



律敦治及鄧肇堅醫院

# Caring Project for Supporting Staff

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# Background



- ☹️ High turnover rate of the supporting staff led to insufficient manpower at frontline operations and finally caused staff dissatisfaction.
- ☹️ In 2012, Recruited = 59 & Resigned = 53
  - 23 resigned within one month
  - 15 resigned within one week.

# Objectives



- 🌸 Identify staff needs to formulate appropriate retention strategies.
- 🌸 Enhance staff communication to reduce work pressure.
- 🌸 Promote caring culture to strengthen staff engagement.

# Methodology - 1



- Retrospective review of RHTSK Supporting Staff Manpower situation in 2012. (Jan, 2013).
- Conduct visits to ward supporting staff to collect information according to a designed format. (Feb-Mar, 2013).

# Methodology - 2



- Data analysis (Mar - Apr, 2012).
- Discussion with DOMs & WMs (May, 2013)
- Recommendations for appropriate retention strategies were made (May, 2013).

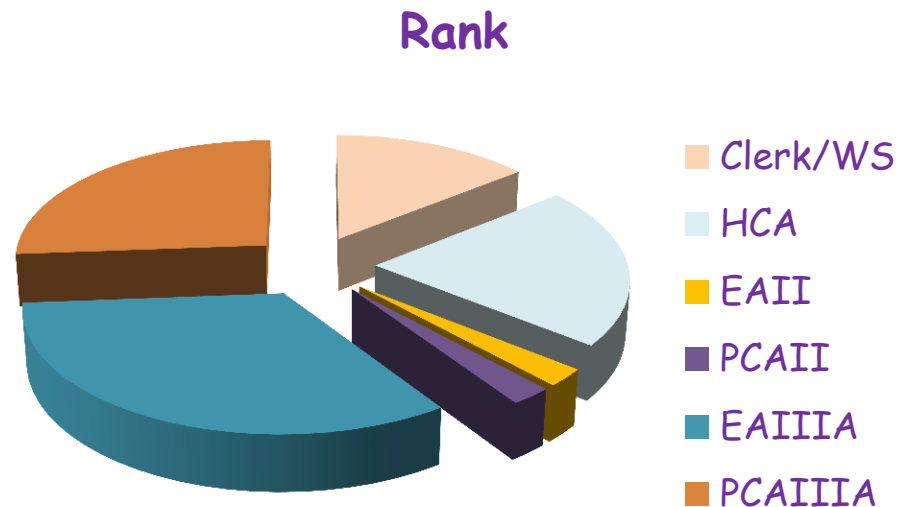


# Basic Information



42 supporting staff have been interviewed

- 21 clerical staff
- 21 patient care supporting staff



# Difficulties encountered for new comers-clerks



Hospital jargons (71%)



New working environment (57%)



Too busy (53%)

# Difficulties encountered for new comers - Patient care



unsatisfactory colleagues  
relationship (90%)



New working environment (70%)



Hospital jargons (60%)



Too busy & stressful (30%)



# Problems identified



Cross-generation conflicts



Personal adjustment



Insufficient manpower

# Cross-generation Conflicts



The “older generation” believes the “younger generation” is lack of good working ethics, but the “younger generation” thinks the “Older generation” is not helpful and thankful enough. This problem is more serious in patient-care supporting staff.

# Personal Adjustment



The “younger generation” has difficulties in personal adjustment to specific working environment and procedures, including busy working environment, hospital operations and hospital jargons.

# Insufficient Manpower



As "insufficient manpower" is one of the major issues that worsen the above situations, staff retention is an important recommendation in this project.

# Recommendations-1



- To design & co-ordinate a well-structured hospital orientation program.
- To provide a list of commonly-use hospital jargons specific to individual department to facilitate their orientation.



# Recommendations-2



Other programmes identified to be helpful

- Interpersonal & Communication Skills
- Team Building
- Stress Management

# Recommendations-3



- Regular on-site visits.
- Team building activities on ward basis.
- Follow up survey after implementation of recommendations

# Limitations & Discussions - 1



All visits were conducted to wards only & didn't involve other areas.  
The findings may not truly reflect their comments.

# Limitations & Discussions - 2



The number of interviewed patient-care supporting staff is too small, so this result maybe treated as a pilot study.

Then same set of questionnaires should be converted into quantitative format to validate the results.

# Acknowledgement



All participated supporting staff

All WMs

GMN Ms. Cecilia Chan

DOM Ms. Joan Ho

DOM Ms. Angela Lee

DOM Ms. Leung Yuk Lan

DOM Ms. Monica Ng

DOM Mr Harris Lam





THANK YOU