

Fostering a Caring Culture: Empowering Nursing Fresh Graduates through Transformative Clinical Teaching 4C Strategies in United Christian Hospital (UCH)

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UCH Clinical Teaching Team

- Clinical Teaching Scheme in UCH has been developed since November 2011.



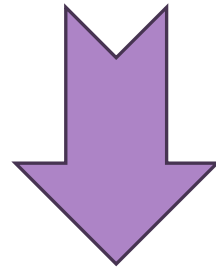
- In 2026, we have 18 Clinical Teachers (CT) from various departments + 9 Clinical Preceptors (CP)





Our Missions

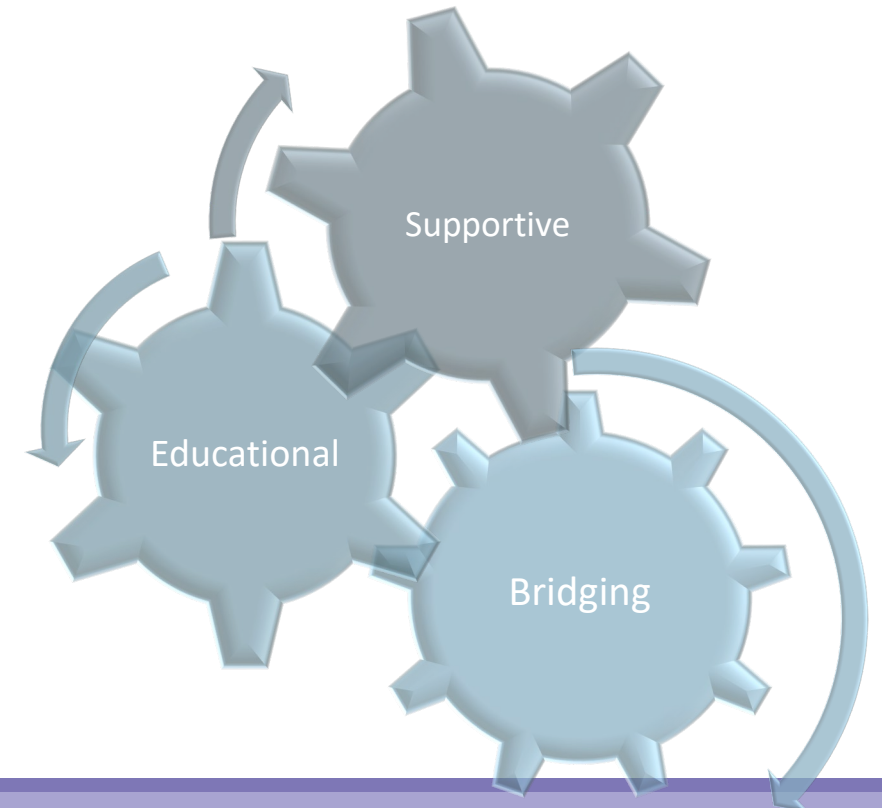
- To support the development of new nurses
- To enhance mentoring relationships



Fostering of caring culture within healthcare settings

Our Roles

- Clinical Mentor
- Counselor
- Speaker/ Instructor
- Information conveyor





Objectives

- To enhance the support system for nursing graduates.
- To foster resilience and equip graduates with the necessary tools for confidence in their roles.
- To improve communication capabilities of graduates when interacting with patients and families.

4C Framework



Coherence

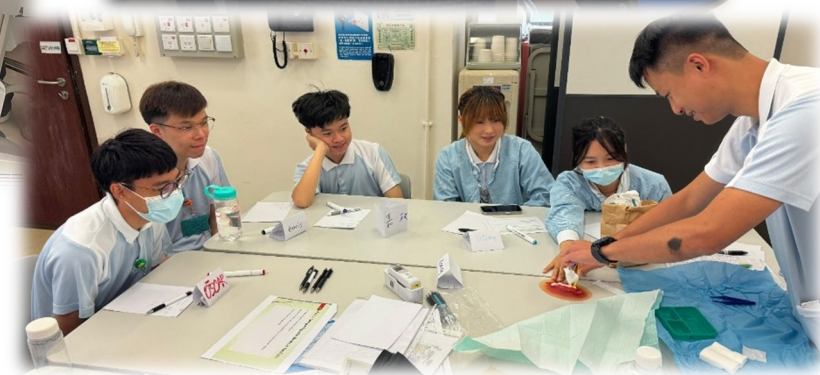




Pre RN TUNS Enhancement Program

- 4 study days in July 2025
- To facilitate prompt communication
- To align shared information with the organizational culture
- To foster a consistent and supportive environment

Module
A. Nursing Informatics (NI)
B. BLS+
C. Effective Communication & Basic Nursing Skills & Clinical Visit
D. Medication Safety



Comprehensive Support



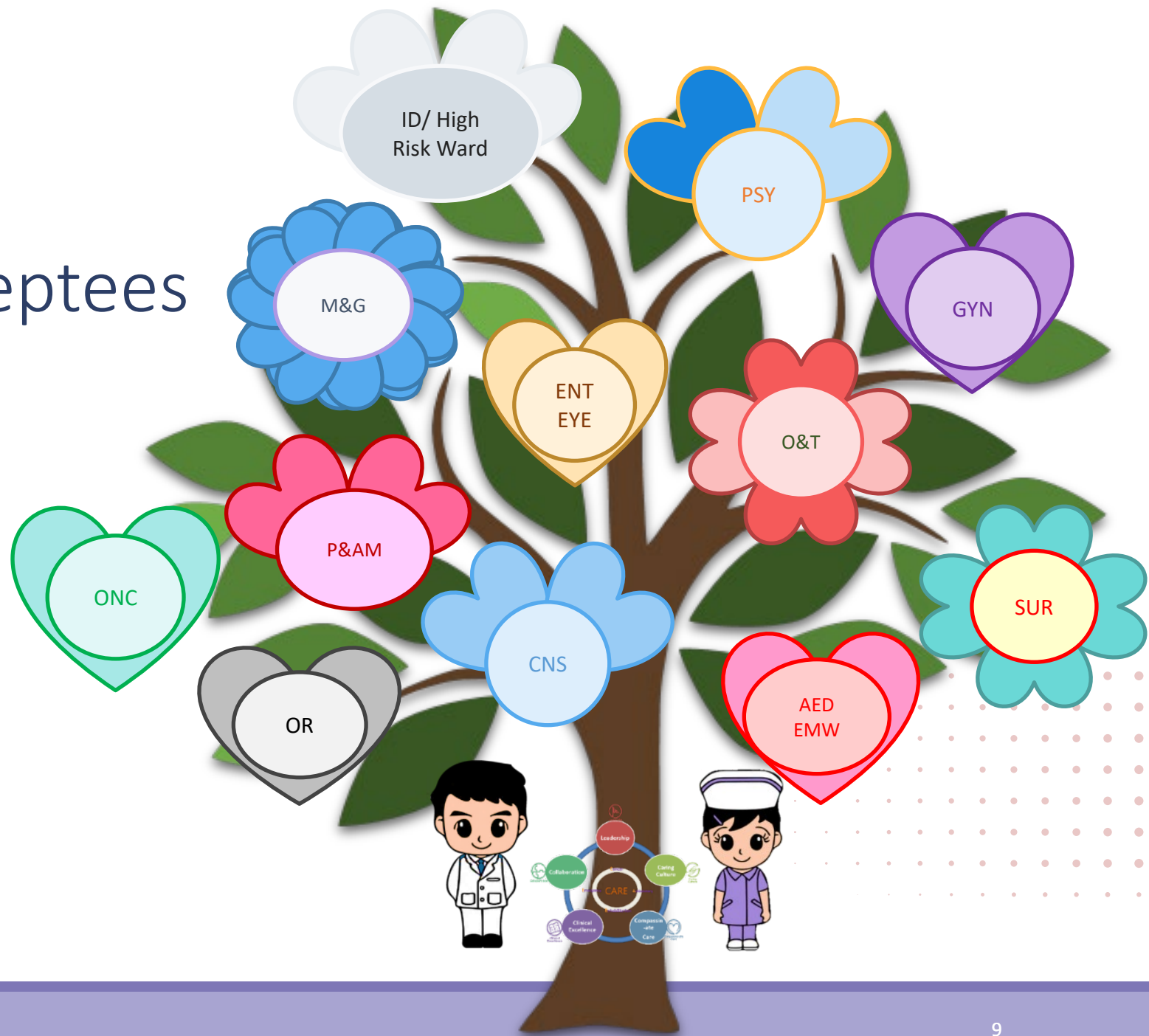


Support for our Preceptees

RN TOUCH & EN TOUCH
Tailored Curriculum

Department Induction
&
Specialty based Training

Ward-based Clinical Teachers
& Preceptors



Communication Skill Trainings





Team Dynamic Communication Workshops

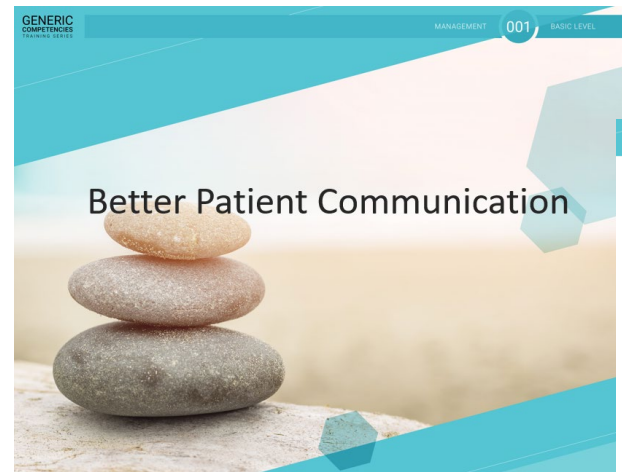
- To facilitate preceptees in identifying risks in clinical environment
- To develop skills to improve patient safety and effectiveness
- To have experience in handling clinical situations via simulation workshop
- To reinforce the communication skills in clinical settings





Better Patient Communication Workshops

- To foster a positive and proactive attitude in patient communication
- To understand the 4 steps in patient interaction
- To grasp tips on defusing challenging situations and managing emotion



Program Overview

溝通藝術	Welcome 
應對四步曲	情緒管理
迎難招式	嘉賓分享 (影片播放)

Career Counseling





Career Counseling

- Meet each preceptee before selection of rotation preference
- To illustrate service development of UCH & KEC in order to facilitate career plan of preceptees
- To collect feedbacks on ToUCH program and working environment



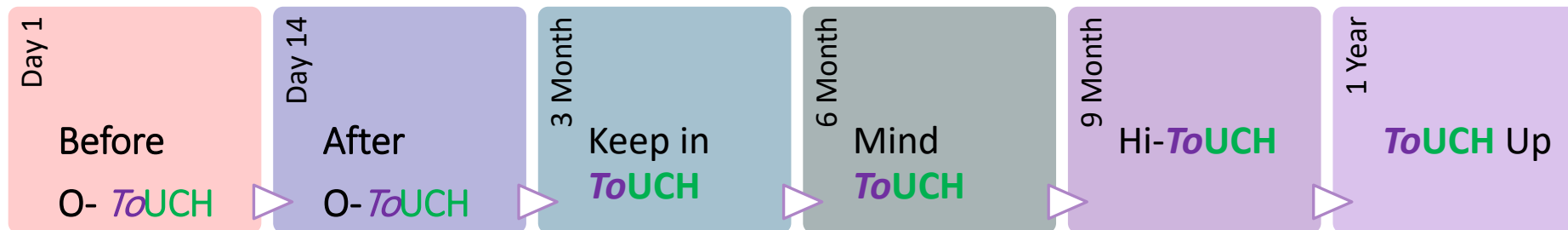


Result

1. By collecting validated self-administered questionnaires

- Adapted Clinical Competence Questionnaire (CCQ)
 - Nursing professional behaviors, Skill competencies
- Adapted Occupational Stress Scale of Newly-graduated Nurse (OSSNN)
 - Workload subscale, Interpersonal relationship subscale, Ward management subscale

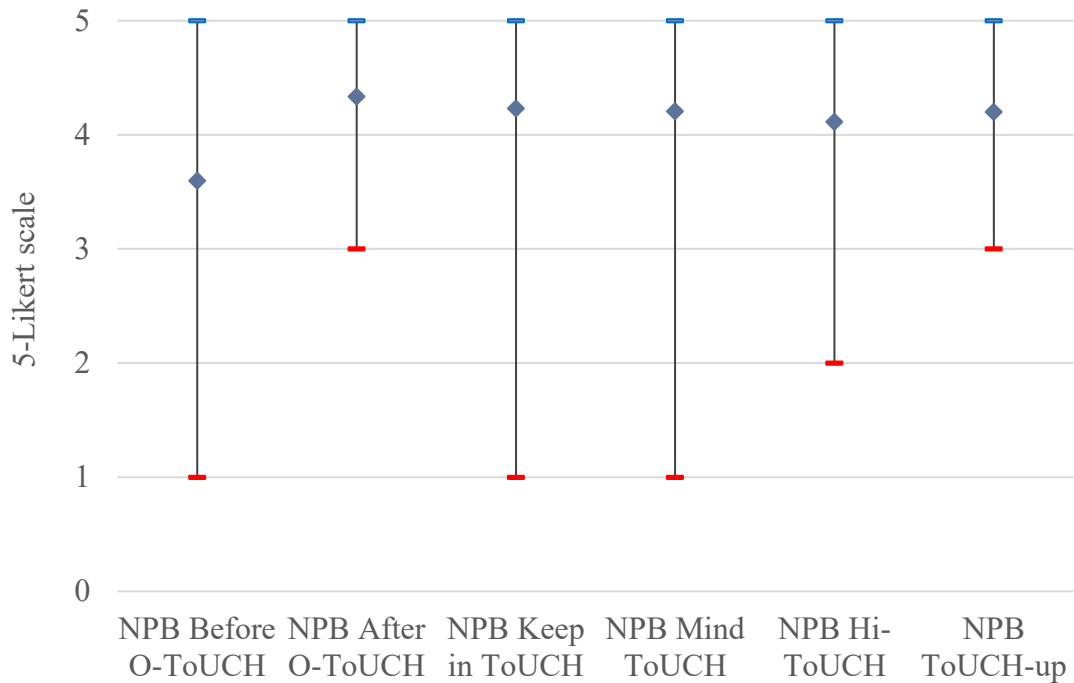
Data collected at different training phases:



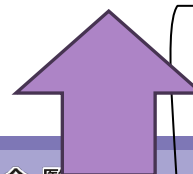
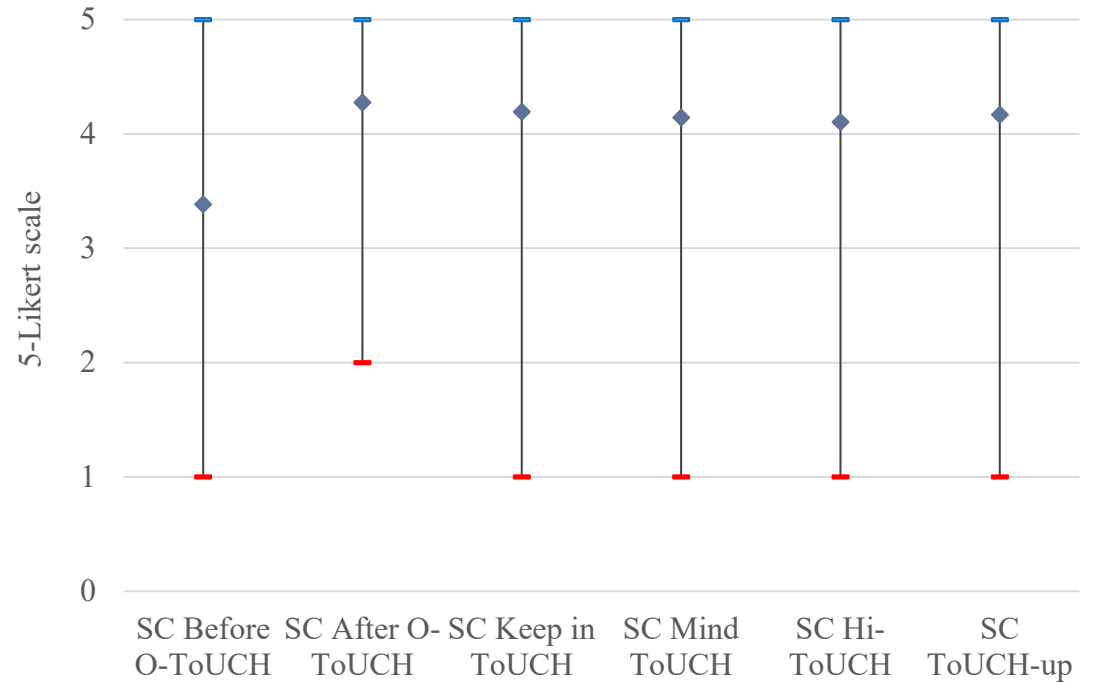


Clinical Competence Questionnaire (CCQ)

Clinical Competence Questionnaire (CCQ) –
Nursing Professional Behaviors



Clinical Competence Questionnaire (CCQ) –
Skill Competencies



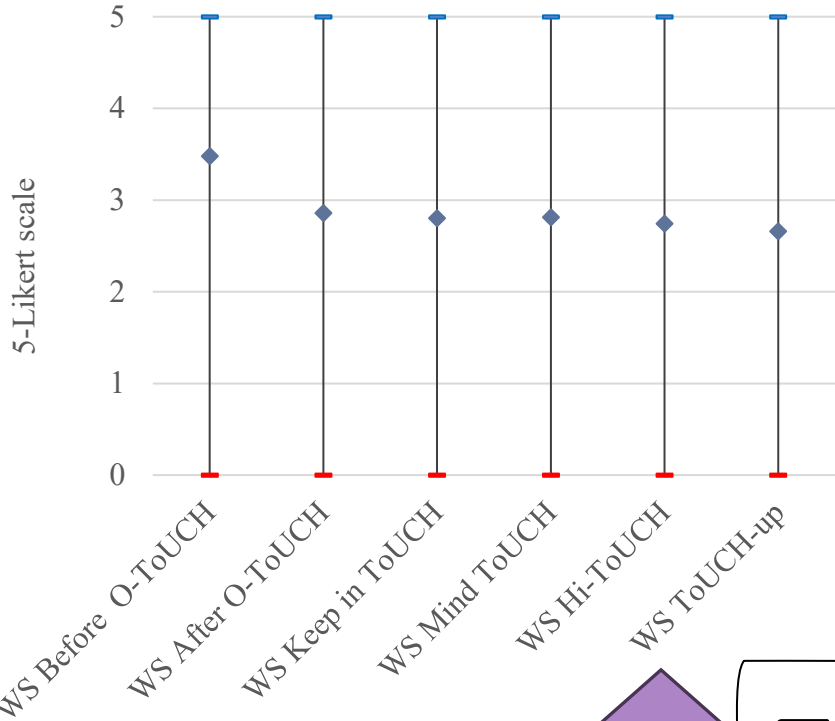
Support & Competence

Remarks: CCQ mean score higher is better

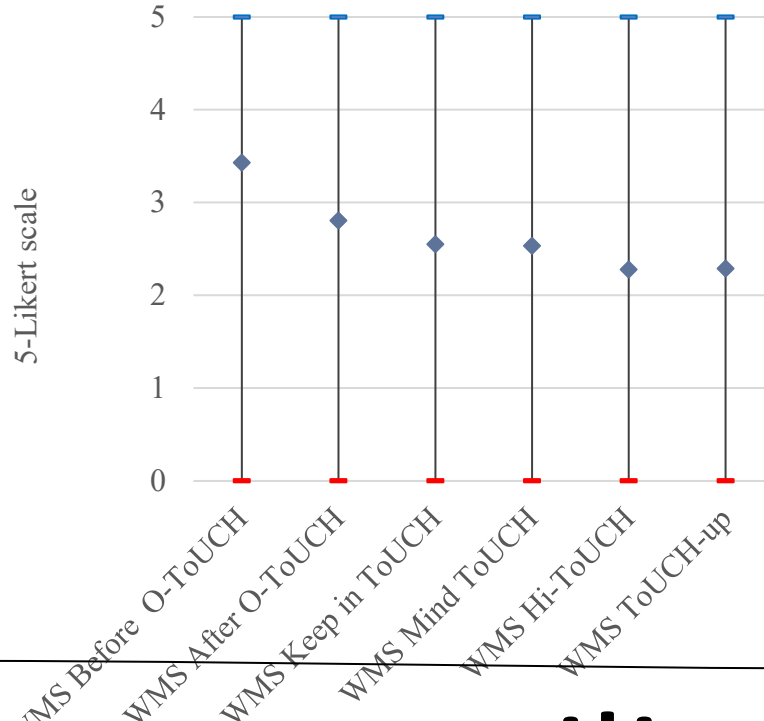


Occupational Stress Scale of Newly-graduated Nurse (OSSNN)

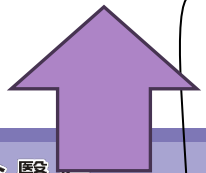
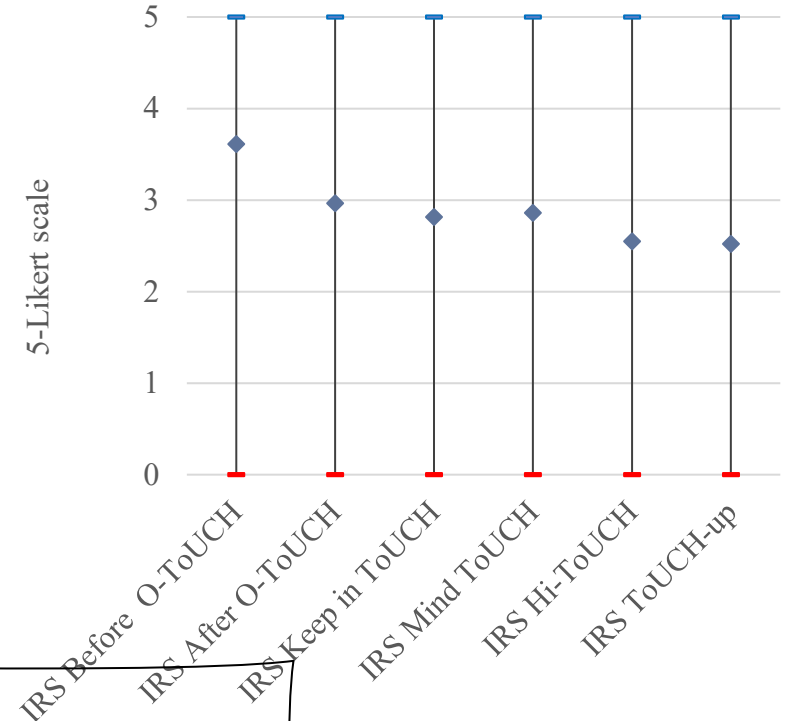
Adapted Occupational Stress Scale of Newly-graduated Nurse (OSSNN) - Workload Subscale



Adapted Occupational Stress Scale of Newly-graduated Nurse (OSSNN) - Ward Management Subscale



Adapted Occupational Stress Scale of Newly-graduated Nurse (OSSNN) - Interpersonal Relationship Subscale



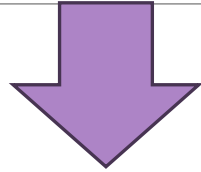
Foster resilience

Remarks: OSSNN mean score lower is better



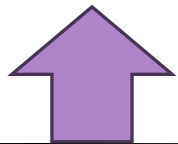
Result

2. Attrition Rate



1% from 2023 to 2024

3. Survey of career development and first-year experience



Communication capabilities



Support staff in reaching their potential



Demonstrate a caring attitude



Conclusion

- Enhanced professional development while fostering a stronger teaching culture.
- Provided strategies to cultivate a caring environment
- Improved patient outcomes in our healthcare system.



Thank you

