



Service Priorities and Programmes
Electronic Presentations

Convention ID: 1334

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Premium Ward Pilot Program- ?TEAM??

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Keywords:

Happy Staff

Team

Sense of belonging

FISH! Philosophy

Introduction

- The Premium Ward Program working group was formed in 1Q 2016 to improve and nurture a happy and caring culture at the workplace in HKWC. ?TEAM??won the shaking competition as the icon of this program. TWGHs FUNG YIU KING HOSPITAL participated the 'Premium Ward Pilot Program' in December 2016 to achieve this culture and to promote the sense of belonging and team spirit among staff. TWGHs Fung Yiu King Hospital Medical & Geriatric Female ward implemented the pilot program in April 2017.

Objectives

- To promote a happy and caring culture at workplace and to build up a Supporting, Appreciation, Encourage and Thankful atmosphere.

Methodology

- The concept of 'FISH! Philosophy' would enable employees to be more effective in any job. This philosophy improves team work, customer service, employee engagement, retention, recognition and leadership. The Four Practices of the FISH! Philosophy are Be There, Paly, Make Their Day and Choose Your Attitude.
- Conduct a contest for a design of a badge to be worn by all staff on duty working in the Premium Ward. Invite Consultants, GM/N and DOM to appraise the designs submitted. The main theme of the design arts will be focused on Supportive, Appreciation, Encouragement, Gratitude and Co- operations among all staff.
- Evaluation by standard Staff Survey form from Cluster.

Result

- 24 Staff survey forms (16 nurses and 8 supporting staff) were received.
- All the survey respondents agreed that the Premium Pilot Program did make them feel happy and respected.
- In conclusion, the Premium Ward Pilot Program achieved its aim to nurture a happy and caring environment in the workplace and enhance the sense of belonging and team spirit among staff.