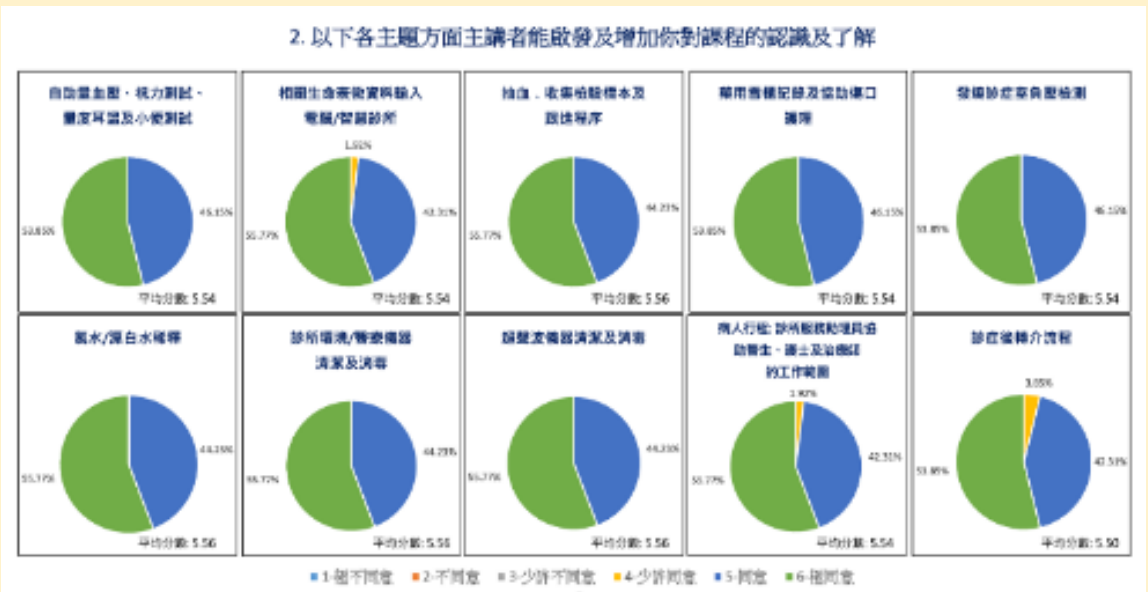
1. Refresh and update the application of basic clinic service knowledge of PCAs
2. Effectively communicate and handle work-related inquiries
3. Share wisdom and practical tips from daily work experiences
4. Understand and become familiar with the assessment forms
5. Provide accurate data to improve service quality

Method

The workshop included 6 sessions: 1) Pre-training questionnaire; 2) Communication skills simulation training; 3) 6 simulation stations covering the areas of clinical skills, documentation, general clinic operation workflow, infection control issue and introduction of smart initiatives; 4) Post-training questionnaire/assessment; 5) Satisfaction survey and 6) Debriefing. Pre-test and post-test results were compared by the difference in mean score. Results of satisfaction survey were evaluated by mean scores and percentage.

Result

52 PCAs attended the workshop with 100% responding rate on pre- and post- questionnaire. There was slight increase in the mean score of questions answered correctly from 90.31 to 91.77. Highly positive feedback was received from the satisfaction survey. Mean score was around 5.5 out of 6 in all aspects including practicality of the training, degree of enhancement of knowledge, as well as suitability of venue and duration of the course.



Conclusion

The minimal change in mean scores between pre- and post-questionnaire indicates that the baseline knowledge level of PCAs is already advanced. The goals set for the workshop have been successfully achieved, affirming the effectiveness of the training in preparing PCAs for their critical roles in healthcare. To maintain standards and ensure compliance, continuous monitoring and auditing remain essential.

Keywords

PCA, Simulation training, Effectiveness