

## CAPES to the Rescue

Lim Su Yee Michele, Du Rui, Caryn Ng Kai Lin, Dorin Ramirez Diomano, Lim Jia Chi, Manpreet Kaur D/O Sukhbir Singh, Tan Jian Hao  
Email: michele\_lim@cgh.com.sg

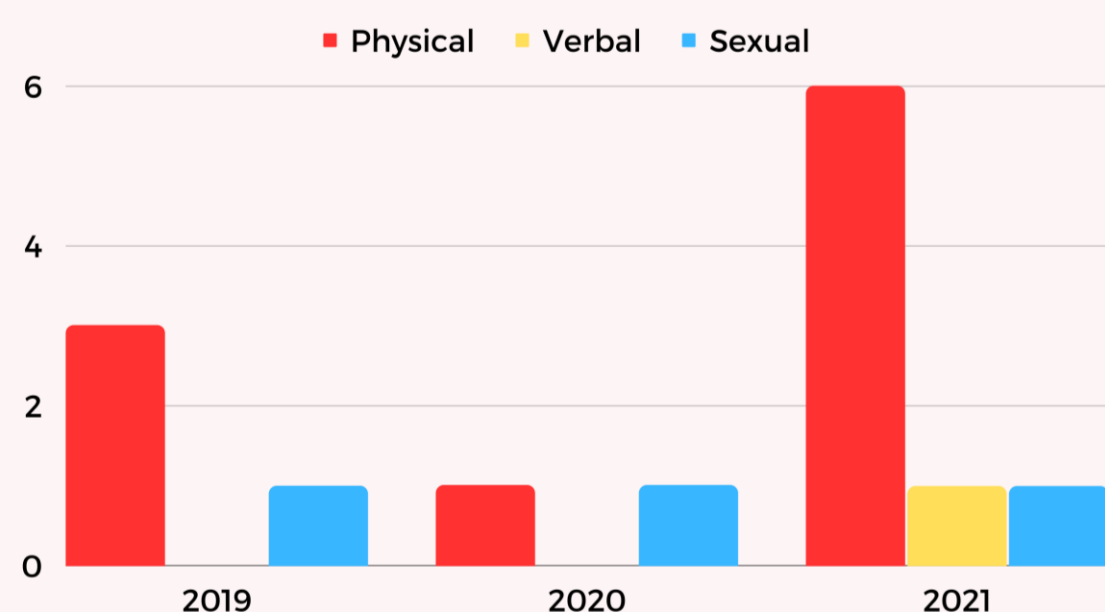


Changi General Hospital  
SingHealth

### Problem Statement

There has been an increase in the number of harassments against nursing students over the past years. It is imperative to establish a supportive culture of reporting, effective incident response and escalation process to protect and support our students during their clinical attachment.

WORKPLACE HARASSMENT REPORTED BY NURSING STUDENTS



### Project Aim

- 90% of nursing students will be empowered with the knowledge to identify and manage abusive situations
- 90% of nursing students will report positive feedback with regard to the implementation of Clinical Abuse Preventive Education for Students (CAPES)
- 90% of Nursing Education (NE) team members will be equipped with psychological support skillset

### Lessons Learnt

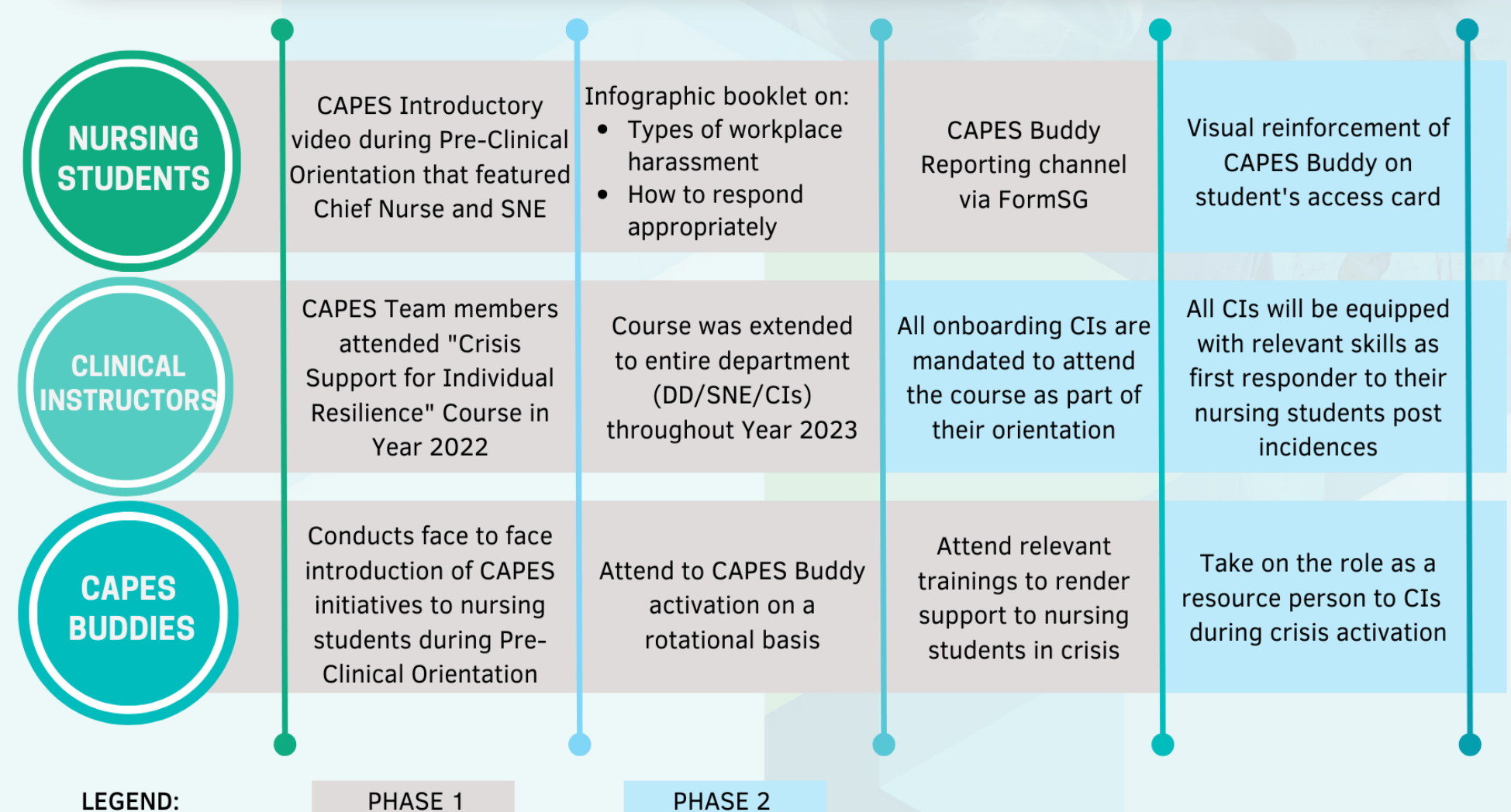
#### Challenges

- Delayed reporting of incidents by students
- Data collection and analysis for post survey was challenging as different batch of students ended their posting on different week

#### Based on our findings, we plan to:

- explore the reasons for delayed reporting.
- increase visibility of the infographic booklet.
- work with subject experts to include warning signs of aggressive patients and safety measures in the infographic booklet so that students can better respond to incidents of abuse and harassment.

### Potential Solutions



- Provide students with infographic booklet with the knowledge to identify and manage abusive situations and to report them via CAPES Buddy; a FormSG managed by CAPES Team members
- Provide appropriate psychological assistance through counselling and support services
- Ensure all NE team members are equipped with psychological support skillset

### Outcomes & Impacts

Survey responses by nursing students were analysed and tabulated. The table reflects the percentage of "strongly agree and agree".

Survey Questions	Pre Survey n: 313	Post Survey n: 254
Q1. I understand what workplace harassment is.	89%	97% ✓
Q2. I am able to identify the different types of workplace harassment.	74%	96% ✓
Q3. I am aware of my rights when faced with workplace harassment.	69%	94% ✓
Q4. I am able to respond to potential or actual workplace harassment.	62%	88%
Q5. I can safely report workplace harassment to my clinical instructors.	83%	95% ✓

#### What Students say about CAPES

**Safe Space** ★★★★★  
"It provides a safe space for students to speak up when they might be too frightened to know what to do next. We can express ourselves and do not need to deal with problems alone."

**Thank You** ★★★★★  
"Honestly, I really appreciate this initiative as students are more often than not more easily targeted than others, especially during clinicals. I am happy that there are people who realize this issue and decided to take the initiative to form CAPES. Thank you."

**Accessible and Fast Response** ★★★★★  
"I like that the system is accessible to all students and the fast response of CAPES Buddy."

**Equips us with Knowledge** ★★★★★  
"It educates us about workplace harassment and equips us with the knowledge on steps we can take should we face it."

**Caring CGH** ★★★★★  
"I love how CGH is very caring towards the students and will make sure that it will be a memorable attachment rather than a bad one for us."

93% of NE department would have completed "Crisis Support for Individual Resilience" course by end 2023.