

Engaging Staff Through Work Improvement Programmes

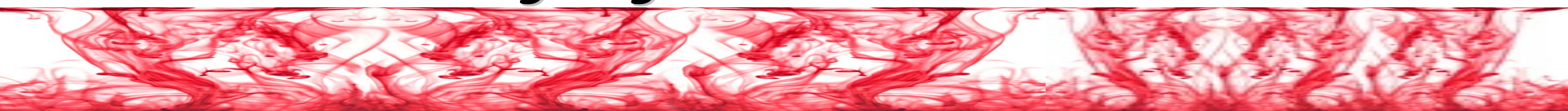
A Personal Learning Experience

Philip Choo

10th May 2010

Hongkong Authority Convention 2010

Hongkong Convention & Exhibition Centre

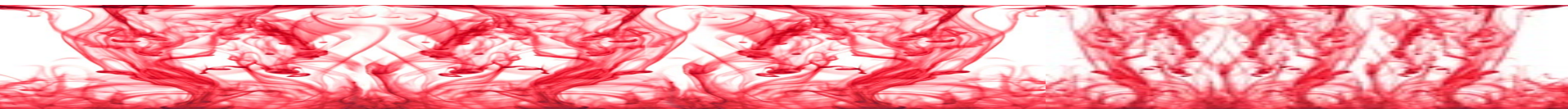




Realisation

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- Better staff + Better Processes = Better Outcomes
- Engaged Staff is more likely to be Empowered Staff
- Management's and Organisation's Role is to Develop and Grow Staff
- It's the Staff that Delivers Care
- It's not Work Improvement Programmes, It's translating Vision and Mission into Daily Practice and Routine. It's creating new Behaviour and Culture.



Sequence

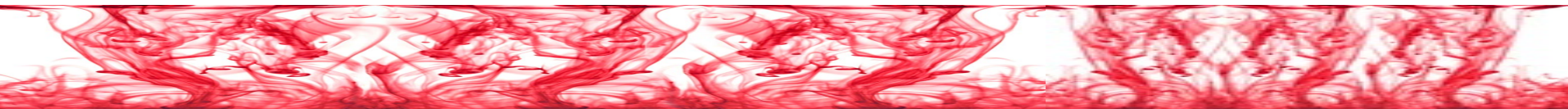
1. Get staff engaged.
2. Develop and Grow Them.
3. Better Staff + Better Processes = Better Outcomes
4. Establish New Behaviour and Culture

What Engages Staff

- Opportunity to do what they want and to do it well.

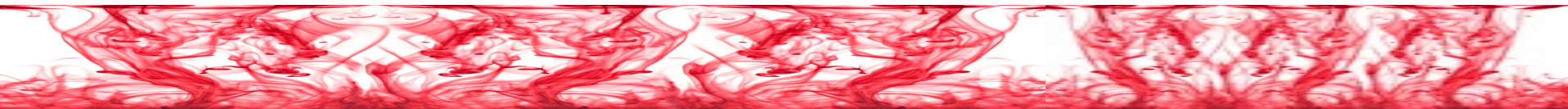
The 'Why' they join Healthcare

- When their Needs are met.



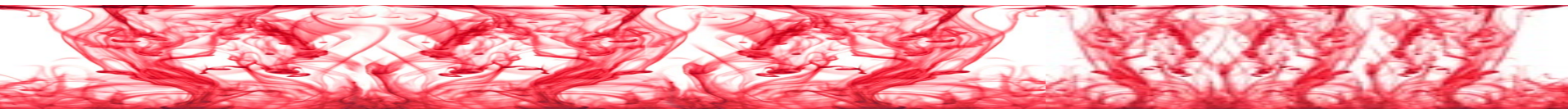
Why is this important ?

- Far Greater Commitment.
- Far Greater Productivity.
- Far Greater Growth.
- Far Greater Satisfaction.

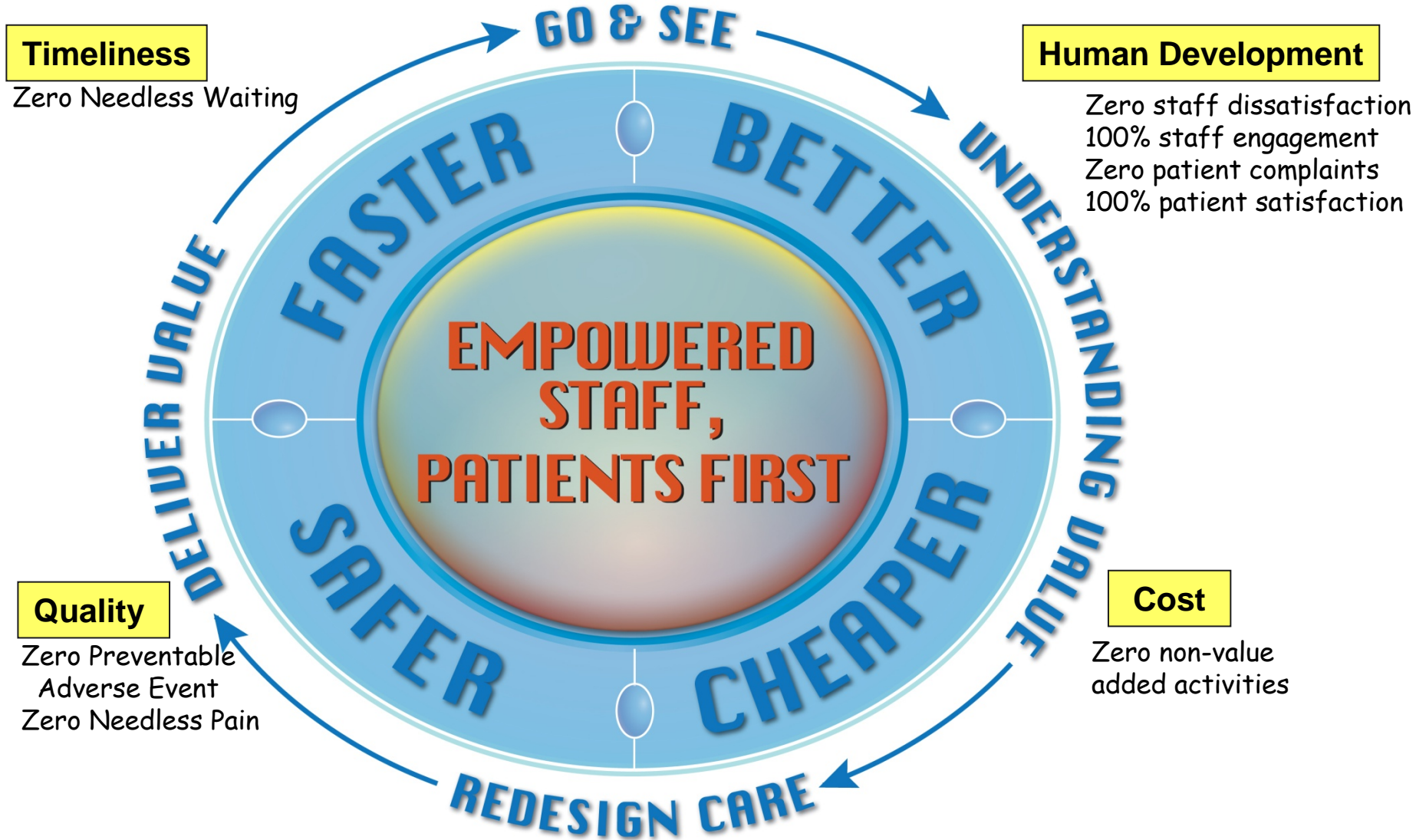


What are these Needs ?

- Hope for a Better Future.
- Security and Trust.
- Clarity and Role.
- Respect.
- Part of a Caring Community.



NHG MyCare Framework

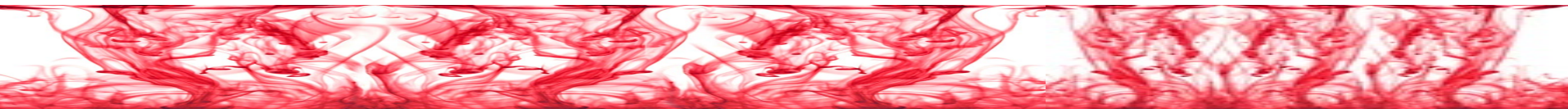


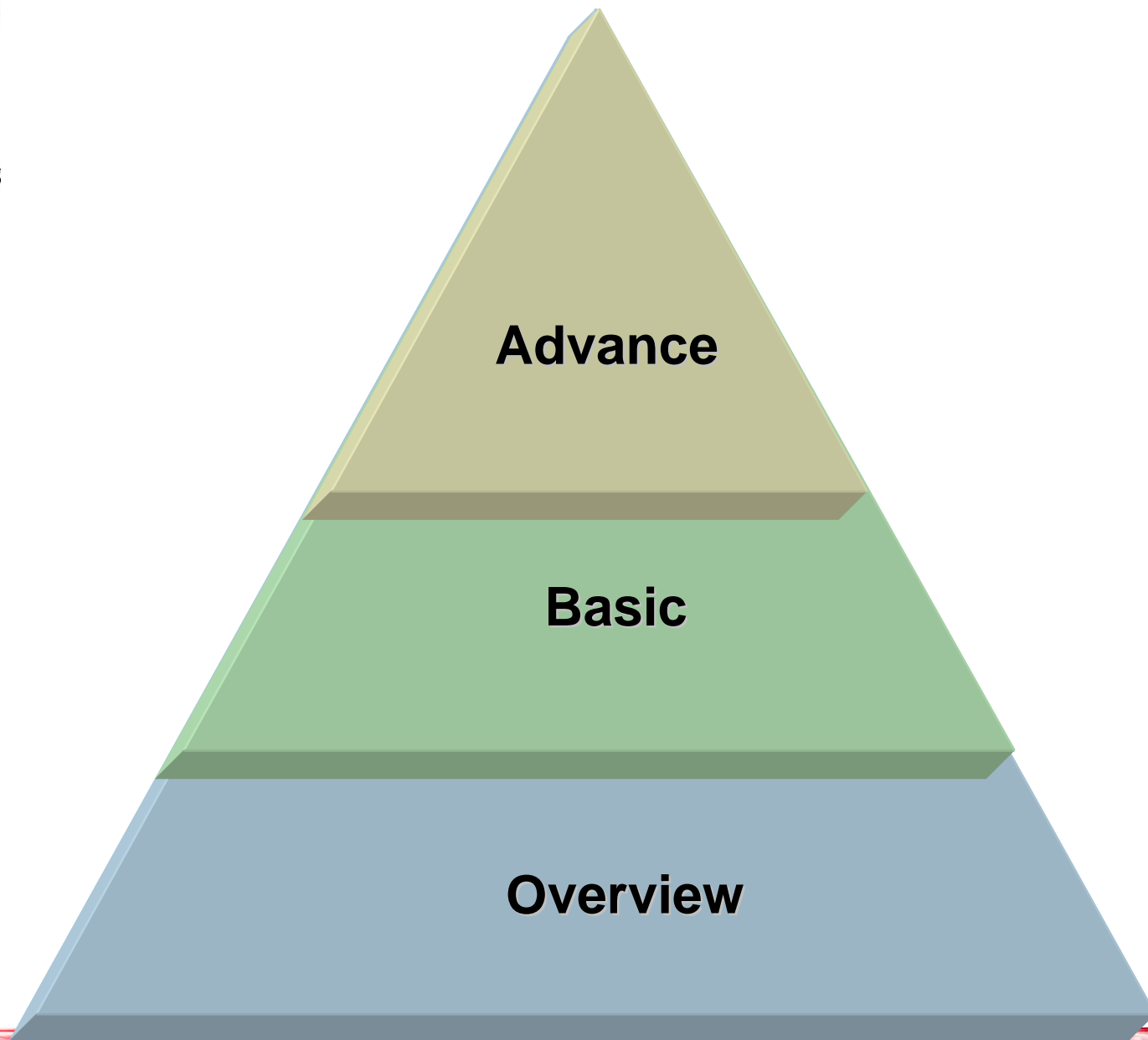
Developing Leadership in Our People

Enhancing Skills, Capabilities, Building Systems & Teams

Providing Support: HR Processes, IT, Facilities

- Training Program and Resource.
- Establish New Behaviour.
- Sustaining Change.





Sustaining Change

Critical

Communication

Leadership

Resources

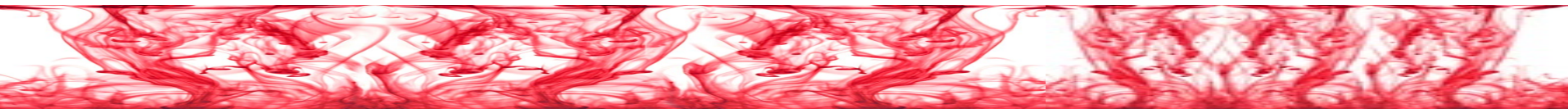
Achievement

Training

Implementation

Involvement

Compass





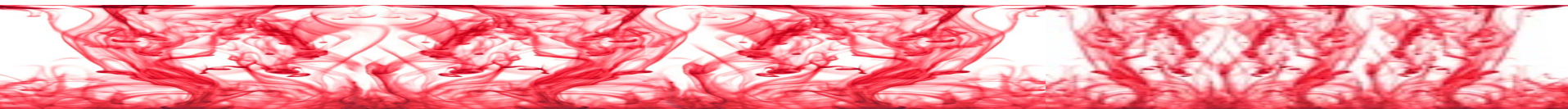
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All Programmes

- Why
 - Knowledge + Practice = Skills
 - Actual People
 - Actual Team
 - Actual Structure
 - Workplace
 - Actual Problems
 - New Better Process and Outcome
 - Recognition, Reward, Celebration

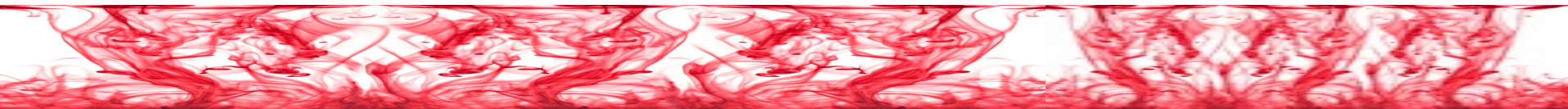
All Programmes

- Identify Sponsors and Champions
- Identify and Train the Trainers
- Trainers trains the Ground



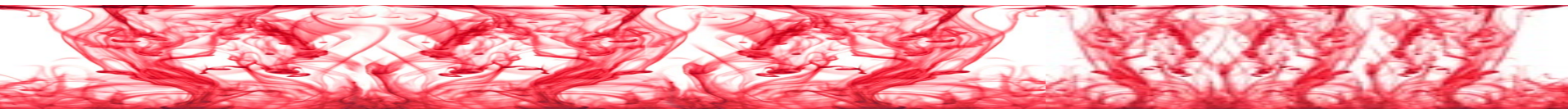
Learning Experience

- 6S and Daily Improvement
- Top Down
 - GS Short Stay
 - Eye VAP
- Teaching Programmes



Take Aways

- Create Challenge
- Great Expectation
- Trust the Ground
- Middle Management
- Localised, Modify





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Engagement Cycle

Reward
Recognition
Satisfaction

Engage Staff

Meeting the
Needs

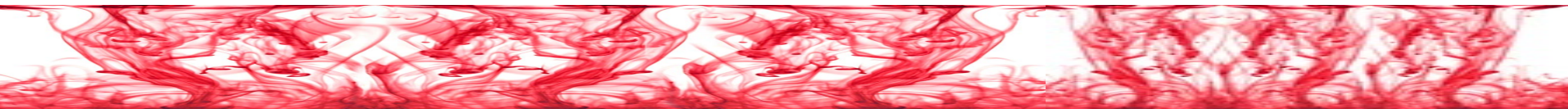
Better
Outcome

Grow and
Develop Staff

Experience

Develop Better
Process

Opportunities
Challenge
Training





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Success Cycle

Better Staff
Satisfaction

Success

Recognition
Reward
Celebration

Greater Impact

Confidence
Insight

Skills
Knowledge
Experience

Bigger
Challenge

