



Service Priorities and Programmes
Electronic Presentations

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Happy Friday: Building a CARE Team in 5 minutes

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Introduction

Team building is a deliberate and challenging process due to financial and time constraints, the difference in personality, perceived status and workstyle. Although 'Away Day' has been successful in other business settings, it is difficult to implement in clinical area to be away from clinical works at the same time. Therefore, seeking alternative platform and team building strategy for them to have open communication and recognition on their performance are crucial.

Objectives

Facilitate open communication amongst the team and encourage sharing of staff as a team

Methodology

It was a free-style five minutes presentation within an acute geriatric ward. All ranks of nurses, clerk and students were welcome to join. The sharing session was hold on every Friday after the daily handover briefing. The topics were totally freely chosen by team members' interest and concern. Every sharing was followed by a discussion and the next presenter would be selected by lucky draw instantaneously. A simple questionnaire, consisted of a self-rating satisfaction score from zero representing "least happiness" to ten "the happiest" and an open-ended question "Tell Me the Truth...", was designed for evaluation.

Result

Total ten sessions were held from October to December in 2017. The participants included all ranks of ward nurses, student nurses and ward clerk. The frequency of sharing was weekly and the duration was 3 minutes presentation followed by a 2 minutes discussion. The sharing covered various topics, from clinical-related, improving well-being to staff and communication skill. The presentation format could be using computer, storytelling, live demonstration, group exercise and food tasting etc. The average self-rating satisfaction score was 8.3 after ten sessions. From the open-ended question, some feedback illustrated their enjoyment, like "It is interesting", "We have fun" or "Appreciated to their well preparation". On the other hand, some expressed "It is difficult to set topic" or "So challenging to step forward from my comfort zone".

Conclude:

This strategy offered a very good platform to encourage open communication and interaction amongst. Also, the five minutes duration was well affordable from the daily operation in an acute setting. It stimulates the team with creativity, self-awareness, recognition and enthusiasm. It definitely helped to foster an effective teamwork and facilitate good quality of patient care and build a Creativity-Awareness-Recognition-Enthusiasm (CARE)Team.