

**SWAB:**  
**STRATEGIES WHEN**  
**APPROACHING BARRIERS**  
4 factors leading to successful change

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HA CONVENTION  
16 MAY 2013

# ACKNOWLEDGEMENTS

KAREN TSE

(DOM, A&ICU/O.T., PWH)

- WANDA LEE

(WM, A&ICU/O.T., PWH)

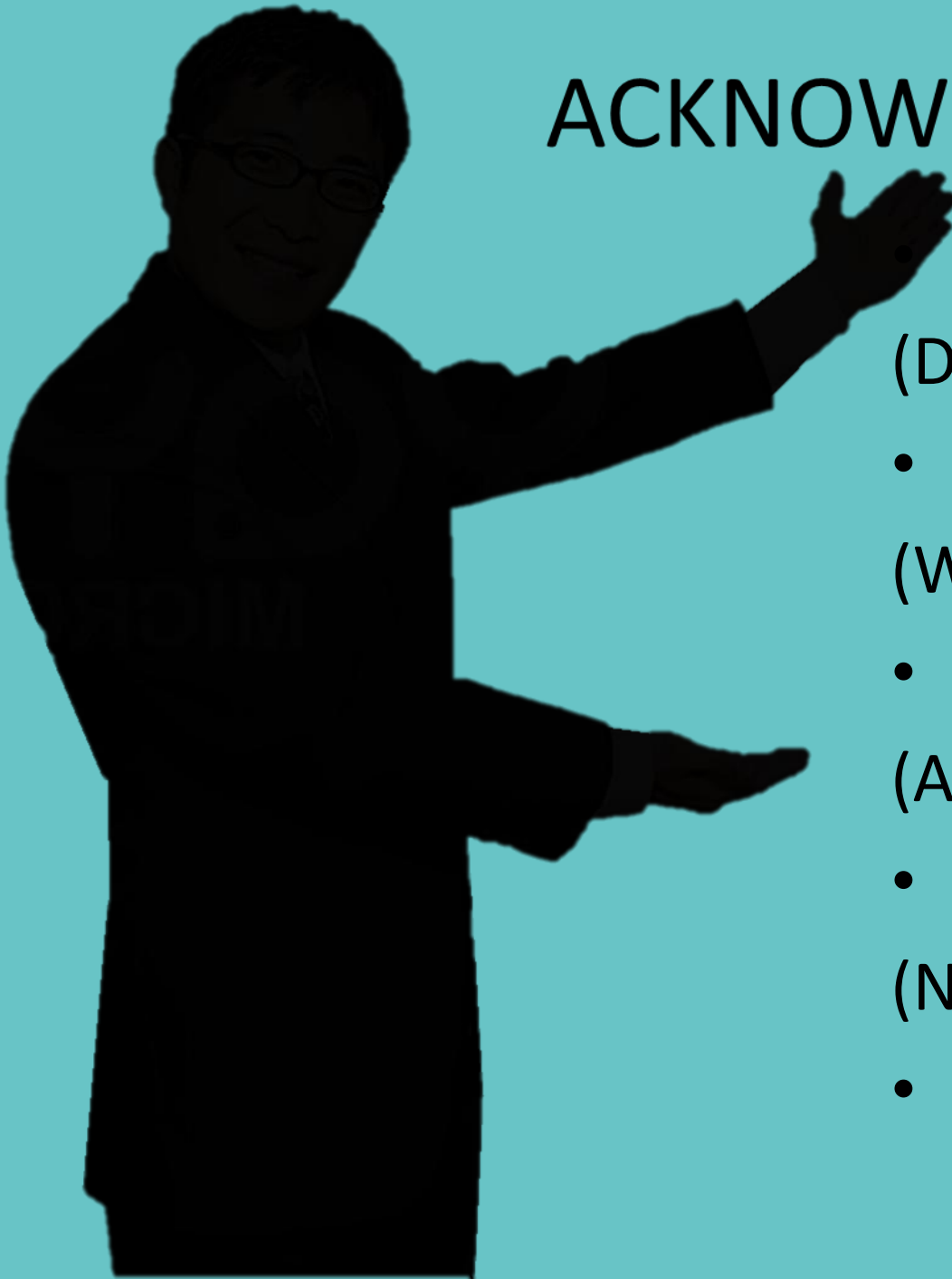
- WINDY LEE

(APN, A&ICU/O.T., PWH)

- CHIU YING YING

(NO, A&ICU/O.T., PWH)

- ALL NURSES in O.T.





# Henri Bergson

French philosopher, who was influential especially in the first half of the 20th century.

To exist is to change,  
to change is to mature,  
to mature is to go on creating oneself  
endlessly



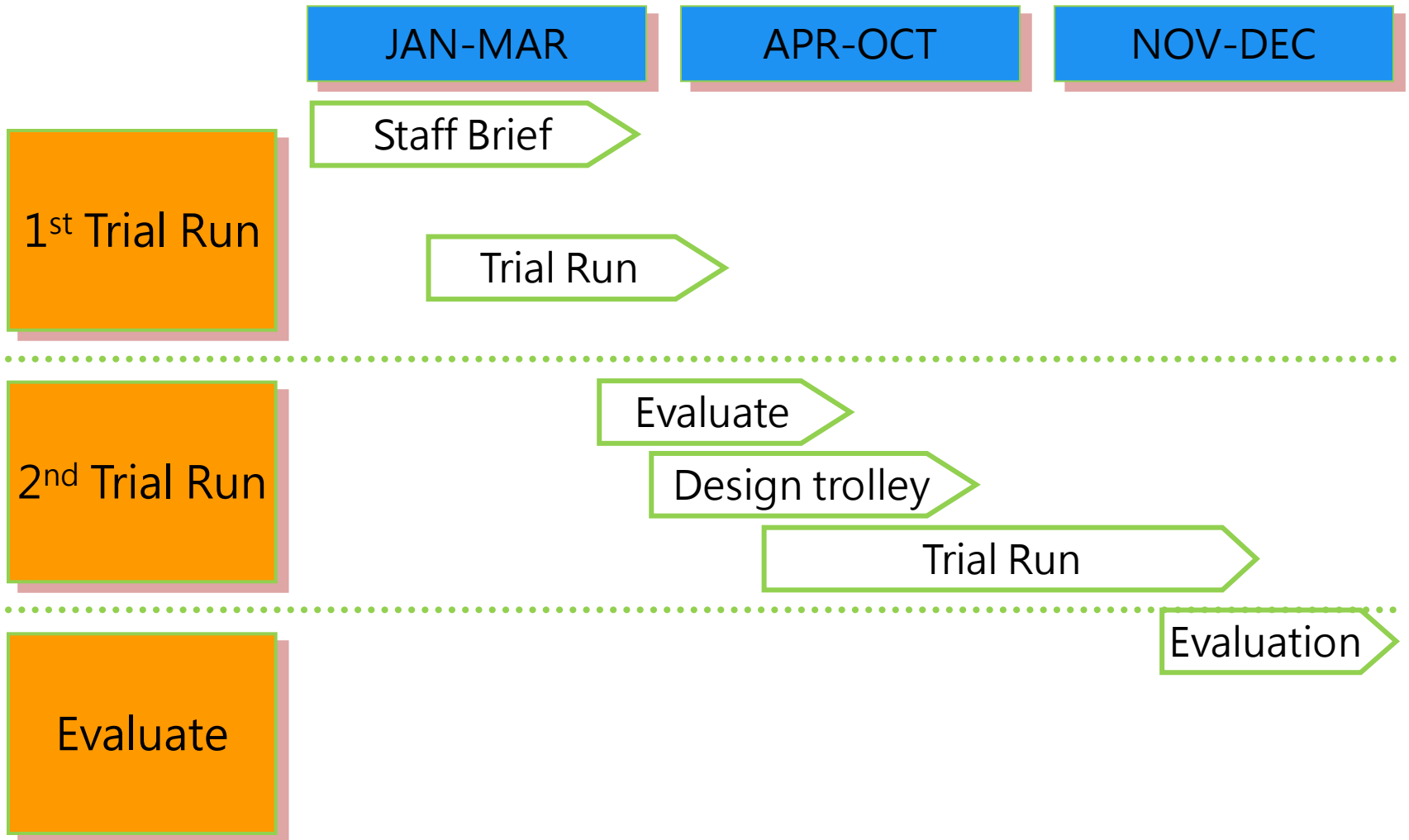


# OUR PAST

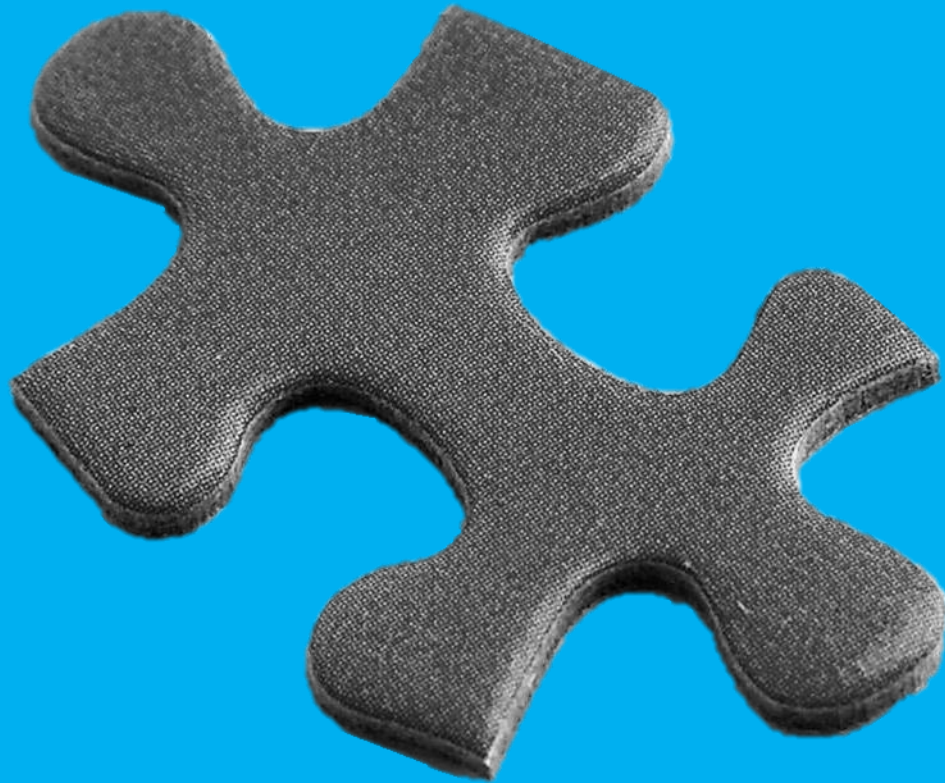




# Time line



# 1<sup>ST</sup> FEEDBACK





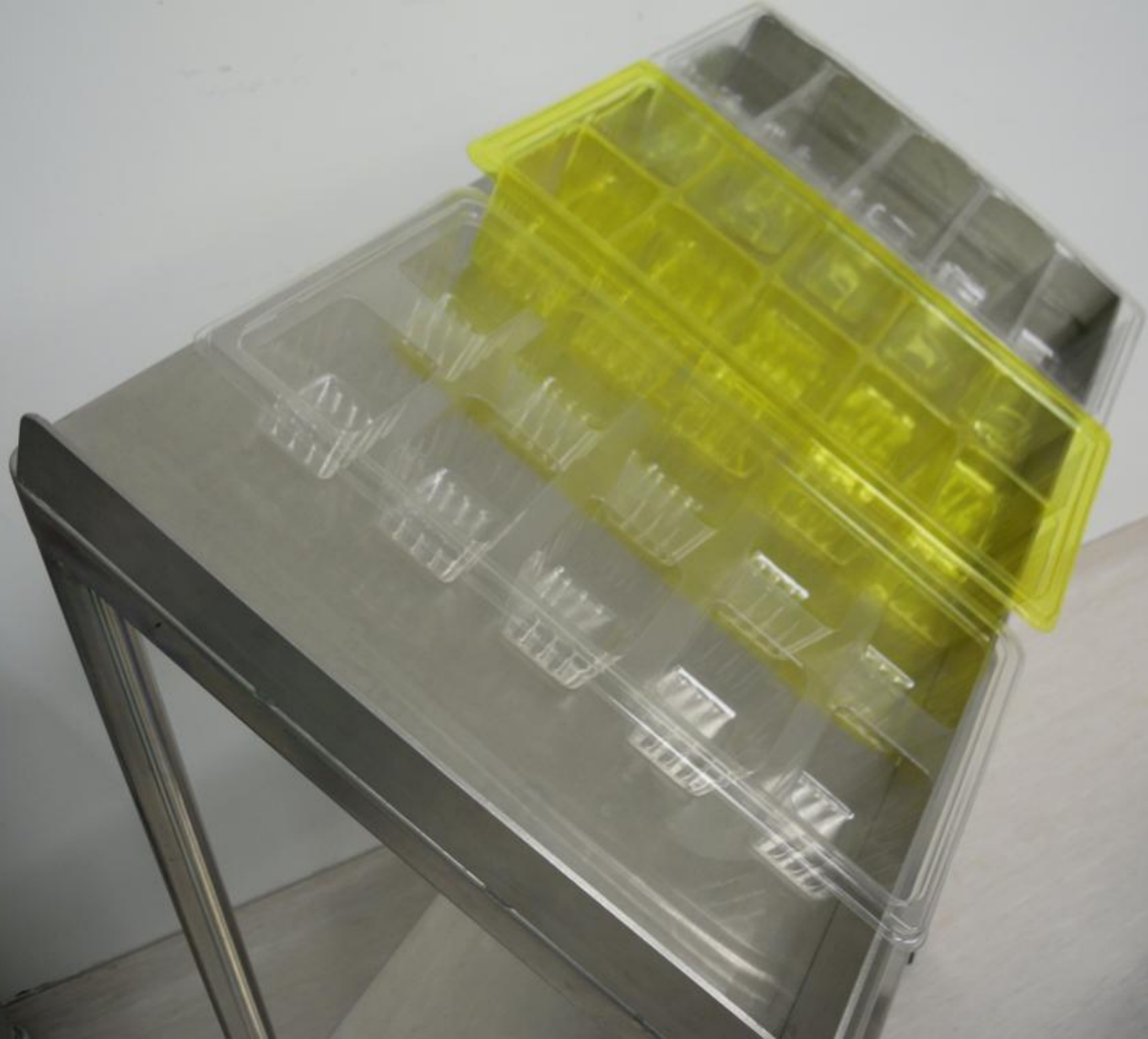
## Advantages

- neat & tidy
- weigh gauze easily

## Disadvantages

- confusion between boxes for short and long raytec
- cannot see the raytec line clearly





# Kurt Lewin's Theory



✓ Unfreeze

✓ Change

✓ Refreeze

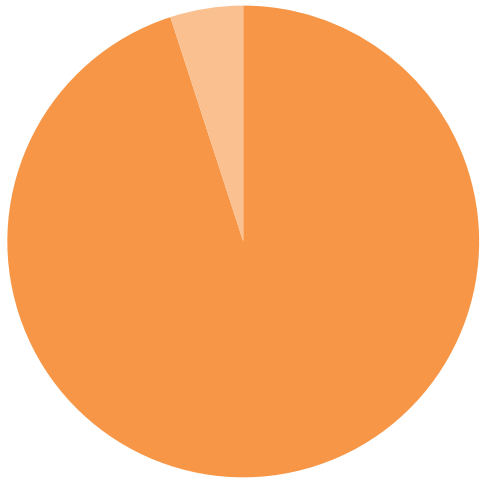
# UNFREEZING

- ❑ Getting ready to change.
- ❑ Explained the need for infection control and safety concerns
- ❑ Trial run and obtaining feedback.

# CHANGE

- ❑ Modify the initial misconceptions
- ❑ The change was accepted and became the new norm
- ❑ 2<sup>nd</sup> round of feedback

# REFREEZING



95%

Nurses were not willing to use the old swab rack

- Evidence shows the change was indeed beneficial:
  1. ↓ Time spent on swab-related activities
  2. No blood contamination
  3. Cleaners' work safer and easier

# 4 FACTORS LEADING TO SUCCESSFUL CHANGE

- Empowerment
  - Cooperation
- Communication
  - Effectiveness



# EMPOWERMENT

1. How managers use their power
2. Democracy in management
3. Allow the staff choice





Nurses felt empowered for 2 reasons:

1. Modification of the trolley in response to their 1<sup>st</sup> feedback
2. Given the final say in the decision



# COOPERATION

1. Address their needs
2. Reduce the resistance



**Design an inclined trolley**

# COMMUNICATION

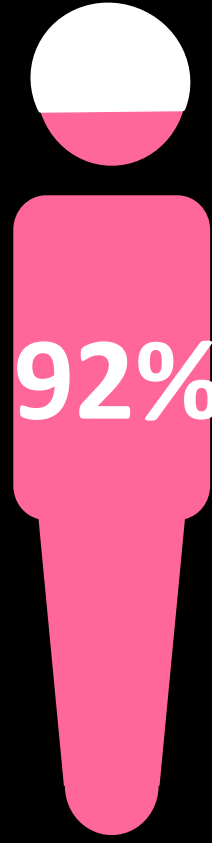
Both parties must listen and respond appropriately



# EFFECTIVENESS

Gave positive reinforcement to our nurses





85%

92%

85% : change was timely and relevant, flexible and reactive.

92% : concerns and suggestions had been acknowledged.

# Take home message

- EMPOWERMENT
  - COOPERATION
- COMMUNICATION
  - EFFECTIVENESS







# THANK YOU

## References

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## Acknowledgements

Quality and Safety Division, NTEC