Effectiveness of Buddy System to Facilitate the Workflow of Organization Wide Survey (OWS)

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Introduction
A buddy system creates a learning opportunities for staff members working in Quality and Safety (Q&S) Department, with an extension to other members working in Administrative Services Department and Human Resources Services Centre. This system is only implemented in the HA hospitals during the Organization Wide Survey (OWS) and Periodic Review (PR) provided by the Australian Council on Healthcare Standards, including the one held from 13 October to 17 October 2014 at QMH.

Objectives
1. To accompany with surveyors attaining hospital survey in different clinical and non-clinical units, and meeting with different subject officers within the time-frame; 2. To liaise with hospital partners before visits and meetings; 3. To achieve effective communication with local OWS coordinator if any ad hoc issues raised during hospital survey. 4. To identify areas for improvement in the next OWS and PR.

Methodology
Total sixteen buddies were recruited including Senior Nursing Officer, Nursing Officer, Ward Manager, Advanced Practicing Nurse, Administrative staff and Human Resources staff. Each buddy was assigned to assist one surveyor. One week before the OWS, a briefing session was organized to provide guidelines on roles and responsibilities of buddies. A debriefing session was conducted one week after the OWS for sharing and collecting feedback from buddies.

Result
Buddy system is a win-win concept for both surveyors and buddies. Surveyors can
enquire or seek support to buddies at any time if needed. Buddies can extend their networks; know more hospital services and learn how good they are. It also provides an opportunity to cluster hospital staff participating in OWS and learning how to prepare OWS in the coming days. Buddies can enjoy themselves at OWS buddy’s life if they can commit: 1. Preparation Buddies read the standard and self-assessment report of the assigned criteria, they can absorb more on that assigned criteria 2. Enhance communication aiming to build up a trust linking between surveyor and subject officer / onsite supervisor / OWS coordinator 2.1 Introduce buddies and subject officers before OWS. 2.2 Buddy contacts the onsite supervisor and pays a visit before OWS if needed. 2.3 Provide gentle advice to onsite supervisor / subject officer like preparing the information copy to the surveyor. 2.4 Convey the surveyor’s message to OWS coordinator.