



## Service Priorities and Programmes Electronic Presentations

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### **Cultivating a Caring Culture in KWC**

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### **Keywords:**

Caring Culture

Cultivate

Communication

Confidence in leader

Respect & Recognition

### **Introduction**

According to the findings of HA staff Survey 2016/17, some areas identified to be improved including 'communication, confidence in leaders, respect & recognition' in Kowloon West Cluster (KWC). As a result, this project was implemented since 4Q2017 to cultivate caring culture in all 5 hospitals of KWC with the objective of improving the staff satisfaction in respective aspects.

### **Objectives**

Cultivate caring culture in KWC

Enhance culture of staff respect and recognition

Enhance communication in both vertical and horizontal dimension

Target Group: All KWC nurses and Care-related Supporting Staff (CRSS)

### **Methodology**

1. 'Electronic Caring Corner' on hospital and KWC webpage with the theme of 'Caring Culture @ U' will be commenced in 1Q2018, contented composed:

- Caring Walk information
- Recognition and appreciation messages
- Good practice sharing

2. 'Caring Walk' was conducted by hospital nursing management to facilitate staff communication and promulgate caring culture:

- Using the 'fresh eyes' (third party viewpoint) and Caring Walk's tool kit as guidance to observe the existing caring practice and promulgate across various departments
  - Promotion of communication, respect and recognition
- (???, ???, ???, ???, ???)

Tailor-made colorful photo props with slogan-'Caring Culture @ U'

### **Result**

Result: Total 126 questionnaire were collected in KWC including nurses and CRSS from end of November 2017 to mid of January 2018.

The questionnaires were used the 4-point scale to measure the level of agreement towards the project. The highest scale was 4. The mean score of the project was 3.73. Reading indicated that staff was agreed the 'Caring Walk' could enhance mutual communication and improve caring at workplace.

Way Forward:

- Electronic caring corner would be newly lunched in 1Q 2018.
- Caring booth would be setup at staff event with funny balloon twisting, staff appreciation card and refreshment for culture promulgation.
- Periodically review to the project's effectiveness served as indicator to monitor and modify .