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Project title
Improved quality and efficiency of patient care and enhanced staff engagement thru a collaborative process - ward renovation

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Introduction
Over 20 years of heavy utilization, the physical conditions of the existing facilities of A8 have been deteriorated to an undesirable state. In order to ensure safety and comfort of patients and staff, ward A8 has been granted to have renovation in 2012. We take this opportunity to improve and re-design the ward storage system and facilities with input of ward staff opinion so as to booster staff satisfaction and commitment.

Objectives
1. To strengthen quality of patient care 2. To benefit patients with improving facilities and services 3. To strengthen safety culture 4. To optimize working environment 5. To enhance daily operational efficiency on patient care 6. To increase staff satisfaction and ownership through participation

Methodology
1. Involve all ward staff in preparatory phase (Dec 2012) 2. Set up a planning team with APNs and senior RNs (Jan 2013) 3. Select and decide the areas for renovation according to the approved budget (Feb 2013) 4. Collect staff opinion on the design of ward storage system (Feb 2013) 5. Conduct detailed observatory study on staff daily workflow (Feb 2013) 6. Re-design ward storage system to enhance daily operation efficiency, e.g., medication corner, dressing corner, computer corner...etc (Mar 2013) 7. Prepare the draft of ward design according to staff suggestion and observatory findings for staff to comment (Mar 2013) 8. Consolidate, revise and finalize the ward design plan according to the comments from ward staff, hospital working group and contractors (June 2013) 9. Ensure patient safety during ward decanting to Ward B6 (29 June 2013) 10. Closely monitor the progress and outcome of the renovation works (July – Sept 2013) 11. Ensure the completion of major works by contractors according to the pre-set schedule (Sept 2013) 12. Ensure patient safety during moving back to Ward A8 (26 Sept 2013) 13. Conduct “Time and Motion” study for common procedures (Jan 2014) 14. Conduct staff opinion survey to surgeons, nurses and supporting staff on the project (Jan 2014)

Result
After moving back to A8 ward for 3 months, “Time & Motion Study” and “Staff Opinion Survey” were conducted. Under the "Time & Motion Study", 80 - 86.6 % of time saving for preparation of common ward procedures can be achieved. For "Staff Opinion Survey", a set of questionaires was sent to all ward surgeons, nurses and supporting staff. 96.3% staff yielded commitment due to involvement, 88.9% agreed enhancement of daily operational efficiency and 88.9% agreed strengthening of ward safety. Although ward renovation is a very complicated process and includes many steps to go through, this opportunity has been taken to improve ward environment, patient safety and staff satisfaction. According to this project experience, active staff involvement in the renovation process can enhance patient comfort, optimize working environment, enhance daily operation efficiency, and enhance patient safety as well as enhancing staff satisfaction and commitment.