Enhancing PGY Nurses’ Comfort Care Skill through Multi-Teaching Strategy

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**Purpose**

Through situational investigation of PGY (postgraduate year) members, factor analysis, and according to the hospital’s nursing care quality monitor standard, comfort nursing care is a high frequency, high risk, and high cost professional care. The specialty has set the threshold of the completion of comfort nursing care to be 91%, thus the goal of this project’s comfort nursing care completion threshold is set to be promoted to 91% from 72.2%.

**Methods**

PGY members performed strategic analysis through matrix diagram during comfort care training. The strategies are as following: 1. Run continuing education training 2. Integrate comfort care working standard and monitor regular reading 3. Upload comfort nursing care data on internet learning platform 4. Design comfort nursing care (HOSPICE) mnemonic phrase, colorful cards and video 5. Produce comfort nursing care [simulation training aid] 6. Draft high fidelity comfort nursing care situation and practice approaches, perform and plan events according to planning period, execution period, and evaluation period. Evaluation was done by Quality Control Investigator at the hospital using Nursing Comfort Care Evaluation Chart. Comfort care evaluation include patient positioning, oral care, foot care, hand care, constipation management, lymphedema care, near death symptom care, and corpse care.

**Results**

Using Nursing Comfort Care Evaluation (Chinese Version) rated by Quality Investigator to evaluate PGY members’ understanding of comfort care, the complete result of the project’s execution has leveled up accuracy of nursing staff’s comfort care understanding to 92.6% from 72.2%, and completion of comfort nursing care to 95.8% from 62.5%. The project has promoted comfort nursing care ability effectively.

**Conclusion**

The project applied multistrategies including mnemonic phrases, creative video, and high fidelity teaching, etc. It has promoted nursing staff’s caring knowledge to be able to practice continuously in real life situation, thus reduce incompletion of nursing care. It has not only promoted quality care and study efficiency, but also nursing staff’s caring ability, together strive for patient safety, and promote quality of comfort nursing care.